



April 23, 2026

The Board of Trustees of Community Healthcore (CHC) met on Thursday, April 23, 2026, at 107 Woodbine Place, Longview, TX 75601.

Call to Order

The Board Chair, Linda Hooks, called the meeting to order at 4:45 pm. Sidney Burns led the opening prayer.

Pledge of Allegiance

Rick Roberts led the group in the Pledge of Allegiance.

Citizen's Comments

There were no citizens' comments.

Roll Call

The meeting was conducted in person and via video conference with a quorum present. The following members were present:

Members Present

Shirley Baker	Sidney Burns	Kristal Clay	Kelly Crane
Linda Hooks	Rick Lively	Jay Mitchell	Nell Smith
Zephaniah Timmins	Leldon Williamson		

Members Present via Videoconference

Sheriff Johnwayne Valdez

Staff Present

Steve Archer	Patti Brady	Joe Carrington	Christy Cravey
Cindy Goodson	Rachel Harrington	Richard Marks	Sue Rathbun
Rick Roberts	Tom Suess	Inman White	

Staff Present via Videoconference

Lee Brown	Benda Clark	Sandra Taylor	Amie Whalan
Marilyn Wyman			

Guests Present

Brett Miller, Esq., Miller, Fair, Henry, PLLC

Security Present

John Justice, Greystar Security Services

STORY CHANGER OF THE MONTH

Patti Brady introduced the Story Changers of the Month for April 2026 to the Board:

Courtney Smith, Qualified Mental Health Professional – Supervisor: Shequita Daniels.

Jason Galusha, Veteran Peer Service Specialist – Supervisor: Amy Hill.

CLOSED SESSION

The Board went into closed session at 4:56 p.m. to discuss the sale of Center-owned real estate. The Board resumed the open meeting at 5:21 p.m. No action was taken during the closed session.

RECOMMENDATION

Approve the Sale of 7470 State Highway 154, Harrison County, TX, to the highest bidder under the terms discussed in closed session and authorize the Chief Executive Officer to execute the sales contract and closing documents, pending any revisions suggested by the Center attorney and acceptable to the Buyer.

Jay Mitchell Question: Will this give them the ability to go in and ask about fixed survey costs?

Tom Suess Answer: Yes, sir.

On a motion made by Zephaniah Timmins and seconded by Jay Mitchell, this recommendation was approved.

The Texas Department of Health and Human Services Commission (HHSC) has reviewed this property for sale. Since no state funds were used for the purchase, HHSC has notified the Center to proceed. Local newspapers in the county where the property is located advertised the Sale of the property. The selected Teri Norwood Real Estate Team also promoted the property through online websites, as well as showing the property to interested buyers.

Sealed bids were requested as part of that procedure, and were due by April 14, 2026, at 11:00 a.m. Two bids at or above the appraised value were received for:

- 7470 State Highway 154, Harrison County, Texas

The property was appraised for \$450,000, and the highest bid was for \$455,000. Teri Norwood Real Estate Team vetted the buyers, and all is in order. A proposed sale contract is available electronically through each Board member's tablet for the Board's review.

BOARD TRAINING

Christy Cravey presented training on obtaining the Joint Commission reaccreditation after the Center completed the survey that took place from April 6th through the 10th.

Key reasons for obtaining this certification include:

- **Distinction in the Marketplace:** It serves as a differentiator, demonstrating a commitment to high-quality care and safety, thereby boosting reputation among patients and stakeholders.
- **Regulatory & Payer Recognition:** Joint Commission standards often meet or exceed state and federal requirements, helping organizations obtain licenses and contracts with insurance payers.
- **Improved Quality & Safety:** The process helps implement standardized care, reducing treatment variation and leading to better patient outcomes and reduced risk.
- **Operational Efficiency:** It provides structured frameworks to improve organizational management, strengthen teamwork, and track performance data.

Tracer Methodology:

- The Joint Commission (TJC) tracer methodology in behavioral health is an on-site survey process that follows an individual's experience from admission to discharge.
- Surveyors review clinical records, interview staff, and assess care processes such as assessment, treatment, and medication management to evaluate compliance with standards.
- This method, which often focuses on high-risk areas such as seclusion and restraint, aims to identify performance issues and ensure safe, quality care.

Key Aspects of Behavioral Health Tracers:

- **Individual Tracers:** Surveyors select specific patient records and trace their entire care experience, reviewing documentation and interviewing staff involved.
- **Focus Areas:** Common behavioral health focus areas include assessments (psychiatric, physical, nutritional), treatment planning, medication management, and client rights.

- High-Risk Procedures: Significant attention is paid to the use of seclusion and restraint, including documentation and staff competency.
- Environment of Care (EOC): Surveyors, as described in the Joint Commission Individual Tracer Methodology, will often check safety in patient areas, such as ligature risks and proper food storage.
- System Tracers: These focus on critical systems such as infection control, data management, and medication management.

Benefits of Tracer Methodology:

- Validates Safety: Identifies gaps in care that could impact patient safety.
- Measures Compliance: Ensures the organization adheres to its own policies and TJC standards.
- Focuses on Process: Highlights areas for improvement in clinical workflows.

Survey Results April 2026:

- There are 774 standards and elements of performance that we have to address, which is challenging. We had 24 findings, which is 3%.
- None of the findings from the previous survey were identified in the 2026 survey.
- Surveyors complimented our patient charts and the quality of care we provide.
- None of the findings require ongoing surveillance and data collection to show 100% compliance, as in the 2020 survey.
- None of the findings were in the high-risk category.

MEETING MINUTES

Approve March 26, 2026, Board Meeting Minutes

On a motion made by Kelly Crane and seconded by Shirley Baker, the Board approved the March 26, 2026, board meeting minutes.

FINANCIALS

Approve February 2026 Final Unaudited Financials and Investments

On a motion by Sidney Burns and seconded by Nell Smith, the Board approved the February 2026 final unaudited financial statements.

BOARD OF TRUSTEES UPDATE

FEBRUARY 2026 FINANCIAL SUMMARY

RESERVES - OTHER FUNDS

FUND	FEBRUARY BAL	JANUARY BAL	CHANGE
BUILDING MAINTENANCE	\$ 548,043.62	\$ 539,513.44	\$ 8,530.18
IT	\$ 914,588.77	\$ 909,408.65	\$ 5,180.12
VEHICLE	\$ 301,862.15	\$ 301,862.15	-0-
1115 WAIVER	\$ 3,962,138.26	\$ 4,126,304.25	(\$ 164,165.99)
INTERNAL SERVICE	\$ 1,389,658.11	\$ 1,365,079.90	\$ 24,578.21
TOTAL	\$ 7,116,290.91	\$ 7,242,168.39	(\$ 125,877.48)

DAYS OF OPERATIONS

	FEB BAL	JAN BAL	CHANGE
General Fund Reserves	83	73	10

NET INCOME COMPARISON

	FEB 2026	FEB 2025	CHANGE
Month	\$ 112,111	(\$ 278,111)	\$ 390,222
Year-to-Date	(\$ 73,516)	(\$ 1,714,787)	\$ 1,641,271

NET INCOME FROM OPERATIONS

	Month	Year-to-Date	
February	\$ 252,864	\$ 218,817	

We moved \$164,165.99 from the 1115 Waiver Fund into the operating account for the Board-approved transfer to CORE and the FIRST program.

In our Days of Operation, we have an increase of 10 days. The accountants have been working hard through the FY 2025 audit and have discovered \$900,000 that was in deferred income that has been moved into reserves.

We had a gain of \$112,111 in Net Income for the month, which brings our year-to-date deficit to \$73,516. This is a significant improvement over this time last year.

CORE Health Systems had revenue of \$61,015 with a net income from operations for February of \$20,916. Through February, we have moved \$371,000 in Board-approved funds into CORE Health.

REPORTS

CHIEF EXECUTIVE OFFICER

State of the Center (Second Quarter Message to All Staff)

Those of you who have been with us for a number of years are aware of our ability to overcome challenges. Through a history of rough seas, we have overcome contract cancellations, Provider of Last Resort legislation, and other service adjustments that have arisen to provide a comprehensive array of services that rivals any community center in this state.

We are working to end this fiscal year as close to break-even as possible, to overcome last year's Federal reductions. We are having to delay many priorities, including our goal to address salary increases in the third quarter.

We cannot "cut" our way out of this cycle. Each of you is already doing your part to keep expenses within budget and increase service volumes, and we need each of you to continue to do your best. We must plan, manage, and innovate our way forward. We are uniquely positioned to impact our future with upcoming opportunities. Participation in grants, if we are successful in the competition, will continue to cultivate innovation, credibility, and growth within the communities we serve.

2026 Texas Council Conference – June 10 – 12, 2026, San Antonio

This year's Texas Council Conference looks to be, from the preliminary agenda, exciting and packed with information. In addition to the Annual Board Training on Trustee Roles and Responsibilities, there are wide-ranging presentations from around the state to participate in.

Poster Sessions are often quick, informal exchanges that are excellent for listening and sharing ideas or new thinking strategies for engagement, such as "Brush Strokes of Healing." Concurrent sessions provide in-depth presentations on today's topics in finance, system design, and specialty care, such as "Autism in Criminal Justice Settings."

As always, it is good to see and network with fellow volunteers, advocates, and professionals who have experienced many of the same successes and challenges over the year and still live to tell the tale.

Rural Health Event

We have been invited to an event with Senator Cornyn and Congressman Moran regarding the Rural Health Transformation Program. Established by the Working Family Tax Cut Act, the program is, as we have discussed, a \$50 billion initiative that designates the single largest investment in rural health care in several decades.

This fiscal year, Texas will receive \$281 million – the most of any state in the nation and is expected to receive that amount annually over the next four years. The program is aimed at expanding and modernizing access to health care in rural counties.

This is one of several programs that, because of our unique position of being both a Mental Health Center and a Federally Qualified Health Center, we are competitively positioned to participate in. Steve Archer and Patti Brady attended on our behalf at the UT Health Center in Tyler.

CHIEF OPERATING OFFICER

Executive Summary

Growth and funding initiatives remain a central focus, with dedicated efforts underway to secure additional resources through diverse channels. Staff is actively engaged in targeted activities designed to expand funding opportunities and strengthen the organization's financial position for sustained impact.

Some opportunities include:

- Health Resources and Services Administration (HRSA) Rural Communities Opioid Response Program – Treatment, a one-year, up to \$750,000 grant.
- Rural Health Transformation Program – (One Big Beautiful Bill) for projects that could take place in Marion, Red River, and Upshur counties.
- We are monitoring prospective SAMHSA grants that could be released at the end of April.

The FIRST Program has completed two full recruitment cycles, with all selected applicants maintaining impressive performance and remaining in good standing in their current roles. The selection and assessment process has provided highly effective, high-caliber candidates who align with organizational needs. Round three is now launching with ten qualified applicants. Emphasis continues to be placed on a rigorous, timely pipeline approach, ensuring the right people are identified, assessed, and positioned at the right time to support ongoing staffing needs. The "selection and assessment" front entrance helps us ensure highly compatible applicants through rigorous vetting, the use of performance metrics to evaluate candidates' capacity for real-time problem-solving and critical thinking, while maintaining a "team-first" mentality in serving our clientele. Malleability and attitude provide the culture alignment we look for by prioritizing individuals who are technically capable but also culturally aligned with the Center's unique operational environment.

Without the "Team" focus, a wrong culture destroys strategic efforts. Therefore, taking this "vet-first, place-later" model lessens the risks associated with rapid hiring that has historically resulted in higher turnover rates.

QUALITY RISK MANAGEMENT

Corporate Compliance Report – One Corporate Compliance investigation involving a time issue with a therapist in a program that did not require specific times. This was a training issue and not a fraud issue.

Health Insurance Portability and Affordability Act of 1996 (HIPAA) Report – No reported incidents.

The Joint Commission Report – The Joint Commission defines a sentinel event as “a patient safety event (not primarily related to the natural course of an illness or underlying condition of an individual served) that reaches an individual served and results in death, permanent harm, or severe temporary harm.”

There has been one sentinel event since January 22, 2026, report to the Board of Trustees.

External Reviews Reports

Since the Quality Management Report on January 22, 2026:

- A. Family and Youth Success (FAYS) Quarterly Performance Report—one finding, but no Corrective Action Plan required.
- B. HHSC IDD Program Improvement FY26 Permanency Planning for LIDDA—2 individuals fell below 95% threshold for permanency planning for the first quarter, and justification is required.
- C. Early Childhood Intervention (ECI) Onsite Comprehensive Programmatic Monitoring Review—6 findings, but only one finding required for the Corrective Action Plan. Our auditor said it was the best review we have had since he joined HHSC.
- D. Superior Audit for Adult Mental Health—Overall chart compliance was 92.57%, and overall claims compliance of 90.28%.
- E. Joint Commission re-accreditation.

Current External Reviews

- A. Office of Inspector General (OIG) Friday, March 6th; planning completion 5/15/26; fieldwork completion 7/17/26; draft report 9/23/2026.
- B. HHSC Forensic and Jail Diversion Services Program Visit expected May 7, 2026.

HUMAN RESOURCES EMPLOYEE BENEFIT PLANS

Salary and benefits (total compensation) are budgeted for \$31,677,308 (72.4% of the FY 2026 operating expense budget).

Benefits (\$6,615,427) equal 26.4% of the total salary budget (\$25,061,881) and include:

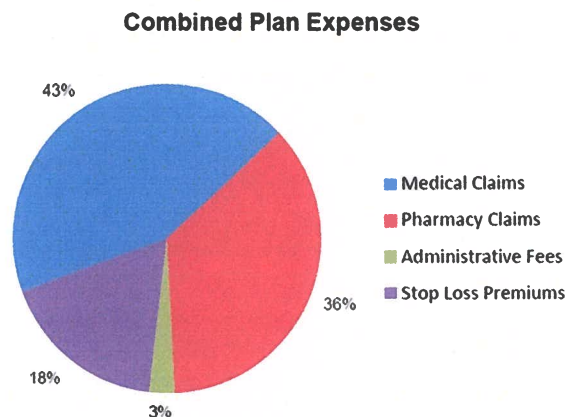
Discretionary

- Health Insurance
- Life Insurance and Accidental Death & Dismemberment
- Long Term Disability Insurance
- Retirement

Statutory

- Social Security & Medicare
- State Unemployment Tax
- Worker's Compensation Insurance

Of the discretionary benefits, health insurance is foundational to the employee benefit array and requires the largest monetary resource. Per summary reports from benefits consultant Gallagher Benefit Services, plan year-to-date expenses are 122.31% of premium through January.



The health insurance is structured with two options available to eligible employees:

- HSA Health Savings Account
- PPO Preferred Provider Network

The plans are insured products with cost sharing by the Center and enrolled employees. Center contributions are a combination of FY26 budgeted operating expenses and the Internal Service Fund (which has a projected life of 5 years based on current utilization).

With January data projecting claims higher than premiums, the Center's benefits consultant projects a significant increase in the cost of renewal.

Strategic discussions with the benefits consultant are underway. The Center has requested the benefits consultant to present options and suggestions for alternative arrangements for the employee health plan, including but not limited to:

- Plan design change.
- Participation in a captive in which the Center's experience would be pooled with other employers in diverse industries.
- Leveraging the Center's Federally Qualified Health Center Look-Alike health care services.
- Cost-sharing considerations.

More information on these ideas will be provided at the May Board of Trustees meeting, with the recommendation for re-planning of the structure and financing presented at the July Board of Trustees meeting.

COMMUNITY EDUCATION REPORT

Marion County Clinic

We are continuing to collaborate with Marion County Health and Resource Coalition, Jefferson ISD, Marion County Hospital District, and the University of Texas at Tyler Medical School to finalize the plans for our CORE Health Systems clinic in Jefferson. We are in the process of organizing a ribbon-cutting ceremony and grand opening with the Chamber, scheduled for May or June, to highlight the services available at the new clinic. Additionally, community education materials, websites, and social media pages are being developed and updated to promote the clinic and inform community members of services.

Rural Healthcare Event

On April 7, 2026, Steve Archer and Patti Brady attended a Rural Healthcare Event at UT Health – Tyler, where Senator Cornyn and Congressman Moran presented the program and discussed details. The Rural Health Transformation Program (RHTP), established by the Working Families Tax Cuts Act, is a \$50 billion initiative, the largest investment in rural healthcare in over twenty years. For this fiscal year, Texas will receive \$281 million, the highest allocation of any state, aimed at modernizing healthcare access in rural counties.

Leadership Longview – Ribbon Cutting

On Thursday, April 9th, the Leadership Longview Class of 2026 presented their project on the renovation of the Gregg County Historical Museum. Jordan Avant, Program Manager, Housing/East Texas Aging & Disability Resource Center, represented Community Healthcore for this class. She will be graduating on Thursday, May 7, 2026, at the Small Business Luncheon in Longview.

Touch-A-Truck Event – Harrison County

On April 18, we participated in Touch A Truck in Harrison County. This event was hosted by the Cypress Junior Women's Club and was an opportunity for children and families to visit with local organizations about their services. We partnered with the Autism Moms of East Texas to bring awareness to children's mental health and developmental disabilities services. The event was held in Downtown Marshall.

May – Mental Health Awareness Month

We will be promoting Mental Health Awareness Month during the month of May. Center staff will bring awareness to the community about mental health services and support by having an awareness week of activities from May 4-10, 2026. We will promote services, share information about stigma, and highlight staff on social media.

May 7, 2026, is Children's Mental Health Awareness Day, and we will also celebrate the day by sharing information on our social media pages. We will present a proclamation to the City of Texarkana and all nine counties in our catchment area.

2026 Mental Health Proclamation County Commissioners Meetings

- City of Texarkana: May 11th at 6:00 pm
- Bowie County: April 27th at 9:00 am
- Cass County: April 28th at 8:30 am
- Gregg County: April 28th at 10:00 am
- Harrison County: April 23rd at 9:00 am
- Marion County: Judge emailed a signed proclamation
- Panola County: April 21st at 9:00 am
- Red River County: TBD
- Rusk County: April 28th at 10:00 am
- Upshur County: April 30th at 10:00 am

Children's Mental Health & Developmental Disabilities Awareness Month Event

Save the Date! We are hosting the Children's Mental Health and Developmental Disabilities Awareness Month Event on Thursday, May 21, 2026, at Maude Cobb Convention Center in Longview from 5:00 pm – 7:00 pm. The event will be an opportunity to bring awareness to developmental disabilities and children's mental health. We will have games, crafts, vendors, and resources. The theme this year is "Wonderfully Made."

5th Annual Champions for Change Golf Tournament

The 5th annual golf tournament was held on Monday, April 20th. It was a great event with 17 teams participating. We had raffle prizes, drawings, and trophies for the winners. Through this event, we are reaching a population that probably is not familiar with who we are and what we do, so it is a great educational opportunity.

We are incredibly grateful to have had a gentleman approach Mr. White at the event, who was very inspired by the work that we do and the services we provide, and who pledged \$10,000 to the foundation. When we went to his office the next day to pick up the donation, he had added \$2,000 for a total of \$12,000.

RECOMMENDATIONS FOR CONSIDERATION

Approve Updated Administrative Policies

On a motion made by Shirley Baker and seconded by Zephaniah Timmins, the recommendation was approved.

As provided by Administrative Policy 1.02 "Policy on Establishment and Implementation of Board Policy," the Board of Trustees will review all existing policies at its April meeting of even-numbered years.

Updated policies were presented to each Board of Trustees member on Thursday, March 26, 2026, for review and comment.

Two policies have been updated since being presented on March 26, 2026. These updates were sent to the Board via email for review on March 31, 2026:

- 4.02 – Authority Levels for Center Purchasing – The Authorization chart was updated to include the Deputy Chief Financial Officer authorization levels. and changed the Director, Business Operations, to Chief Operating Officer.

- 4.06 – Investment and Cash Management Strategy – The title of Director, Business Operations was corrected on page 4, in two places, to Chief Operating Officer, and the Deputy Chief Financial Officer was added to Section III. Internal Controls Item B.

Approve the amended bylaws of Sabine Valley Regional MHMR Center DBA Community Healthcare, and approve Nell Smith as the Veteran representative for the Board

On a motion made by Kelly Crane and seconded by Jay Mitchell, the recommendation was approved.

The Bylaws are being updated to include language from Senate Bill 1580 (89th Legislature, 2025), which amended Health and Safety Code §533.0351.

The purpose of the bill is to improve veteran-specific mental health representation and service decisions and requires the governing body of a local mental health authority to include a veteran, selected by the majority of the governing body members, as a voting member of the Board.

Key highlights of Texas SB 1580 include:

- **Purpose:** Ensures a veteran is included in the policy-making body of local mental health authorities.
- **Composition Changes:** In addition to existing requirements (such as including county sheriffs), the board must select a veteran member.
- **Effective Date:** September 1, 2025.
- **Compliance Deadline:** Local mental health authorities must comply by no later than September 1, 2026.

Community Healthcare complies with SB1580.

Approve FY 2026 Expense Contracts Over \$45,000

On a motion made by Zephaniah Timmins and seconded by Leldon Williamson, the recommendation was approved.

The Stephens Services Group LLC is one of our awarded contractors for construction-related projects. YTD, the Center has expended over \$30,000 of the \$35,000 contract of the existing contract. To complete the work needed at the College Dr. facility, we are recommending increasing the General Contract from \$35,000 to \$65,000.

Ratify Memorandums of Understanding

On a motion made by Jay Mitchell and seconded by Zephaniah Timmins, the recommendation was approved.

The Community Partner Program is a collaboration between Texas Health and Human Services Commission (HHSC) and a network of Texas organizations, including governmental entities, faith-based, and community-based social service organizations. Each member of the network is referred to as a “Community Partner” and can assist people applying for and managing their medical, nutritional, and cash assistance benefits using the online “YourTexasBenefits.com.” The East Texas Aging and Disability Resource Center (ETxADRC), a program of Community Healthcore, is a Community Partner in this statewide initiative.

METROCARE Services is a Community Mental Health and Intellectual Disability Center (CMHIDC) that is dedicated to Dallas County. It also serves as a Regional Transition Support Team that supports itself and seven other CMHIDCs, with Community Healthcore as one of the seven. This MOU defines the relationship between METROCARE and Community Healthcore and the support services to be received by Community Healthcore through the Transition Support Team.

Rusk County and Community Healthcore are collaborating in a jail-based competency restoration initiative. “Competency restoration” is a service designed for people with a mental health disorder or co-occurring psychiatric and substance use disorders who are found incompetent to stand trial and are court-ordered to participate in competency restoration treatment. “Jail-Based” is the location where the restoration is occurring. Jail-Based Competency Restoration is an alternative to competency restoration occurring in inpatient treatment facilities and state hospitals and reduces the number of people awaiting trials due to incompetence.

Approve Revision to the FY 2026 Building Maintenance Fund budget.

On a motion made by Kelly Crane and seconded by Kristal Clay, the recommendation was approved.

The Center is requesting approval and funding for an ADA restroom at the DEAR unit at a cost not to exceed \$11,000. Clarksville City is requiring an ADA-compliant restroom to be added to the center of the building. This will require the remodel of two rooms, saw-cutting concrete, replumbing the area, building the restroom back to compliance, and painting. The project is expected to come in at \$10,000, and a \$1,000 contingency has been added.

Approve Revisions to the FY 2026 General Fund Budget


On a motion made by Sidney Burns and seconded by Shirley Baker, the recommendation was approved.

The large budget changes are due to a new funding contract and operational adjustments. The following changes for the second quarter of FY 2026 and comparisons to the Board-approved first quarter changes are as follows:


REVENUE	FIRST QTR.	SECOND QTR	VARIANCE
Local Funds	\$ 4,760,275	\$ 4,680,258	\$ (80,017)
Earned Income	19,647,962	20,241,355	593,393
General Revenue	<u>19,836,468</u>	<u>19,830,914</u>	(5,554)
TOTAL REVENUE	\$44,244,705	\$44,752,527	\$ 507,822
 EXPENSES			
Salaries	\$ 25,061,881	\$25,000,333	\$ (61,648)
Benefits	6,615,427	6,610,309	(5,118)
Mileage	1,044,577	1,046,177	1,600
Travel	98,832	112,654	13,822
Consumables	667,393	680,553	13,160
Equipment	16,916	16,916	0
Building Costs	2,332,034	2,181,549	(150,485)
Contracts	3,816,128	4,581,168	765,040
Other	<u>4,102,988</u>	<u>4,148,578</u>	<u>45,590</u>
TOTAL EXPENSES	\$ 43,756,176	\$ 44,378,237	\$ 622,061
NET INCOME	\$ 488,529	\$ 374,290	\$ (114,239)

OTHER BOARD BUSINESS AND UPCOMING EVENTS

- A. The next meeting will be the May 2026 Meeting – Thursday, May 28, 2026.
- B. Texas Council Annual Conference – June 10 – 12, 2026, Grand Hyatt San Antonio, 600 E Market Street, San Antonio, TX 78205.
- C. Meeting adjourned at 6:41 PM.



 Nell Smith
 Board Secretary/Treasurer



 Cindy Goodson
 Recording Secretary

Date approved by the Board of Trustees: May 28, 2026