



Board Meeting Minutes

Meeting Date: February 8, 2021 **Time:** 7:30 am **via Zoom Call in due to COVID**

Chairperson/President/Facilitator: Jerry Rogers, Chairperson

Attendees: Jane Sullivan; Kathryn Ellis (Board Vice Chair); Kim Harvey-Manus; Cliff Lane; Jenelle Behnen; Jerry Rogers (Board Chair); Mark Mertens; Mary Dunnegan; Dennis Gannon; Tammy Fulbright; Beth McDaniel (Board Secretary) and Dr. Steven Crawford

Not in Attendance: John Lamping (Board Treasurer); Sylvia Daniels; Audrey Mitchell; Martha Maxwell and Dr. Josh Isaacson

Staff in Attendance: Susan M. Curfman, MA (President & CEO); Amy Rhodes (CFO); Katie Harman (VP, HR); Katy Murray (VP Corporate Compliance/QM); Dr. Courtney Garland (Dir of Oral Health); Amy Phillips (VP, Adult BH); Rachael Bersdale (Chief Behavioral Health Officer); Lisa Rothweiler (COO); Tony Sokolic (VP, Youth BH); Kim Elbl (VP Capital Campaign and Fundraising); Cindy Vessell (VP of Community Services); Patty Vanek (VP, Clinical Quality); Monica Johnson (Director of Nursing); Dr. Rohatgi (Chief Medical Officer) and Heather Borah (Adult BH AVP)

Not in Attendance:

1. Meeting Open

The February 8, 2021 Board Meeting was conducted via zoom call in due to the continued social distancing recommendations. The Meeting was called to order at 7:32 am by Jerry Rogers with a quorum of members present via phone.

2. Approval of Agenda

The February 8, 2021 Board Meeting agenda was reviewed and no revisions were requested.

Recommendations: "I, Kathy Ellis move that we approve the February 8, 2021 Agenda as presented." Dennis Gannon seconded the motion. The motion carried.

3. Approval of Board Minutes

a. Approval of January 11, 2021 Minutes

The January 11, 2021, board meeting minutes were reviewed with no revisions requested.

Recommendations: “I, Kim Harvey-Manus, move that we approve January 11, 2021 Board Meeting Minutes.” Kathy Ellis seconded the motion. The motion carried.

- Sign the final approved board meeting minutes (Jerry Rogers, Chairman)

4. Mission Statement

Jerry Rogers asked Kim Harvey-Manus to read 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.”*

5. February Program Highlight – PSR Program by Kristy Dale

Sue Curfman stated that the PSR (PsychoSocial Rehab) program will be the highlight for today’s board meeting with Kristy Dale the program manager presenting. Kristy Dale stated that she never imagined that the PSR program could be virtual. The PSR program is a community of individuals to create hope, empowerment and growth. The overall health and wellbeing is focused on and each individual has their own treatment goals. The program is designed for 18 and older, focusing on the individual strength and preferences. The clients are referred to as members not clients and each person brings value to their program. To get in to the program they must have a desire to be in the program and a mental health diagnosis. They have two programs one is a half day and one is a full day. They work to connect with other entities to help their members. The virtual day has been created to mimic an in person day with an independent lunch in the schedule.

Jerry Rogers asked how this compares to the adult day care that COMTREA used to have, Kristy Dale mentioned that is what people have referred to it as in the past but this is not a daycare. Jerry Rogers asked about the family involvement, Kristy Dale stated that when they could they would join some of the special activities. Goals with the program are nutrition, socialization, budget, family dynamics, stress management, they work with other areas of the agency with the clients. Technology was one of the hardest things for the members and the members are now zooming and they are able to do that with providers now they have learned that skill. At this time they drop off bags on the members porches for supplies needed and this helps with interaction. Kristy Dale thanked the board for listening about the program.

6. Financial Review

a. Financial Performance

Amy Rhodes gave the report with the absence of John Lamping. The cash is at \$7.6M and just over 96 days. AR is at \$5.4M and is a high number but is in between the pay cycles so that is why it is so high. There will be payments of about half million expected in the next week or two. For the income statement there was a profit for the month and YTD and a lot of this is attributed to COVID related funding. All programs had a profit for December, Community Services is at a loss due to fundraising. Jerry Rogers asked about 340B, Amy Rhodes stated that there is revenue brought in that covers some of the expenses. There have been significant discussions around the financials and the minimum things that need to be put in place to keep COMTREA on the direction they are heading.

b. Investment options for COMTREA cash

Amy Rhodes stated that due to having over \$7M in the bank, there is discussions and looking at some investment options and more will be coming in the future. Investments would have to be short term and there are some restrictions around non-profits.

Recommendations: "I, Kathy Ellis, move that the Board approve the financial report for the month of December 2020." Dennis Gannon seconded the motion. The motion carried.

8. CEO's Report

a. Financial Focus Update

i. Growth Report

Sue Curfman stated that the bulk of time out was due to quarantine and went over the productivity percentages for January 2021.

b. Covid testing and vaccination updates

Sue Curfman updated that testing continues but that has dropped to about 20% of what was previously being done the focus is with vaccines. There has been 4 vaccination clinics the focus was 1a and now 1b tier 1 and 2. First large vaccination clinic last Friday and did 560 vaccinations in Festus (Sacred Heart Gym). There is a meeting later today to discuss the clinic and some logistics learned from last week. The clinics this week are for 2nd doses. There was discussion around testing and it is still available by appointment at Hickory and Emerson and the testing may be cancelled at the fairgrounds due to low census.

c. Federal/State Associations/Advocacy Update/Community Involvement

Sue Curfman stated that there was a lot of calls last week and there is discussion that funding may be available for FQHC new buildings.

d. Mid-Year Financial Review and Service Line Updates

This was a review done and will be presented to the boards as any plans start to evolve. The financial sustainability is taken very seriously.

e. Divisional/Department Updates

Updates were given during the financials, but Sue Curfman stated that staff is fatigued. The quarantines are taken a toll on everyone.

- i. Behavioral Health/Psychiatry Updates
- ii. Primary Care Updates
- iii. Oral Health Updates

f. HRSA

i. Notifications of Awards

- 1. Adjustment to Scope of Project Approved (Tracking No: CIS00109197)

Sue Curfman stated that this added “community events” to other activities so that our COVID Community Testing and Vaccination would be under scope.

ii. PR Monthly Review

- 1. REQUIRED AND ADDITIONAL HEALTH SERVICES

The monthly review showed 100% in compliance for this requirement per Sue Curfman.

iii. HRSA OSV 2021

Sue Curfman stated that we were informed this week that our OSV will be delayed until 2022.

iv. Current % of Board Consumers

The current percent of consumer is 53% per Sue Curfman and in compliance.

v. Service Line Locations and Hours (Bi Annual Notification)

The board is notified on a bi annual basis of all locations along with service lines and hours. The list below was provided.

Festus: *Mental Health / Substance Use / Psychiatry and Primary Care*

Monday/Wednesday 8:00am-5:00pm, Tuesday/Thursday 8:00am-6:00pm, Friday 7:30am-5:00pm
(per-COVID hours Monday-Thursday 8:00am-7:30pm and Fridays 7:30am-5pm)

Arnold: *Mental Health / Substance Use / Psychiatry and Primary Care*

Monday 8:00am-6:00pm, Tuesday/Wednesday 8:30am-6:30pm, Thursday/Friday 8:30am-5:00pm
(pre-COVID Monday 8:00am-6:30pm, Tuesday/Wednesday/Thursday 8:30am-6:30pm, Friday 8:30am-5:00pm)

Northwest: *Mental Health / Substance Use / Psychiatry*

Monday - Friday 8:30am-5:00pm (Pre-COVID Monday – Thursday 8:30am-7:00pm, Friday 8:30am-5:00pm)

Valley: *Mental Health / Substance Use / Psychiatry / Dental Care and Primary Care*

Monday – Friday 7:30am-6:00pm

Dunklin: *Mental Health / Substance Use / Psychiatry / Dental Care*

Tuesday – Thursday 7:30am-6pm, Monday/Friday closed

Fox: *Tele-Psychiatry / Dental Care*

Monday – Friday 7:30am-6:00pm

Hickory: *Mental Health / Substance Use / Psychiatry / Dental Care and Primary Care*

Monday – Friday 7:30am-6:00pm

Emerson: *Primary Care & BH Consultation*

Monday/Tuesday 7:30am-7:00pm, Wednesday/Thursday/Friday 7:30am-5:00pm

MAP: *Dental Care*

Monday – Friday 7:30am – 6:00pm (phones lines 8:00am-4:00pm)

Welcome Center:

Office Hours Monday - Friday 7:30am-3:30pm (Walk-in Clinic Monday - Friday 7:30am-11:00am)

Central Admissions:

Monday - Friday 7:30am-5:00pm

g. Monthly Grant Update

All grants that are pending are listed below. UW of Franklin County funding was awarded as shown below.

Funding Entity	Program Recipient	Description	Amt Requested on Pending Grants	Status
Franklin County Community Resource Board (FCCRB)	CAC	CAC Family Services and Prevention programs	2 Grants •Family Support Services - \$29,773.07 •Prevention Services - \$42,012.00	Application submitted, board approval needed
MO Housing Trust Fund	MHOH at ASP	For Operations	\$50,981	Application submitted
Toyota Financial Services	MHOH at ASP	MHOH Operations	\$2,500	Application in Process
United Way Franklin County	CAC Union		\$13,600	Awarded will pay out \$3,400 quarterly
When Georgia Smiled	MHOH at ASP	ASP Operations	\$10,000	Application in process

h. Volunteers

The volunteer report was reviewed by Sue Curfman the Board Members continue to lead the way. TWT program is in a reduced capacity at this point and will not return to full capacity until probably the fall.

Location	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	TOTAL HOURS
A Safe Place	0	0	0	0	0	0	0	0
CAC	0	0	0	0	0	0	0	0
Employees	0	0	2	0	6	0	0	8
Board Members	75	47	54	57	41	58	48	380
Adult and C&Y Div.	14	12	38	37	19	0	0	120
Tails with Tales	26	32	30	17	15	7	0	127
Job Shadowing	0	0	0	0	0	0	0	0
TOTAL Hours:	115	91	124	111	81	65	48	635

i. Focus Groups

The recent focus group results were presented to the board. Rachael Bersdale stated that the results were overwhelmingly positive. Rachael Bersdale spoke of the transition to virtual and how well that was done especially with PSR. Some of feedback included:

- +Participants have felt extremely supported by Comtrea during the pandemic.
- +Increase of access to care/services due to telehealth options and the flexibility of telehealth. Participants report telehealth has increased their ability to attend appointments they would not otherwise be able to attend in-person due to barriers of: time, transportation, work, childcare, in locked-down RCF, gas money, etc.

- + Felt very safe during onsite visits (Dental, PC, BH)
- + No longer have to worry about finding transportation to appointments.
- + Most clients prefer a combination of onsite and telehealth. Several would like telehealth only. One participant would like in-person only but feels telehealth is going very smoothly.
- - Too many text message reminders per day, too confusing with multiple appointments, and texts don't say Comtrea-which would be helpful.
- - Not always getting Zoom emails.
- - Some internet connection issues

9. Action Items (Anything that requires a vote)

a. Leadership Council Reports (Month of January)

There was no additions to the report.

Recommendations: "I, Mark Mertens, move that the Board approve the January 2021 Leadership Council Report." Cliff Lane seconded the motion. The motion carried.

b. FY 2021 Q2 Strategic Plan Updates

Sue Curfman presented the Q2 Strategic Plan Updates and in the midst of COVID there is still movement forward with the plan. The report shows progress made October, November and December 2020.

Recommendations: "I, Kathy Ellis, move that the Board approve the FY 2021 Q2 Strategic Plan Updates as presented to the Board." Mark Mertens seconded the motion. The motion carried.

c. Quarterly Risk Management Report

Amy Rhodes reviewed the report for June – August and September – November, the 1st quarter there was 12 incidents (someone falls, patient has something occur or staff member – any) 2nd quarter there was 14 incidents. They were all reported within the time requirements and were reviewed at the Risk Management meetings. There was 2 incidents in Q1 and 3 in

Q2 that were more serious incidents and have had corrective actions completed and no harm came to any patients. There are no outstanding claims at this time.

Recommendations: “I, Mark Mertens, move that the Board approve the Quarterly Risk Management Report as presented to the Board.” Tammy Fulbright seconded the motion. The motion carried.

d. Line of Credit Renewal (Annual Approval)

Amy Rhodes stated that previously there was a LOC opened and in the past was used, this has to be renewed on an annual basis so it’s available if COMTREA should need this.

Recommendations: “I, Jane Sullivan, move that the Board approve the Renewal of the COMTREA Line of Credit with Enterprise Banking as presented to the Board.” Mark Mertens seconded the motion. The motion carried.

e. Hickory Plaza Location

Sue Curfman stated that this conversation was previously had with the board regarding the purchase of Hickory Plaza, previously the board agreed an amount but the seller did not feel the price was appropriate. They reached out to Sue Curfman in January to see if there was any change in interest in purchasing the building. The Senior Team discussed the purchase and commitment of money to the property, the team was all against this purchase. The reasons stated are: building is too small, priorities still need to be Festus for a new build and the inability to sell if needed at a later date. The rent is \$7,200 a month. Jerry Rogers asked the length of the rental contract, it was believed to be three years. Mark Mertens asked if there was space behind it to expand and there is no additional space behind it. Beth McDaniel stated that the sellers are trying to make their dollars back and the expansion of 21 did not bring the businesses to the area. Kathy Ellis agreed and stated that Bridle Ridge should be a reminder and that staff need to be a priority. Mary Dunnegan stated that commercial buildings should be more accessible to all in the next few years as more individuals start to work from home. Cliff Lane stated that you would not want to add to the top of the building and feels that COMTREA made that building what it is worth today. Cliff Lane agrees with Sue Curfman that COMTREA should let the time run out and seek something else.

Recommendations: “I, Kathy Ellis, move that the Board approve the decision of the Executive Board to not move forward with further discussions regarding purchasing the Hickory Plaza Building.” Cliff Lane seconded the motion. The motion carried.

f. Fee Schedules

Amy Rhodes stated that the fee schedules are looked at annually as the poverty levels are changed. The changes are with income levels to match the Federal Government and does not change the rates that the patients pay only their income levels. All the dental codes were reviewed in this process to make sure they were at market level, some went down and some up. In addition labs were also reviewed. These amounts change the amount we are paid not the amount that the client pays to COMTREA. The other fees that were changed were the higher level office visits that were below market price, again the patient’s standard rate was not changed.

- i. Update for 2021 Federal Poverty Rates
- ii. Update to multiple fees for Market Rates and adjusted Sliding Fee amounts.

Recommendations: “I, Kim Harvey-Manus, move that the Board approve the 2021 Updated Federal Poverty Rates as presented to the Board.” Mark Mertens seconded the motion. The motion carried.

Recommendations: “I, Mark Mertens, move that the Board approve the Updated Fee Schedules for each service line and adjusted Sliding Fees as presented to the Board.” Dennis Gannon seconded the motion. The motion carried.

g. New Position Approvals

- i. Dental Hygienist

Sue Curfman stated that one additional Registered Dental Hygienist this was previously in the budget and taken out. This would be budget neutral with HRSA funds to cover initially and then self-supporting. There is often times that a column that has to be closed due to the lack of having this additional role, which supports the need along with the dental wait list.

Recommendations: “I, Beth McDaniel, move that the Board approve the unbudgeted position of Dental Hygienist as presented to the Board.” Cliff Lane seconded the motion. The motion carried.

Jerry Rogers asked if the problem with DA's has improved, Sue Curfman stated that the problem with them still exists with call outs due to quarantine or COVID.

h. New and Revised Policy/Manual Approvals

This would add the policy to the plan, the REDI workgroup was newly created. Jerry Rogers asked how often the REDI group meets – Sue Curfman stated monthly with the next meeting this Thursday, February 11th.

- i. Addition of Policy G7.4.07 REDI Workgroup with updated Appendix G7.3.05/G7.4.07 COMTREA Cultural Competency and Diversity Plan

Recommendations: “I, Beth McDaniel, move that the Board approve the Addition of Policy G7.4.07 REDI Workgroup with updated Appendix G7.3.05/G7.4.07 COMTREA Cultural Competency and Diversity Plan as presented to the Board.” Mark Mertens seconded the motion. The motion carried.

i. Approval of CAC Grant Applications

Sue Curfman stated that these require board approval for their applications.

- i. FCCRB RFP 2021 - 2022 Family Advocate
- ii. FCCRB RFP 2021 - 2022 Prevention

Recommendations: “I, Mark Mertens, move that the Board approve the FCCRB RFP 2021 - 2022 Family Advocate Grant Application in the amount of \$29,773.07 as presented to the Board.” Kathy Ellis seconded the motion. The motion carried.

Recommendations: “I, Josh Isaacson, move that the Board approve the FCCRB RFP 2021 - 2022 Prevention Grant Application in the amount of \$42,012 as presented to the Board.” Cliff Lane seconded the motion. The motion carried.

j. Credentialing & Privileging Report

Kathy Ellis stated that there are 4 new staff, 4 interns and 4 current staff for the month of January. There was no questions.

Recommendations: “I, Kathy Ellis, move that the Board approve the January 2021 Credentialing & Privileging Report.” Mark Mertens seconded the motion. The motion carried.

k. QIQA Monthly Report

Beth McDaniel stated that the focus was Oral Health and the measures were discussed for Q2, several of the measures were not reported due to issues with Power BI. The Human

Resources focus was also reviewed. The 2020 exit interviews were reviewed and pay and benefits is a large reason for why staff leave and that is being addressed. Jerry Rogers asked if 15% leaving due to negative work environment is high. Beth McDaniel felt it was low and Katie Harman agreed and this is on the radar and being discussed. Sue Curfman spoke of the annual Staff Pulse has come in and those results will be available within the next few months. Beth McDaniel went over the Stay Interviews, 31% of staff work at COMTREA due to mission, 24% stay because of the flexibility and many stay due to coworkers. Areas for improvement are pay and more recognition shown. Beth McDaniel's stated with the current climate recognition is tough. Katie Harman stated that one thing in the Staff Pulse that just came back aligned with the Stay Interview reports so the reports are a good way to gauge the pulse of staff throughout the year.

Recommendations: "I, Beth McDaniel move that the Board accept the January 2021 QIQA report as presented." Tammy Fulbright seconded the motion. The motion carried.

10. Discussion Items (Informational; no action taken)

a. Subcommittees of the Board

i. Building and Grounds

Lisa Rothweiler stated that the Annex roof is done but some repairs are needed due to a power line that was cut into. There has been no time to do anything in the Townsend Building yet.

ii. Fundraising & Capital Campaign

Kim Elbl stated that they have been very busy the last month. There are 13 fundraisers on the calendar at this time. The MHOH trivia that was scheduled for March 27th was cancelled and will have a virtual auction. The Mardi Gras is now June 19th and this will be the first live event scheduled for 2021. Capital Campaign had a good month in January.

iii. MHOH Committee

Mark Mertens stated that there is one family in the home at this time and hoping to have more in the future and most of the furniture is in now. Mark Mertens spoke of Pickle Ball and Kim Elbl is hoping to get a tournament on the calendar for July 2021.

11. Board Member Information

- a. Management Retreat – Wednesday, February 24th 8:30am – 12nn *"We Care for You!"*

