2019 ANNUAL REPORT
Our 2019 focus has been an integration of services and access to care for individuals, including the most vulnerable. It was an exceptional year with 100% of all goals accomplished. This outcome of exceptional work was recognized with zero findings of error from two separate accreditation surveys (HRSA – Health Resources & Services Administration and CCBHO – Certified Community Behavioral Health Organization). We reached our goal of raising $1.2 million, which will allow us to build the first transitional housing unit for survivors of domestic abuse. Site preparation has been initiated on the five acre lot. Behavioral health services have expanded across the age continuum with the addition of child psychiatry at two of our school-based health care sites. Additionally, our Welcome Center for same-day access moved to a larger location, now averaging 14 individuals per day seeking behavioral health services. Primary care was recognized in clinical outcomes with the highest award of gold by the Missouri Primary Care Association. Integration of care achievements included the expansion of primary care services to the Arnold site for improved access for behavioral health clients and the addition of a Chief Medical Officer to oversee the delivery of care.

As we enter fiscal year 2020, we will continue to see health care reform and the focus on curbing healthcare costs. COMTREA will continue to implement actions to improve the quality and efficiency of treatment including same-day access, expanded hours, and integration of care and specialized services for the most vulnerable individuals. I would like to thank all COMTREA staff for their daily commitment and passion to serve our patients and clients, our volunteers and the Board of Directors who devote their valuable time each year to help us fulfill our mission, and our clients who entrust us to care for them. We look to the future with hope and inspiration.
PATIENT SATISFACTION

93.5%
services address my concerns and needs

93.2%
likelihood of referring your friends/family to COMTREA

95.1%
how nice and helpful are staff

REACHING OUR COMMUNITY

87%
of adult patients had BMI screenings and a follow-up

89%
of patients received tobacco use screening and cessation

1 icon = 10% of patients

809
students received service from COMTREA School Liaisons

CHILDREN’S ADVOCACY CENTER
- 15.5% increase in clients
- 18.5% increase in interviews for sexual abuse allegations
- 5,175 children received child abuse prevention education

CANINE THERAPY PROGRAM
- 22 canine teams trained
- 39 Jefferson County facilities contracted for visits
- 12,430 individuals visited by canines and handlers

DOMESTIC VIOLENCE SHELTER
- 4,127 nights of shelter
- 1,864 total clients served
- 904 turned away

PATIENT REVENUE
$19,404,170

TOTAL REVENUE
$30,250,203

TOTAL EXPENSES
$30,497,158

ACCREDITATION VISITS
COMTREA received exceptional reviews from HRSA and the Department of Mental Health CCBHO certification team.

PRIMARY CARE EXPANSION
Primary care services added to the Arnold clinic, and plans to add primary care services to the Festus clinic.

DENTAL COLLABORATION
COMTREA collaborated with the Jefferson County Health Dept, staffing dentists for four months to keep clinics open.

QUARTERLY CLIENT FOCUS GROUP
20 clients and their chosen family and/or friends participated in COMTREA quarterly focus groups.
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.