



Board Meeting Minutes

Meeting Date: July 12, 2021 **Time:** 7:30 am **Location:** Arnold Cafe

Chairperson/President/Facilitator: Jerry Rogers, Chairperson

Attendees: Kathryn Ellis (Board Vice Chair); Kim Harvey-Manus; Jerry Rogers (Board Chair); Mark Mertens; Mary Dunnegan; Dr. Steven Crawford; John Lamping (Board Treasurer); Martha Maxwell; Dennis Gannon; Audrey Mitchell; Tammy Fulbright and Cliff Lane

Not in Attendance: Beth McDaniel (Board Secretary); Dr. Josh Isaacson; Jenelle Behnen and Jane Sullivan

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

Not in Attendance: Amy Phillips (VP, Adult BH)

1. Meeting Open

The July 12, 2021 Board Meeting was called to order at 7:35 am by Jerry Rogers with a quorum of members present. The board met in person for the first time since before COVID.

2. Approval of Agenda

The July 12, 2021 Board Meeting agenda was reviewed with no additions requested.

Recommendations: "I, Mark Mertens move that we approve the July 12, 2021 Agenda as presented." Cliff Lane seconded the motion. The motion carried.

3. Approval of Board Minutes

a. Approval of June 14, 2021 Minutes

The June 14, 2021, board meeting minutes were reviewed with no revisions requested.

Recommendations: "I, Kathy Ellis, move that we approve June 14, 2021 Board Meeting Minutes as presented." Tammy Fulbright seconded the motion. The motion carried.

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

4. Closed Session – Personnel

The Board moved into closed session at 7:35am for the purpose of discussing personnel items related to the CEO's job goals, job description and annual evaluation. The CEO Performance Review was approved in closed session and will be presented for just approval during the open session with no further discussion. The board returned to the open session at 8:00am.

5. Mission Statement

Mark Mertens 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.”*

Jerry Rogers took a few minutes to introduce Monica Johnson, Director of Integrated Nursing, Dr. Christopher Cook, Director of Oral Health and for the board, Mary Dunnegan and Tammy Fulbright.

6. Program Highlight – CLAP Leadership, Sue Curfman

Sue Curfman spoke of how one of the focus areas and goals for FY2022 is on CLAP (COMTREA LEADERSHIP ATTRIBUTE PROFILE). Sue Curfman explained the focus on Leadership and the culture that needs to be developed. The top 10 attributes were reviewed and detailed descriptions were provided in the board packet that was emailed to each member prior to the meeting. Each leadership council member will meet with Sue Curfman to review their CLAP goals on a quarterly basis and note all development.

7. Financial Review

a. Financial Performance

John Lamping reported that the cash position is strong and in the last week the cash was at \$10M however down some with payroll being on Friday. The AR number was unavailable at this time. All four departments were profitable during the last month the dashboard continues to look good. The updated AR was in the CEO report. Amy Rhodes stated that total AR is

about \$5M, without grants it is running at \$4.5M. Jerry Rogers stated that a new person will be hired with the sole responsibility of old AR.

Recommendations: “I, John Lamping, move that the Board approve the financial report for the month of May 2021.” Mark Mertens seconded the motion. The motion carried.

8. CEO’s Report

a. Financial Focus Update

i. Growth Report

Sue Curfman stated that the end of month productivity was reviewed, For MA providers are back in the office and MA’s are fully staffed.

b. Covid testing and vaccination updates

Sue Curfman stated this has sharply declined. There was discussion on the variant. Jerry Rogers asked how the community can get the vaccine at COMTREA. Sue Curfman stated at this time they can call COMTREA and they are administered at one of the clinics.

c. State Associations/Advocacy Update/Community Involvement

i. State budget updates from MPCA and MO Coalition

The Amicus brief was filed and will be heard tomorrow.

ii. County projects

1. Community Health Needs Assessment

The sessions will be September – October for zoom and in person.

2. Homelessness

There are some goals for warming centers for the winter and drop in there is also goal of housing. There JFCAC is leading the initiative with about 13 stakeholders involved in the call. Dennis Gannon spoke that mental health is a key component in the homeless population. Sue Curfman stated that the resources are challenging for meeting all the needs.

d. Divisional/Department Updates

i. Behavioral Health/Psychiatry Updates

There is an urgent need to hire adult psychiatrists.

ii. Primary Care Updates

Fully staffed on MA's.

iii. Oral Health Updates

Dr. Cook has taken over as the Oral Health Director.

e. HRSA

i. Notifications of Awards

The two HRSA grants were submitted, this has been challenging.

ii. PR Monthly Review

1. Billing and Collections

The program requirements have been updated for the new FY2022, the billing and collections was reviewed for the July meeting and is 100% complaint.

ii. Current % of Board Consumers

At this time there are 50% Board Consumers, this needs to be over 51%. This has to be different board members not multiple visits for one person.

e. Monthly Grant Update

The updates on grants was provided.

f. Volunteers

The volunteer report was reviewed. Leading the way with volunteer hours are the board members.

9. Action Items (Anything that requires a vote)

a. Leadership Council Reports (Month of June)

The Leadership Reports were sent out via email at the end of June, there was no additional updates from leadership.

Recommendations: "I, Kathy Ellis, move that the Board approve the June 2021 Leadership Council Report." Tammy Fulbright seconded the motion. The motion carried.

b. Approval of FY2021 CEO Evaluation

Recommendations: “I, John Lamping, move that the Board approve the CEO Evaluation as discussed during the closed session.” Audrey Mitchell seconded the motion. The motion carried.

c. FY 2021 Risk Management Report – thru FY end

Amy Rhodes reported the Risk Management updates through the end fiscal year 2021. None of these led to any claims, the FTCA application was approved for the next calendar year. The training and goals for FY2022 were discussed.

Recommendations: “I, Mark Mertens, move that the Board approve the FY 2021 Risk Management Report through FY end as presented to the board.” Kim Harvey-Manus seconded the motion. The motion carried.

d. CAC Court Fee Schedule

This is a new schedule. Cindy Vessell stated that when staff is subpoena’d for civil cases and the schedule was adopted based on what other CAC’s do throughout the state. CAC is the Children’s Advocacy Center, child advocacy for child abuse, sexual and physical and human trafficking. Sue Curfman shared that about 8-15 forensic interviews take place a week between the three offices that serve ten counties.

Recommendations: “I, Mark Mertens, move that the Board accept the CAC Court Fee Schedule as presented.” Audrey Mitchell seconded the motion. The motion carried.

e. New/Revised Policies and Procedures

- i. Addition to Appendix G1.11.05 Health Information Records Policy
Manual Fax Letters

Katy Murray stated that this in response to a report to the Office of Human Rights. The letter stated that an allegation was made in the community that they were receiving faxes despite calling COMTREA office. There was no additional information to complete an investigation. The current policy that was in place, there was a new policy created where individuals will call upfront. The OCR complaint has stemmed in policy change and education and the new policies below will be put in place.

Recommendations: “I, Mark Mertens, move that the Board accept the Addition to Appendix G1.11.05 Health Information Records Policy Manual Fax Letters as presented.” Cliff Lane seconded the motion. The motion carried.

ii. Addition to G1.5 Local Best Practices

Recommendations: “I, Mark Mertens, move that the Board accept the Addition to G1.5 Local Best Practices as presented.” Audrey Mitchell seconded the motion. The motion carried.

f. Position Approval – Office Clinic Manager for Tooth Titans

Sue Curfman stated that the FY2022 was budgeted and this was a change that was needed and not part of the budget, this was originally split between two individuals. This program will start back up in August/September. This position will be revenue neutral due to the additional revenue coming in through the Fox Dental.

Recommendations: “I, Audrey Mitchell, move that the Board approve the unbudgeted positions of Office Clinic Manager for Tooth Titans as presented.” John Lamping seconded the motion. The motion carried.

g. Credentialing & Privileging Report

Kathy Ellis stated that there was 6 new appointments and 2 residents and 49 re-applications.

Recommendations: “I, Kathy Ellis, move that the Board accept the June 2021 Credentialing & Privileging Report as presented.” Kim Harvey-Manus seconded the motion. The motion carried.

h. QIQA Monthly Report

Katy Murray reported on the Individual Satisfaction Report from April. For the services there was an increase in MH and Substance Use services and the variety of services from January to April. The location video increased in April. There was questions regarding services as shown below in the charts. One item that was shown through the survey is more individuals are seeing BH services via virtual. Patty Vanek went over questions on what do you like best about COMTREA some of the comments were shared with the board. Jerry Rogers asked about negative comments, there was a few on medication refills and work flows have been reviewed.

In addition the focus group was discussed in QIQA, these are done quarterly and this takes the place of the Family Advisory group and the focus groups are well received. The one in April had 12 participants. Any action items are passed on to that area. A few positives from the group was having all services available. Some things they would like are weekend hours and housing. In addition providers changing and portal issues were negatives along with same day appointments. Laura Bilisland stated that they seem to be very positive the next group will meet in August.

The clinical measures for BH were presented. The numbers show the impact of COVID. The BMI is an issue as self-reported is not accepted. Some of the numbers should be expected to increase. Jerry Rogers asked if pre-pandemic face to face will ever return. Rachael Bersdale stated that there will be a hybrid, they have heard that clients want a choice. Sue Curfman spoke of the transportation barriers with MH, so in this county having the zoom option is helping with appointments.

Recommendations: “I, Kathy Ellis move that the Board accept the June 2021 QIQA report as presented.” Mark Mertens 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 architect will be met with this week. The preliminary plans have been reviewed and then final plans will be drawn for bids. The lower area of the Annex is completed. Hoping to open September 1 for the welcome center at the Annex. The construction of the lower level was completed internally.

ii. Fundraising & Capital Campaign

Kim Elbl stated that the Co Worker Help Fund Trivia was cancelled but there will be an online auction available mid-week. CAC has a Rock N Roll Bingo this Friday in Washington. The Mardi Gras event save the date has been given out. The tax credits through AHAP were approved and there will be a mid-year mailing going out to the database. The virtual Mardi Gras netted just over \$43K with about \$9K going to the kitchen remodel. MHOH Pickle Ball social event in August, there is sponsorship opportunities and the CAC Golf Tournament is in August.

iii. MHOH Committee

Mark Mertens spoke of the outstanding job that Kim Elbl and her team did on the recent Mardi Gras Event. There are residents in the MHOH House.

11. Board Member Information

The Board discussed whether to do all in person, zoom or a mix of both going forward. Jerry Rogers spoke of the meeting format and the options. Mark Mertens asked about having the two options at the same time. Cliff Lane prefers the meetings to all be in person. Audrey Mitchell would like alternating. Kim Harvey-Manus likes in person. Mary Dunnegan likes the alternating. Dennis Gannon believes in person is the best way to do business. Jerry Rogers spoke of zoom and you can't see faces and you don't hear from staff on the zoom. Martha Maxwell likes the interaction of in person. Sue Curfman spoke of the expectation to do 50% in person and 50% via zoom. After discussion the board decided to do alternating months of zoom and in person for the next six months.

Recommendations: "I, Martha Maxwell, move that the Board accept the alternating zoom/in person board meeting schedule as discussed." Audrey Mitchell seconded the motion. The motion carried.

12. Old Business

There was no old business to report at this time.

13. Next Scheduled Board Meeting

- a. Monday, August 9, 2021 – COMTREA Board via zoom.

14. Adjournment

There was no further business to discuss.

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

Minutes approved _____
(Signature of Committee Chair)

Jerry W Rogers

08/09/2021

(Date)