COMTREA HEALTH CENTER

2018 ANNUAL REPORT

"Really Care"
"Caring People"
"Affordable, Professional, Convenient"
"Great Staff"

"Friendly Service"
"Everything in one place"
"There for me"
"Counselor is amazing"
One of the greatest opportunities and privileges we have is to serve the residents of Jefferson County. This desire to serve has been the fabric of our culture since our inception in 1973, and continues today as a strong force across our employees, leadership, and Board. Our 2018 Employee Engagement Survey indicated that 92% of all staff strongly agree/agree that COMTREA lives it vision and mission on a daily basis, and this is cited as one of the top reasons that employees join and stay. Our vision is to be recognized as a leader in comprehensive healthcare, challenging and inspiring individuals, families, and employees to reach their full potential and purpose. This vision was truly realized this year with each service line receiving top recognition. Collectively, COMTREA has helped over 20,000 individuals agency-wide achieve this full potential consistent with their individualized goals and treatment. These outcomes are only made possible through our highly talented staff, an engaged Board of Directors, and a supportive community. We look toward another year of serving and making a positive difference in individuals served and Jefferson County residents.

2018 HIGHLIGHTS

WELCOME CENTER OPEN ACCESS

COMTREA Welcome Center opened with walk-in open access. Screening 300+ new clients each month.

NO MORE BULLYING PROGRAM

Tails with Tales Canine Therapy began the No More Bullying Program in schools reaching over 685 students.

TRAUMA-INFORMED GROWTH

COMTREA joined Alive and Well Jefferson County and continues in the Trauma-Informed initiative.

PRIMARY CARE QUALITY AWARD

Primary Care received the Gold Clinic Quality Award from the Missouri Primary Care Association.

20,420
ALL PATIENTS AND CLIENTS

158,032
TOTAL VISITS

13,910
FQHC PATIENTS SERVED

992
SERVED AT WELCOME CENTER

2,377
MOBILE SCREENINGS

2,152
EMERGENCY DENTAL PROCEDURES

$122,000
FROM FUNDRAISING EVENTS

4,241
VOLUNTEER HOURS

377
FULL & PART-TIME STAFF
95% overall satisfaction

95% staff listen to what I say

90% agree care is affordable

90% of adult patients had BMI screenings and a follow-up

518+ students received service from COMTREA School Liaisons

Children's Advocacy Center
- 16% increase in clients
- 300% increase in interviews for sexual abuse allegations

Canine Therapy Program
- 25 canine teams trained
- 20 Jefferson County facilities contracted for visits

Domestic Violence Shelter
- 6,289 nights of shelter
- $681,197 raised for transitional housing project
- 1,166 turned away

Patient Revenue
$17,504,039

Total Revenue
$27,951,946

Donations/Fundraising: 1%
Other: 4%
Sales Tax: 10%
MIL Tax: 10%
Grant: 12%
Patient Revenue: 63%

Total Expenses
$28,790,565

Community Services: 5%
Primary Care: 16%
Dental Care: 10%
Administration: 21%
Behavioral Health: 48%

Behavioral Health Recognized
Behavioral Health was recognized as a top provider in the federal Certified Community Behavioral Health Center project.

Dental Care Quality Award
Dental Care was recognized as a top provider in the country by Henry Schein and received a monetary award.

Dental Grant Received
Delta Dental of Missouri provided COMTREA a grant to build a clinic at Dunklin R-V School District.

Combating Opioid Epidemic
Primary Care bridged with Behavioral Health to offer medication assisted treatment for substance use disorder.
Our mission is to lead in providing quality, comprehensive healthcare that is affordable and accessible, and to support the dedicated professionals who make caring for the individuals we serve their number one priority.