Board Meeting Minutes

Meeting Date 2/10/20 Time: 7:30 am
Chairperson/President/Facilitator: Jerry Rogers, Chairperson

Attendees: Jerry Rogers (Board Chair); Jane Sullivan; Martha Maxwell; Audrey Mitchell; Kelly Steffens; Dennis Gannon; Kathryn Ellis (Board Vice Chair); Kim Harvey-Manus; Dr. Steven Crawford; John Lamping (Executive Board Member); Beth McDaniel (Board Secretary); Mark Mertens and Dr. Josh Isaacson

Not in Attendance: Cliff Lane; and Sylvia Daniels
Guest: Jenelle Behnen

Staff in Attendance: Susan M. Curfman, MA (President & CEO); Amy Rhodes (CFO); Kim Elbl (VP Capital Campaign and Fundraising); Tony Sokolic (VP, Youth BH); Lisa Rothweiler (COO); Rachael Bersdale (Chief Behavioral Health Officer); Katie Harman (VP, HR); Patty Vanek (VP, Clinical Quality); Rachel Pourchot, VP Adult BH; Katy Murray (VP Corporate Compliance/QM) and Dr. Courtney Garland (Dir of Oral Health)

Not in Attendance: Dr. Rohatgi (Chief Medical Officer) and Cindy Vessell (VP of Community Services);

1. Meeting Open
The February 10, 2020 Board Meeting was called to order at 7:35 am by Jerry Rogers, Board Chairman with a quorum of members present.

2. Approval of Agenda
The February 10, 2020 Board Meeting agenda was reviewed and no revisions were requested.
Recommendations: "I, Mark Mertens, move that we approve the February 10, 2020 Agenda as presented." Kathy Ellis seconded the motion. The motion carried.

3. Approval of Board Minutes
a. Approval of January 13, 2020 Minutes
The January 13, 2020, board meeting minutes were reviewed with no revisions requested.
Recommendations: “I, Kathy Ellis, move that we approve January 13, 2020 Board Meeting Minutes.” Jane Sullivan seconded the motion. The motion carried.
➢ Sign the final approved board meeting minutes (Jerry Rogers, Chairman)

4. Closed Session / Personnel
The closed session opened at 7:36am. During the closed session the Board discussed Personnel matters and voted on the nomination of a new board member that was approved. The closed session ended at 7:50am. The only decision made was to nominate and accept Jenelle Behren to the COMTREA Board.

5. Mission Statement
Jerry Rogers asked everyone to join him in reading the mission statement:
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.

6. Board Highlight for February – Integrated Health Team, David Haasis
Sue Curfman introduced David Haasis who came in 2 years ago as a health care consultant which places a BH professional in the PC team. The 1690 team is the extension for the crisis intervention. David Haasis gave an overview of what a BH consultant does and explained how 80% of Psych meds are prescribed by PC doctors. Through the HRSA expansion grant there was expansion that allowed for two crisis specialists. Before this David Haasis was handling all the crisis in addition to the consultant role. The crisis specialists were hired to assist with any crisis that comes about with PC and OH at any location, the extension 1690 comes into a cell phone app at any time, there is always someone on call. The first response is too many things, domestic violence, housing issues, suicide etc. and they come in and give resources and deal with at the time. Most of the calls are in the office and one person is always doing follow up and short term case management (around 90 days) to hopefully not have issues in the future. They have gone out in the field to let someone know of labs and the need to go to the ER. Some of the things are small but make a huge difference in someone’s life. David Haasis spoke of how important integration is very important and gave
a client story. The Community Health Worker also works with the crisis specialist to help families in need. The specialist is available Mon-Fri. Assessments and resources are given, the help is tracked and look at how long they need to keep the client monitored. Jerry Rogers asked if the 90 days tracking and are most are handled quicker, David Haasis mentioned that most clients are open about a month. David Haasis spoke of a client example that was short and then there are some with substance use issues that take longer. This role really feels the gap. Josh Isaacson asked on the unduplicated – the timeframe. This number is from September. Mark Mertens asked about the funding, David Haasis stated that this is 100% funded by the expansion grant. Jerry Rogers asked if the program has coordinated with ASP when needed and they have, they are able to get resources from ASP. Sue Curfman stated that this is a great example of Integration and mentioned that afterhours and on weekends goes through BHR.

7. Financial Review

John Lamping gave the financial report on December financials. Cash on hand just over $1.6M. The AR is growing due to the non-Medicaid DMH. Overall for the month of December it was fairly normal considering the month and the loss is typical for this time of the year. YTD a profit of just over $50K. Amy Rhodes explained that every year DMH allocations are given and there are two allocations in the past you could move funds between the accounts they no longer allow this, historically we run out in April and this year the funds ran out in December. There is a meeting tomorrow to discuss allocations with DMH. At this time there is $650,000 in over allocation and estimated that there will be over $2M by the end of the year. Even if funds are moved there will still be an over allocation of over $1M. There will be discussions on how to maintain a program with this loss. Sue Curfman stated that there will be plans figured out with what will look like with cuts to the funding allocations. This is not just an issues for COMTREA, there are others that are experiencing issues with using their funding dollars. The plans and updates will continue to be updated as more news comes about. Mark Mertens asked regarding seeing everyone that comes in and speaks of clients that don’t show up and then they come in will they be seen and Amy Rhodes stated that yes. Sue Curfman stated that they will be looking at limits on services to solve this. Jerry Rogers asked if the non-funded clients are just in BH, Amy Rhodes stated yes. Josh Isaacson asked if a reduction in hours at the site will assist and Sue Curfman mentioned that
this could be a possibility. There was recent discussions in Jefferson City regarding Medicaid Expansion.

**Recommendations:** “I, John Lamping, move that the Board approve the financial report for the month of December 2019.” Mark Mertens seconded the motion. The motion carried.

8. CEO’s Report

   a. What are our clients saying?
   b. Financial Focus Update
      i. Growth Report
      Sue Curfman reviewed the growth report for productivity in January. BH was 54% there will be discussion on implementing point in time scheduling the BH child was 84%, Integrated Staff 51%, PC 59% with Avatar going live as their EHR. Jerry Rogers asked what is scheduled for, Sue Curfman stated 3 and hour and accommodating any walk-ins. Then Oral Health was at 71%.
   c. Federal/State Associations/Advocacy Update/Community Involvement
      i. Update on Medicaid Expansion Campaign
   d. Divisional/Department Updates
      i. Behavioral Health/Psychiatry Updates
      Discussions today will be how to transition some of the milder BH patients into PC.
      ii. Primary Care Updates
      The EHR has been transitioned into. Lisa Rothweiler stated there are a few issues but they are Netsmart issues
      iii. Oral Health Updates
      They are now fully staffed and a new 30 day training program has been implemented.
   e. HRSA
      i. PR Monthly Review – Required and additional health services
      Sue Curfman stated that this area was 100% compliant. There is a new Federal Project Office, Karen McMillan, Sue Curfman had an introductory call with her last week.
      ii. Current % of Board Consumers
      The % is currently at 53% and still in compliance.
   f. Monthly Grant Update
TWT received a one time award from the Saigh Foundation for $4,000. The new United Way RFP will be due in latter part of March.

<table>
<thead>
<tr>
<th>Funding Entity (Program Name)</th>
<th>Program Recipient</th>
<th>Description</th>
<th>Amt Requested on Pending Grants</th>
<th>Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCP Grant (Crisis Counseling Program)</td>
<td>BH</td>
<td>For 2 part-time positions 20 hours a week (Counselors) Nov 2019 – Aug 2020, Staff were hired in December</td>
<td>$64,622.88</td>
<td>Awarded</td>
</tr>
<tr>
<td>Franklin County United Way</td>
<td>CAC</td>
<td>Currently working on the application for this funding</td>
<td>$13,600</td>
<td>No updates at this time, their board meets on the 14th</td>
</tr>
<tr>
<td>Saigh Foundation</td>
<td>TWT for No More Bullying! Program</td>
<td>One – Time Funding</td>
<td>$5635</td>
<td>Awarded $4,000</td>
</tr>
<tr>
<td>Walmart Grants</td>
<td>M HOH</td>
<td>Applied for (3) grants</td>
<td>Unknown</td>
<td>Awarded (1) Festus Walmart $2,000 / Denied (1) Waterloo Walmart and pending a 3rd</td>
</tr>
</tbody>
</table>

**g. Volunteers**

Sue Curfman went over the volunteer hours.

<table>
<thead>
<tr>
<th>Location</th>
<th>JULY</th>
<th>AUG</th>
<th>SEPT</th>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
<th>JAN</th>
<th>TOTAL HOURS</th>
</tr>
</thead>
<tbody>
<tr>
<td>A Safe Place</td>
<td>0</td>
<td>9</td>
<td>19</td>
<td>8</td>
<td>9</td>
<td>14</td>
<td>0</td>
<td>59</td>
</tr>
<tr>
<td>CAC</td>
<td>0</td>
<td>8</td>
<td>10</td>
<td>2</td>
<td>6</td>
<td>2</td>
<td>0</td>
<td>28</td>
</tr>
<tr>
<td>Employees</td>
<td>12</td>
<td>6</td>
<td>0</td>
<td>19</td>
<td>11</td>
<td>11</td>
<td>0</td>
<td>59</td>
</tr>
<tr>
<td>Board Members</td>
<td>84</td>
<td>58</td>
<td>99</td>
<td>120</td>
<td>71</td>
<td>60</td>
<td>68</td>
<td>560</td>
</tr>
<tr>
<td>Adult and C&amp;Y Div.</td>
<td>48</td>
<td>40</td>
<td>71</td>
<td>140</td>
<td>32</td>
<td>26</td>
<td>0</td>
<td>357</td>
</tr>
<tr>
<td>Tails with Tales</td>
<td>55</td>
<td>108</td>
<td>88</td>
<td>113</td>
<td>153</td>
<td>65</td>
<td>80</td>
<td>662</td>
</tr>
<tr>
<td>Job Shadowing</td>
<td>0</td>
<td>7</td>
<td>25</td>
<td>58</td>
<td>48</td>
<td>11</td>
<td>11</td>
<td>160</td>
</tr>
<tr>
<td><strong>TOTAL Hours:</strong></td>
<td><strong>199</strong></td>
<td><strong>236</strong></td>
<td><strong>312</strong></td>
<td><strong>460</strong></td>
<td><strong>330</strong></td>
<td><strong>189</strong></td>
<td><strong>159</strong></td>
<td><strong>1885</strong></td>
</tr>
</tbody>
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9. **Action Items (Anything that requires a vote)**

a. Leadership Council Reports (Month of January)

**Recommendations:** “I, Audrey Mitchell, move that the Board approve the January Leadership Council Report.” Beth McDaniel seconded the motion. The motion carried.

b. Approval of Board Nomination – Jenelle Behnen
Jerry Rogers updated that the board discussed and voted on the nomination of Jenelle Behnen during the closed session. The nomination was accepted and Jenelle Behnen was formally accepted to the COMTREA Board.

c. Annual Review & Approval of G3.7.05 Succession Planning Policy

Sue Curfman stated that the CARF survey will be the last week of February the policy needed to have the word annual review to it. Jerry Rogers asked how the board would handle the succession plan. The plan states that the Board appoints and normally that is the COO and then puts together a search committee.

Recommendations: “I, Mark Mertens, move that the Board approve the revisions to G3.7.05 Succession Planning Policy as presented.” Martha Maxwell seconded the motion. The motion carried.

d. Revised COMTREA Holiday’s 12.3 – Christmas Eve Holiday

Sue Curfman stated that historically it is costing more money to stay open to close and the financials were reviewed and it is suggested that Christmas Eve be added to the holidays. Dennis Gannon asked how many holidays are on the calendar, Katie Harman stated 8 holidays.

Recommendations: “I, Mark Mertens move that the Board approve the revisions to Policy 12.3 COMTREA Holiday’s to add Christmas Eve as presented.” Josh Isaacson seconded the motion. The motion carried.

e. FY2020 Q2 Strategic Plan Update

Sue Curfman stated as of 2nd quarter 92% of all the action items have been completed. The stakeholder survey was sent out and then the staff listening sessions start this month.
Recommendations: “I, Mark Mertens, move that the Board approve the FY2020 Q2 Strategic Plan Update as presented.” John Lamping seconded the motion. The motion carried.

f. Credentialing & Privileging
Kathy Ellis went over the report for January 2020 there was 3 current staff recredentialed and 1 new staff member and 1 intern.

Recommendations: “I, Kathy Ellis move that the Board accept the January 2020 Credentialing & Privileging Report as presented.” Beth McDaniel seconded the motion. The motion carried.

g. QIQA Monthly Report – Oral Health and Human Resources
Patty Vanek stated that the UDS is looked at for HRSA and the demographics was reviewed to ensure there is accessibility for clients. The analysis below shows some of the highlights of the report. The language needs have been addressed by Lamp.

<table>
<thead>
<tr>
<th>Analysis</th>
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<tbody>
<tr>
<td>There was a less than 1 percentage increase in the total overall FQHC individuals served in 2019 (14,758) compared to 2018 (14,285).</td>
</tr>
<tr>
<td>There were approximately 246 more individuals recognized that spoke a preferred Language other than English in 2019. This has increased from 2018’s reported 70 individuals.</td>
</tr>
<tr>
<td>Patients by Gender Identity reported “chose not to disclose” reflects 1,549 individuals served. This has decreased substantially compared to 2018’s 3,444 individuals.</td>
</tr>
</tbody>
</table>

For OH there was three measures presented explained Patty Vanek. There was a decrease in numbers due to short staff. Dr. Garland stated that hygienists are being hired and dental assistants. Dr. Garland stated that there have been a few issues and school closures.
Katie Harman went over the YTD 2019 numbers. The stay interviews and exit interviews are in place and within 90 days new hires get a survey too, to see what the barriers and help needed since there is an increase in new staff turnover. Jerry Rogers asked what the primary reasons for leaving. Katie Harman stated that pay and negative work environments. Josh Isaacson asked regarding a goal % for turnover. The standard FQHC is 20% and since COMTREA is nonprofit the pay is always going to be less but flexibility is huge. Josh Isaacson asked regarding the onboarding process, Katie Harman stated that they are tweaking this and a lot of the issues are with training. Sue Curfman spoke of a study and the group of $11-15 work staff that is part of the biggest turnover nationwide. Sue Curfman stated that there are over 130 Quality Measures that are managed.

**Recommendations:** “I, Beth McDaniel move that the Board accept the January 2020 QIQA Report as presented.” Mark Mertens seconded the motion. The motion carried.

**Discussion Items (Informational; no action taken)**

   a. Subcommittees of the Board
      i. Building and Grounds
Lisa Rothweiler stated that the building is under siding and dry wall will be hung this week, electric was started last weekend and the Ameren staff donated their time. There was a meeting last week and the construction should be completed around mid-March. The site area will need to be done in April and the goal is to have a resident around Mother’s Day. The PC exam room in Festus is almost complete. Lisa Rothweiler stated that some of the work in Arnold will start this week. This work will be handled by the internal maintenance staff.

ii. Fundraising & Capital Campaign
Jerry Rogers recognized Kim Elbl and staff for Mardi Gras. Kim Elbl stated that the end of the day on Friday there was just over $75K profit. Jerry Rogers wanted to thank all of the board members for attending. Kim Elbl hopes that the facility will allow the event to come back again next year. The capital campaign is still raising funds for house #2, each week there are more new donors. There will be presentations scheduled in hopes for additional donations and some private foundations have been looked into for funding. There are some fundraisers coming up the CAC one on Feb 22nd was cancelled.

iii. MHOH Committee
Mark Mertens stated that roughly $550,000 is needed for the 2nd house to start. Mark Mertens spoke of St. Joseph and the support they gave for the event. Mark Mertens asked that the Board send a thank you note to the parish for using the facility.

11. Board Member Information
   a. Open Board Treasurer Position
Jerry Rogers stated that there is still a need for a treasurer and Jerry Rogers will be calling members.
b. Board Recruitment
Jerry Rogers spoke of other potential board members. There was a lunch fixed for the construction crew by ASP.

12. Old Business
No old business at this time.

13. Next Scheduled Board Meeting
   a. Monday, March 9, 2020 – Arnold

15. Adjournment
There was no further business to discuss.

Recommendations: With there being no further business to discuss, Kathy Ellis moved for adjournment. Josh Isaacson seconded the motion. The motion carried.

☑ Minutes approved [Signature of Committee Chair] [Date]

3/9/20