

June 13, 2014

Board/Staff workday; Needs Assessment Review

The following staff and board members were present today for Strategic Planning and Budget Review.

Staff: Margo Pigg, Deborah Tumulty, Patty Martens, Ghada Sultani-Hoffman, Dr Huss, Amy Rhodes, Judy Finnegan

Absent: Tracy Wiecking

Board Members: Martha Maxwell, Vicki James, Ken Waller and Audrey Mitchell

Meeting began at 8:30 am with review of content and slides for upcoming board meeting for Budget review on June 23rd, 2014.

The first order of business was the review of the Mission Statement: The mission of COMTREA is to be an innovative, effective, and responsive community health care center and the values of the agency.

Dr. Huss noted that the purpose of this meeting was to create the final draft of the FY 2015 Strategic Plan and Budget for submission to the Board at the annual meeting. He noted that the staff departments had completed their respective needs assessments and the result is reflected in the draft Strategic Plan. The Board's responsibility in regard to the needs assessment is to reflect the views of the people and areas they represent as the Strategic Plan is developed and finally approved. It was noted that the income expected from the State DMH was slightly better than last year and the only increases expected would come from the Dental and Medical FQHC services. While there have been no significant changes in the county demographics and needs as reflected in the 2010 Needs Assessment as reflected in the original FQHC application, the extremely positive reception to COMTREA's medical and dental services attests to the validity of the current efforts of COMTREA. In addition, meetings with the School Superintendents validate our response to the needs of the school systems in the county through our medical, dental and behavioral systems. The group discussed the Five Year Plan, Financial stability and growth based upon Board members suggestions and County Council input:

Hillsboro

- Integration of physical, dental and mental/substance abuse health care
- Positive and mutually beneficial relationships
 - Jefferson County Council
 - Jefferson County Court/legal system
 - Jefferson County Service providers
 - Missouri Department of Mental Health
- Mission driven activities
- Facilities/support
- Quality, "best-practice" driven care
- Controlled Expansion
- Commitment to staff
 - Education/training
 - Compensation

The group then used the information and analysis provided by staff and board members to develop the continuing five year plan more specifically:

1. To continue leadership and long-term viability providing services for children and adults as identified in the Strategic Plan in accordance with third party stakeholder requirements
2. To continue to be an active participant in the mental health, physical health, and dental planning process in Jefferson County and in the Eastern Region
3. To monitor key performance indicators and quickly implement corrective action strategies when they are indicted.
4. To increase the donations/ fund raising to COMTREA by 50% in the next five years
5. To provide a full-service FQHC center on four school campuses by 2018
6. To develop and implement an effective, integrated Electronic Medical Records system (including an interactive website) by 2016
7. To open a duplex/apartment complex or shelter by 2018 for abused women at *A Safe Place*
8. To develop alternative housing for the adult mental health and substance abuse population served by COMTREA
9. To integrate physical and mental health/ behavioral health services
10. To open the High Ridge FQHC medical/dental/behavioral health center in 2016
11. To open an FQHC dental office in South St. Louis County by 2018
12. To increase staff salaries to be above market by 2018
13. To enhance the ongoing professional growth and development of the staff
14. To have the Bridle Ridge Campus be self-supporting by 2017
15. To become a “trauma-informed agency” by 2017

The group then reviewed and approved the following goals for FY 2015:

- COMTREA will continue to be responsive to the mental health, substance abuse, physical health, dental, domestic violence and behavioral treatment needs of the people we serve.
- COMTREA will continue to educate the community about mental health, physical and dental health, domestic violence and substance abuse issues
- COMTREA will continue to recognize the value of and competitively compensate its staff to assure continuity and quality of care to the clients we serve
- COMTREA will continue to function as a cost-effective business
- COMTREA will continue to effectively and responsively serve as the 22nd Service Area Administrative Agent for the Missouri Department of Mental Health, the CMHC for the Jefferson County Council and a Federally Qualified Health Center
- COMTREA will continue to effectively serve as the treatment provider for the legal/judicial system of Jefferson County
- COMTREA will continuously develop additional funding streams

- Based upon the tremendous demands placed upon the system by the FQHC reporting, new programming, and internal needs, the group agreed that this fiscal year would use these *Terms a lot this year: consolidate, refine, evaluate, stabilize, energize, simplify, improve, quality, innovate, efficiency, planning, preparation, clarify, market, publicize, proactive....*

Full review of Strategic Plan completed, with comments from each EVP/VP within their respective areas as well as well as rationale and budget figures in each. Key issues and focus on quality was stressed.

Also, full review of Five Year Plan completed as well.

Upon full completion of reviews, Martha Maxwell moved, and Ken Waller seconded, that Board subcommittee approval the material reviewed today for full board review at Board Meeting on June 23rd, 2014 at Arnold office. It was noted that the Board members would continue to reflect the needs of the community as the annual review of the Strategic Plan and Budget was presented and reviewed at the annual meeting.

Meeting concluded at 1:09 pm.

COMTREA exec team continued to work on planning issues. Addressed numerous issues regarding budget: renovations, salary ranges and hiring practices for example.

Respectfully submitted,

Margo Pigg