



July 23, 2026

The Board of Trustees of Community Healthcore (CHC) met on Thursday, July 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 p.m. Kelly Crane led the opening prayer.

Pledge of Allegiance

Rick Roberts led the group in the Pledge of Allegiance.

Citizen's Comments

There were no citizen's 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	Kristal Clay	Kelly Crane	Linda Hooks
Jay Mitchell	Nell Smith		

Members Present via Videoconference

Sidney Burns	Jami Duran	Rick Lively	Sheriff Webb
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Staff Present

Steve Archer	Joe Carrington	Chisty Cravey	Cindy Goodson
Richard Marks	Shawn Ormes	Sue Rathbun	Rick Roberts
Inman White			

Staff Present via Videoconference

Patti Brady	Lee Brown	Brenda Clark	Cindy Grace
Tom Suess	Sandra Taylor	Amie Whalan	Marilyn Wyman

Guests Present via Zoom

Annette Kreuz, Area Vice President – Gallagher Benefit Services, Inc.
Kim McDonald, Lead Service Consultant – Gallagher Benefit Services, Inc.

Security Present

John Justice, Greystar Security Services

STAFF RECONGNITIONS

Cindy Goodson introduced the Story Changer for the Month for July 2026 to the Board:

Aidia Evans, Accountant – Supervisor: Tana Grummitt.

EMPLOYEE BENEFITS PRESENTATION

Annette Kreuz, Area Vice President for Gallagher Benefit Services, Inc. presented the Employee Benefits Plan for FY 2027 to the Board:

Cigna:

- Add Day to Day Care Plan (covers in-network providers only).
- HSA (Health Savings Account) Plan: Annual individual deductible increased from \$3,300.00 to \$3,400.00.
- No change to Preferred Provider Organization (PPO) Plan.

Sun Life Financial – Plans being offered:

- Basic Life, Accidental Death & Dismemberment (AD&D)
- Long-Term Disability (LTD)
- Voluntary Dental Insurance
- Voluntary Life Insurance
- Voluntary Vision Insurance
- Voluntary Group Critical Illness
- Voluntary Off-Job Accident
- Voluntary Hospital Indemnity

First Stop Health – Telehealth Services

FedLogic – Enrollment Consultant

The Board had several questions related to the Individual Coverage Health Reimbursement Arrangement (ICRA) plan which the Gallagher team looked at as a possible option. Annette Kreuz explained the plan and indicated that it was not a recommendation at this time.

RECOMMENDATION FOR CONSIDERATION

Approve FY 2027 Employee Insurance Plans

On a motion by Jay Mitchell and seconded by Shirley Baker, the Board approved the FY 2027 Employee Insurance Plan as presented.

The Center will fund, through the FY 2027 operating budget, contributions of \$675.00 per eligible employee per month into the Internal Service Fund. The Center's cost difference for Cigna medical plans, First Stop Health, and FedLogic will be paid from the Internal Service Fund reserves.

The Center will pay 100% of the cost for Sun Life Basic Life, Accidental Death & Dismemberment insurance, and Long-term disability insurance.

Education for employees will begin next week, assuming the Board approves the recommendation.

Employee contributions to the Preferred Provider Organization (PPO) medical plan will increase by 26%.

MEETING MINUTES

Approve May 28, 2026, Board Meeting Minutes

On a motion made by Kelly Crane and seconded by Krystal Clay, the Board approved the May 28, 2026, Board Meeting Minutes.

FINANCIALS

Approve April 2026 Final Unaudited Financials and Investments

On a motion by Jay Mitchell and seconded by Kelly Crane, the Board approved the February 2026 final unaudited financial statements.

In April, we had \$3,253,043 in revenue and \$3,468,378 in expenses, resulting in a \$215,334 operating deficit. We transferred \$89,012 from the 1115 Waiver Fund and backed out non-operating expenses for a total deficit of \$105,179. Non-operating expenses include renovations on properties being prepared for sale.

Year-to-date, revenue was \$26,775,670 and operating expenses were \$27,489,582, leaving an operating deficit of \$713,912. With the 1115 Waiver Fund transfers, the deficit was \$29,457. After adding back the non-operating expenses, we had a surplus of \$432,436 for the year, slightly behind the budget of \$631,569.

CORE Health Systems has year-to-date revenue of \$1,233,368 with expenses of \$1,472,634. After adding transfers from the 1115 Waiver of \$494,942 and subtracting indirect expenses, the surplus is \$102,060. Cash and investments were at \$24,597,550, and the Internal Service Fund balance was \$1,307,967.

Approve May 2026 Final Unaudited Financials and Investments

On a motion by Kristal Clay and seconded by Shirley Baker, the Board approved the May 2026 final unaudited financial statements.

BOARD OF TRUSTEES UPDATE			
MAY 2026 FINANCIAL SUMMARY			
RESERVES - OTHER FUNDS			
FUND	MAY BAL	APRIL BAL	CHANGE
Building Maintenance	\$ 566,343	\$ 556,060	(\$ 10,283)
IT	\$ 893,604	\$ 900,800	(\$ 7,196)
1115 Waiver	\$ 3,675,401	\$ 3,764,413	(\$ 89,012)
Internal Service	\$ 1,293,714	\$ 1,307,967	(\$ 14,253)
TOTAL	\$ 6,429,062	\$ 6,529,240	(\$ 100,178)
DAYS OF OPERATIONS			
	MAY BAL	APR BAL	CHANGE
General Fund Reserves	82	80	2
NET INCOME COMPARISON			
	MAY 2026	APR 2026	CHANGE
Month	\$ 188,558	(\$ 126,322)	\$ 314,910
Year-to-Date	\$ 159,100	(\$ 29,457)	\$ 188,558
NET INCOME FROM OPERATIONS			
	Month	Year-to-Date	
May 2026	\$ 30,879	\$ 450,813	

We maintain a healthy cash balance. Due to the actions taken in FY 2025, our expenses have come down drastically, as we expected. Our year-to-date average is \$126,000 a day versus \$137,000 a day the prior year. Year-to-date employee benefits are about \$22 million, or 73% of our revenue, which is normal for non-profit, and the annualized revenue is running above the prior year.

CORE had a good month in May. They received additional grant funding for a profit of \$150,000, and they are running a profit for surplus of \$251,624 for the year.

Jay Mitchell mentioned no returns are being shown on the general savings account. He indicated other options available, such as a sweep account that could move funds into an investment account that would provide returns. Joe Carrington mentioned he is looking at other options for better returns, and Sue Rathbun mentioned the returns for that account offset the banking service fees.

Joe Carrington also commented that the Public Funds Investment Act limits investment options for the Center, which also limits returns. Some firms operate under the Public Funds Investment Act using Municipal Bonds to get better returns.

REPORTS

CHIEF EXECUTIVE OFFICER

Transfer of Private Psychiatric Bed Fund to Texana Center

Due to the success of our Crisis Stabilization Unit in Atlanta, we have not needed to utilize additionally contracted funds from the Health and Human Services Commission (HHSC) for the purchase of private psychiatric beds. By memorandum of agreement, HHSC allows for the transfer of unused funds to another community health center.

We have entered a Memorandum of Understanding with Texana Center for the transfer of \$200,000 for the purchase of private psychiatric beds that we project we will not need for FY 2026. If we did not take this action, these funds would need to be returned, leaving the State unable to use them for their intended purpose.

Texas Council Conference – June 10th – 12th, 2026

We appreciate the outstanding comments staff have brought back after attending the Texas Council Conference and are looking at incorporating some of these ideas in our FY 2027 Strategic Plan.

We would like to hear the Board's impression of this year's conference.

Linda Hooks indicated that she really enjoyed it, and some of the presentations were very helpful to her.

Shirley Baker indicated she enjoyed the sessions.

Nell Smith indicated the legislative sessions were interesting, though some were more political than others.

Kristal Clay said she learned a lot and sat through several sessions on justice and legal issues, which were very informative.

Sidney Burns indicated that he enjoyed the conference very much, particularly the legislative updates and political predictions.

FY 2027 Strategic Objectives

Our financial and systems development objectives have been outlined for consideration in next year's budget. In addition to consistently refining ways to improve our resource management, we are also looking forward to positioning ourselves competitively in the future.

Accountability – Hold ourselves accountable to the people we serve.

Innovation – Bring innovation to methods and models of care that expand the organization's breadth and depth.

Workforce – Create an environment that builds a strong and engaged workforce.

Technology - Lead with technology that supports business intelligence, clinical operations, and communication priorities.

Nell Smith mentioned that the Jefferson Clinic could be a model front desk service excellence training that will tie in to the, the fail to keep appointment strategies. Jefferson is a unique a very close-knit community as everybody knows everybody and most went to school together. The person at the front desk of the clinic, Brenda, greets anyone who enters with a very smile and is very cordial. As Jefferson grows, one of the things people will remember is Brenda's smile, how nice she was to them, how helpful she was to them, how interested she was in making sure they are making and keeping their appointments.

CHIEF OPERATING OFFICER

Executive Summary

Capital Expansion: Jefferson Clinic Launch

The new Jefferson Clinic facility has entered its final logistical preparations and is ready to open. This is CORE Health's newest geographic anchor, expanding our market capture and deploying our updated operational efficiencies directly into an underserved corridor. The setup phase for this site is now concluding and shifting from a development cost-center to an active, revenue-generating clinical node. The target opening date is July 23, 2026.

Human Capital: "FIRST" Selection Program (Cycle 4)

We have initiated Cycle 4 of our proprietary "Foundations in Reliability, Standards & Trust" (FIRST) assessment and selection program.

This data-driven hiring mechanism ensures we secure the right talent for the right role at the precise moment of operational need. Rather than filtering solely for baseline technical certifications, the FIRST matrix balances applicant attributes across two critical dimensions:

1. Cultural Alignment (High Predictive Weight): Uncompromising integrity, honors-based character, and advanced critical thinking capabilities.
2. Technical Execution: Specialized clinical competencies required to stabilize complex and diverse caseloads immediately upon deployment.

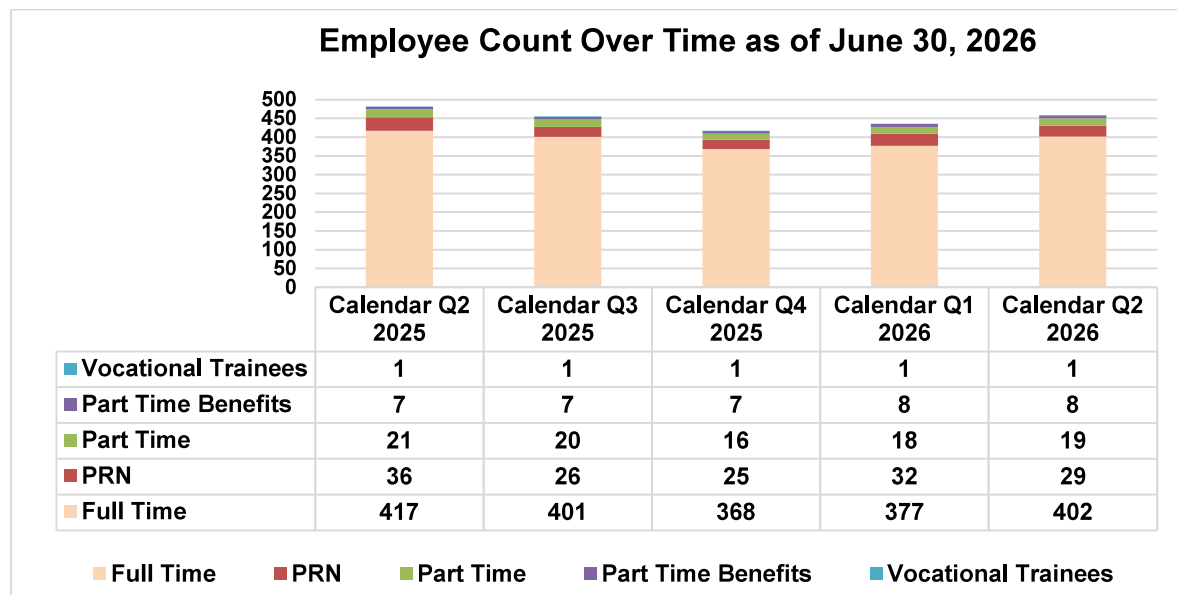
By screening for core psychological and ethical alignment up front, we mathematically minimize the probability of first-year turnover, insulate our workplace culture, and defend organizational capital against the severe hidden costs of toxic or mismatched hires.

Fiscal Optimization: Accelerated Revenue Cycle Management (RCM)

We are finalizing the negotiation phase of a comprehensive Revenue Cycle Management contract / Request for Application (RFA) with an enterprise partner organization. The primary objective is to eradicate the structural friction between clinical service execution and fiscal cash capture.

HUMAN RESOURCES RISK MANAGEMENT

Data for Human Resource and Risk Management is for the period February 1, 2026, through June 30, 2026.



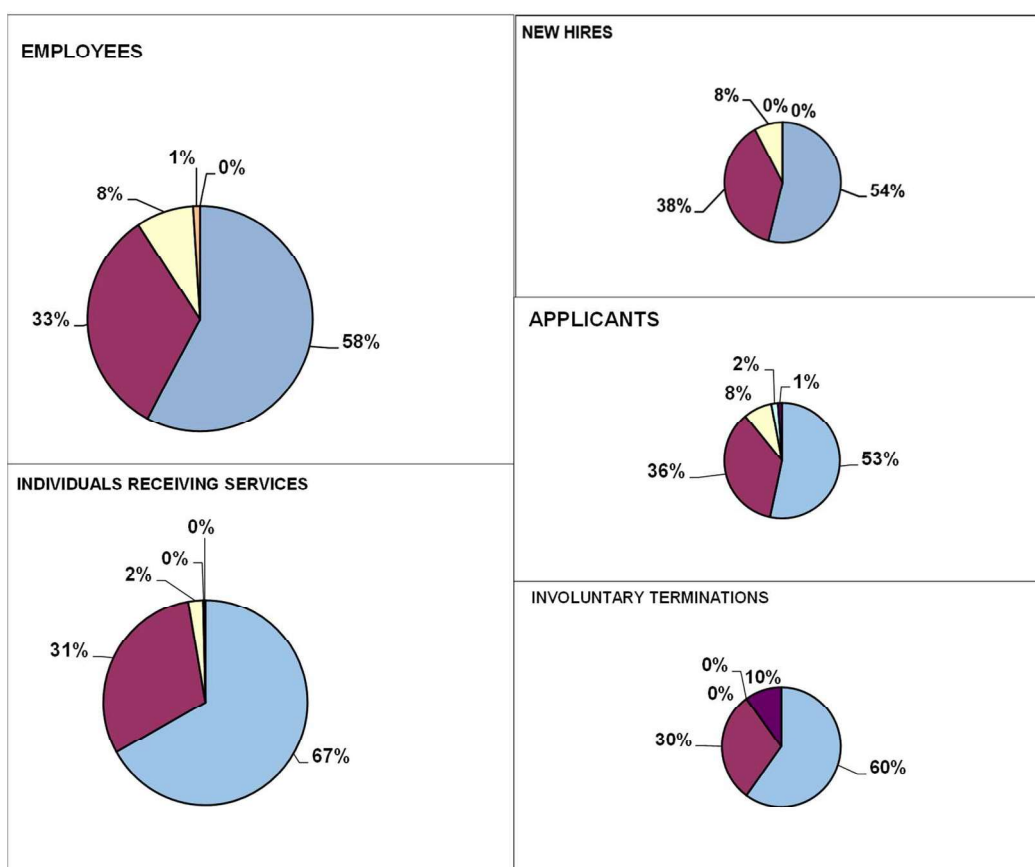
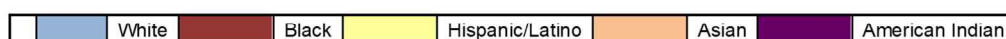
RECRUITMENT

Hired September 1, 2025 – June 30, 2026,	126
Retained	111
Hired February 1, 2026 – June 30, 2026,	73
Retained	67
Vacant approved positions June 30, 2026,	54

TURNOVER September 1, 2025 - June 30, 2026

Voluntary	79
Involuntary	25
Total	104

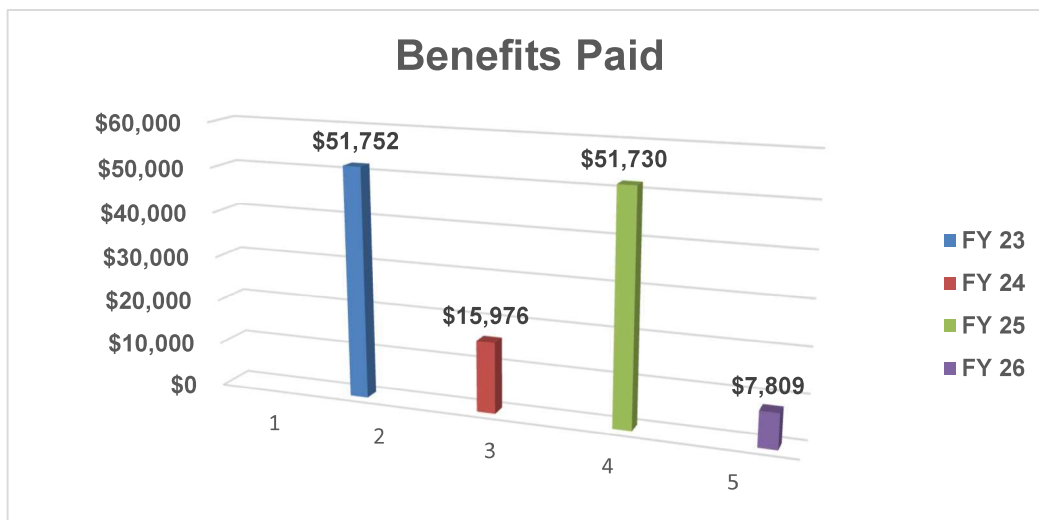
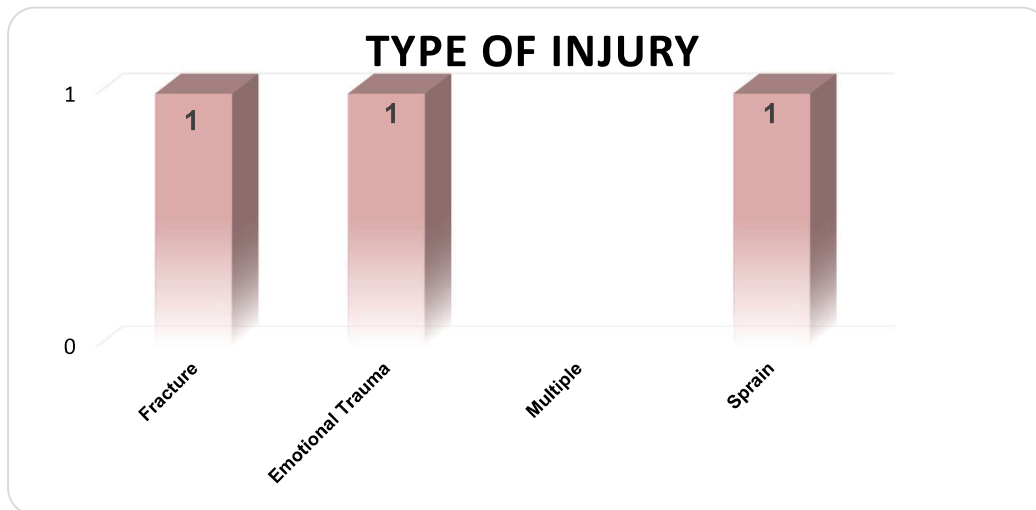
DEMOGRAPHICS



WORKERS' COMPENSATION REPORT

February 1, 2026 through June 30, 2026

<u>DIVISION</u>	<u># EMPLOYEES WITH CLAIMS</u>	<u>Lost Work Days</u>
Administration	0	0
Intellectual Developmental Disabilities	2	0
Substance Use Disorders	0	0
Mental Health	1	0



VEHICLE CLAIMS – February 1, 2026 through June 30, 2026 – None.

QUALITY MANAGEMENT

Corporate Compliance Report – No Corporate Compliance Investigations.

Health Insurance Portability and Accountability 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.” Since April 23, 2026, one sentinel event has been reported to the Board of Trustees.

External Reviews Reports

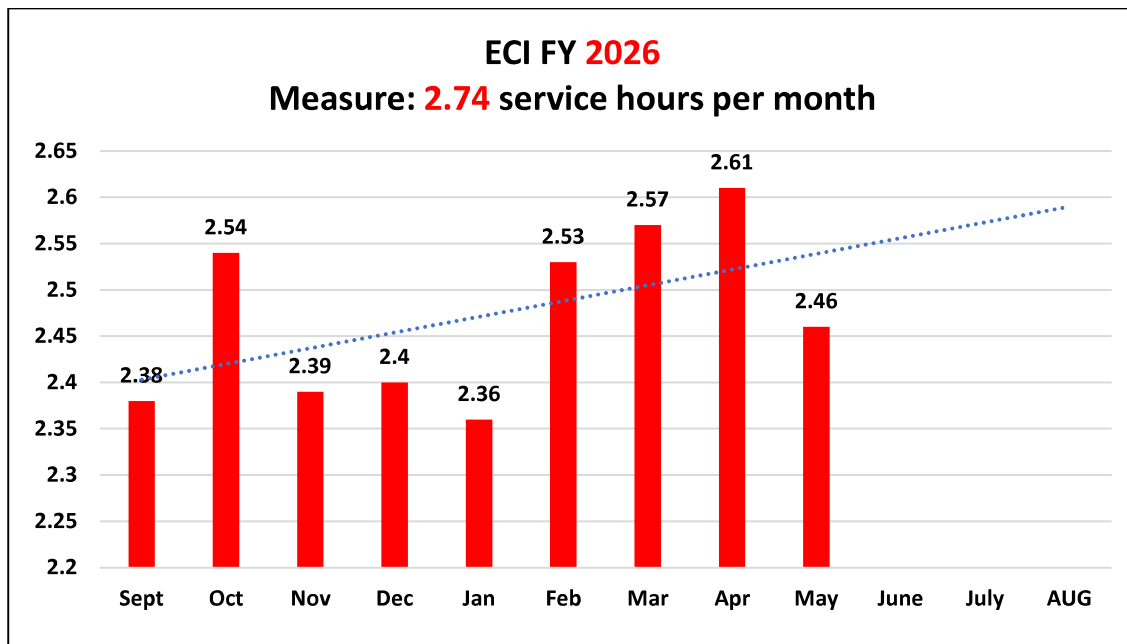
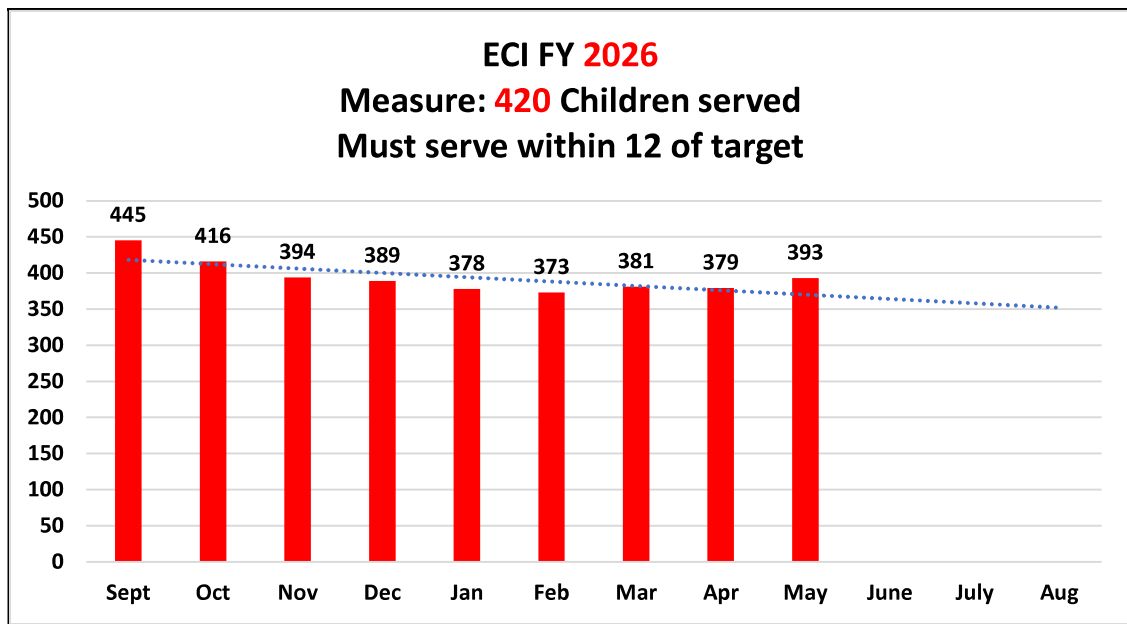
Since the Quality Management Report on April 23, 2026:

- A. Home and Community-Based Services Annual audit — No findings.
- B. Crisis Services Unit (CSU) initial process audit by HHSC — 2 findings.
- C. Texas Veterans Commission Fund for Veterans’ Assistance — No findings.
- D. Joint Commission re-accreditation and Corrective Action accepted.
- E. HHSC QM Audit Follow-up — No findings.

Current External Reviews

- A. Office of Inspector General (OIG) Friday, March 6th; planning completion May 15, 2026; fieldwork completion July 17, 2026; draft report September 23, 2026.
- B. HHSC Forensic and Jail Diversion Services Program Visit expected July 29, 2026.
- C. Family and Youth Success (FAYS) Desk Audit.
- D. Parents as Teachers (PAT) Standard Comprehensive Onsite Review.

Contract Performance Measures – The results of our second quarter report showed areas that we are watching closely including Employment, Educational or Volunteering Strengths, Family Partner Response, and Monthly Service Provision.



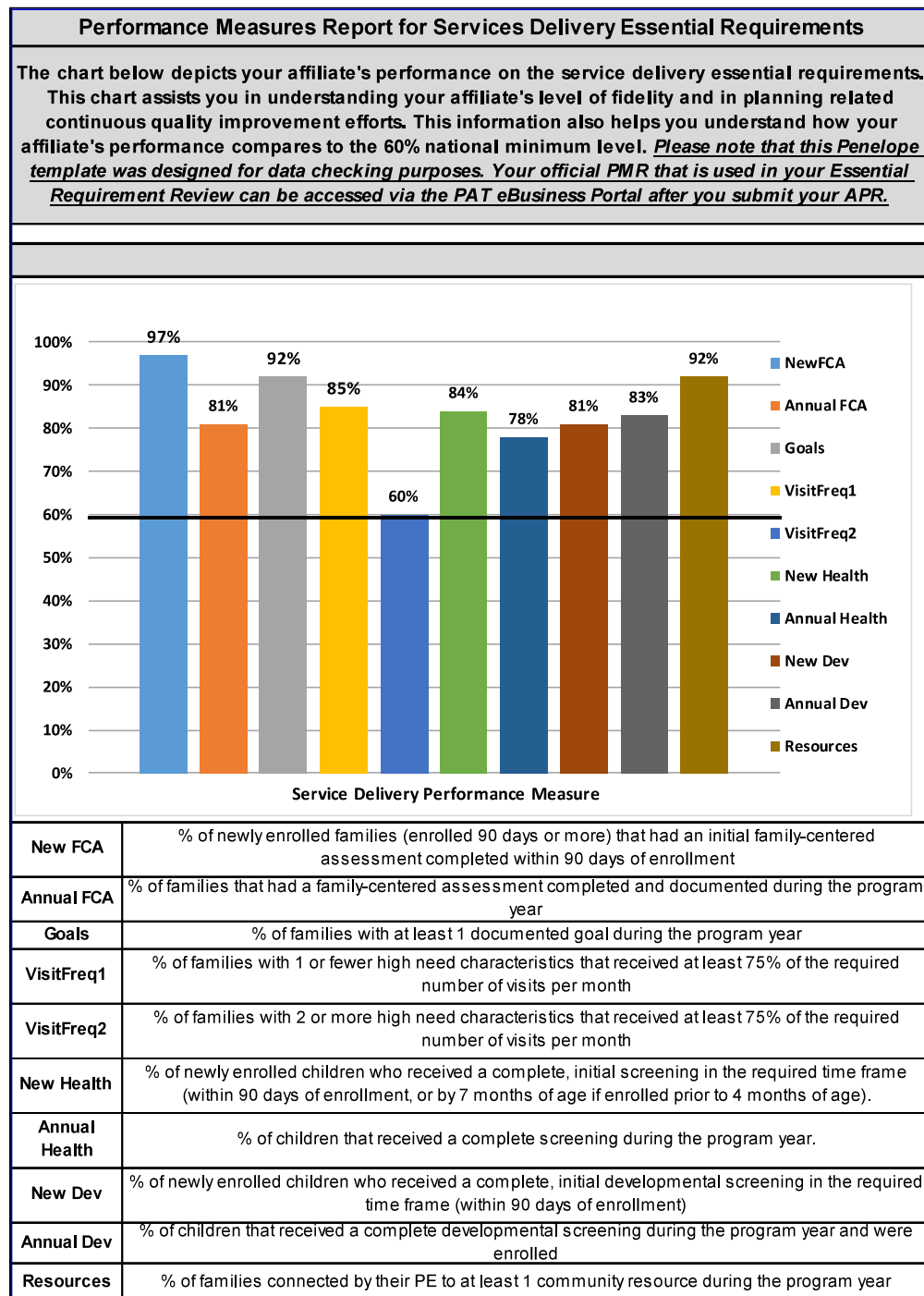
Shirley Baker asked if there are more parents reaching out now in Texarkana for the ECI Program. She has had a number of parents reach out to her because they do not know where to go, or where to get literature on the program.

Steve Archer indicated that once we have all of our open positions filled, that will help with getting information out into the community. We are also planning on having an ECI Manager in the Texarkana area.

Inman White indicated this is something to put down as an objective and get back into the doctors' offices

Shawn Longoria, our Director for Parents as Teachers, was invited to go to the House Ways and Means Work and Welfare Subcommittee hearing in Washington DC on June 25th. The hearing was for the Maternal Infant and Early Childhood Home Visiting Program, the Early Support and Long Life Impact. It focused on being able to advocate for strengthening families through early support.

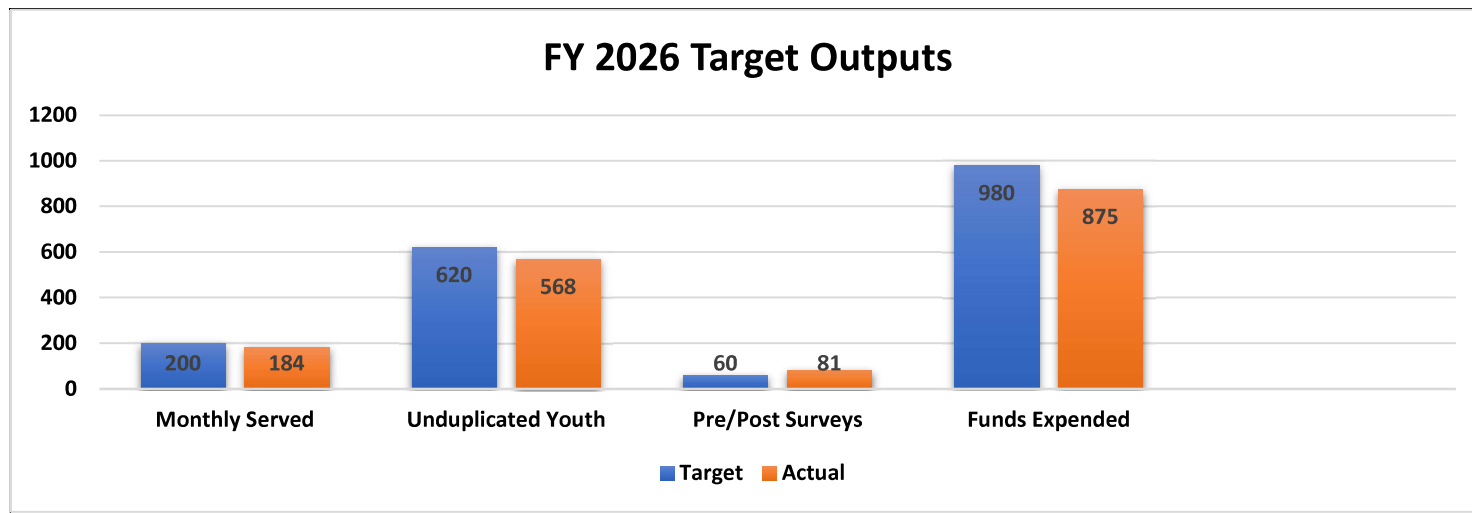
CHC Parents as Teachers July 1, 2025-May 31, 2026





FY 2026 TARGET OUTPUTS

Outputs	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Actual	Target	Attained
1) Average Number of Target Youth Served Monthly (200/Month)	190	214	140	214	163	180	181	182	188				184	200	92.0%
2) Number of Unduplicated Target Youth Served Annually (620/Year)	76	95	30	127	84	50	52	32	24				568	620	91.6%
3) Pre/Post Protective Factor Survey Questionnaires Completed (60%)	63.73	80.38	75.76	91.78	94.80	88.68	84.87	88.39	78.50				81%	60%	135%
4) FAYS Funds Expended (of \$980,000)	\$97,533.73	\$99,522.64	\$79,373.95	\$180,103.62	\$79,992.07	\$90,498.20	\$83,780	\$87,948	\$76,546				\$875,298.21	100%	89.3%



Community Healthcore
Utilization Management Report FY 2025-2026
IDD Interest List

Care Report of Contacts Completed

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Individuals Contacted	16	46	7	66	79	97	87	69	67	103		
Percentage	1.29%	4.96%	6.75%	11.76%	18.00%	25.82%	32.57%	38.66%	44.43%	53.81%		

Admissions & Discharges by Month

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
<i>Admissions</i>	1	6	1	2	9	4	0	3	2	3		
<i>Discharges</i>	0	3	1	3	1	2	1	6	1	1		

Waiting List Client Contact Methods

	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG
Phone Calls	16	46	7	66	89	102	98	78	76	108		
Correspondence	0	0	12	24	10	31	57	28	11	35		
<i>Phone Percentage</i>	100.00%	100.00%	100.00%	100.00%	112.66%	105.15%	112.64%	113.04%	113.43%	104.85%		
<i>Letter Percentage</i>	0.00%	0.00%	171.43%	36.36%	12.66%	31.96%	65.52%	40.58%	16.42%	33.98%		

CORE Health Systems

UDS/KPI/Patient Experience Metrics	Trend	Performance compared to benchmark or prior quarter	Last evaluation date	Observed/Reported data	CHS Goal	National average data	Notes
Calendar Year 2026							
Care Outcomes (UDS measures)	Trend						
Prenatal Care	No change	No change from previous	03/31/26	No Data Available	60%	70.64%	
Pediatric Immunizations	No change	No change from previous	03/31/26	0%	30%	28.01%	
Cervical Cancer Screening	Down	Below prior quarter	03/31/26	10.8%	50%	55.37%	
Breast Cancer Screening	Up	Better than prior quarter	03/31/26	9.1%	20%	53.96%	
BMI Management, age 3-17	Up	Better than prior quarter	03/31/26	43.5%	92%	72.57%	
BMI Management, 18+	Up	Better than prior quarter	03/31/26	95.9%	56%	67.63%	
Tobacco Use, 18+	Up	Better than prior quarter	03/31/26	90.1%	75%	84.24%	
Statin Therapy	Up	Better than prior quarter	03/31/26	70.5%	89%	78.18%	
Aspirin Therapy	Up	Better than prior quarter	03/31/26	83.3%	88%	74.69%	
Colorectal Cancer Screening	No change	No change from previous	03/31/26	5.2%	20%	42.71%	
HIV Linkage to Care	No change	No change from previous	03/31/26	No Data Available	50%	80.49%	
HIV Screening	No change	No change from previous	03/31/26	24.2%	13%	51.84%	
Depression Screening	Up	Better than prior quarter	03/31/26	83.2%	50%	73.70%	
Depression in Remission	No change	No change from previous	03/31/26	No Data Available	47%	13.83%	
Dental Caries, age 6-9	No change	No change from previous	03/31/26	No Data Available	50%	59.64%	
Low birth weight babies	No change	No change from previous	03/31/26	No Data Available	10%	8.53%	
Hypertension control	No change	No change from previous	03/31/26	42.20%	88%	67.42%	
Hemoglobin A1C greater than 9.0	No change	No change from previous	03/31/26	39.7%	26%	28.13%	
Substance Use Disorder Treatment	No change	No change from previous	03/31/26	No Data Available	25%	NDA	
Key Performance Indicators	Trend					CHS Goal	
No Show Appointments	Up	At or below benchmark	03/31/26	28.0%		28.00%	
Compliance with chart closure standards	Up	At or below benchmark	03/31/26	7.9		72 hours	
Patient Complaints	No change	At or below benchmark	03/31/26	0		< 1	
Employee Incidents	No change	At or below benchmark	03/31/26	0		<1	
Patient Satisfaction/Experience	Trend					CHS Goal	
Likelihood to Recommend	Up	At or above benchmark	03/31/26	4.86		4.75	
Coordination of Care	Trend						
Tracking Patient Referrals	Down	Below prior quarter	03/31/26	9.40%			
Tracking Emergency Room Visits / Inpatient Hospitalizations			03/31/26	83			
Clinic Operations	Trend						
	Trend						

COMPREHENSIVE PLANNING ADVISORY COMMITTEE

The Comprehensive Planning Advisory Committee (CPAC) met in person at 107 Woodbine and connected on May 7, 2026.

Review of Community Healthcore Budget

- Joe Carrington, Deputy CFO, presented the budget to the CPAC.
- Members asked thoughtful questions and Joe gave a deeper explanation of the intricacies of Local Mental Health Authorities (LMHA) funding streams.

Intellectual & Developmental Disability (IDD) Services – Sandra Taylor, IDD Director

- The recent events in IDD services were reviewed. This includes:
 - Ms. Taylor highlighted the upcoming collaboration with Children's Mental Health for a Disability Awareness Day in May at Maude Cobb Convention Center in Longview
- Ms. Taylor's full IDD Quality Report is presented later in this CPAC report.

Behavioral Health & Primary Care – Chesley Knowles, Project Specialist

- Adult Division shared:
 - Texas Department of State Health Services (DSHS) recently awarded Community Healthcore a new Incubator Grant. The total award amount is \$1 million, and funds are earmarked (\$750,000) for construction for the Tuttle Street location.
 - Renovations will begin this spring to prepare for the integration of the following services: adult mental health services, primary care for children and adults, and a pharmacy. The goal is to complete and operationalize the Tuttle location by the end of summer 2026.
- Children's Division reported:
 - In March, there was a change of leadership. Kim Reagan, Director of Children's Services, left to join the private sector.
 - Michelle Rumsey is the new Director of Children's Services. Ms. Rumsey previously served as Kim's manager of Children's Programs.

Certified Community Behavioral Health Clinic (CCBHC) – Amy Hill, Program Director

- The CCBHC Improvement and Advancement (IA) grant will end September 30, 2026. A new CCBHC grant is expected to be released soon, and we plan to apply.

- We are in year three of the Promoting the Integration of Primary and Behavioral Health Care (PIP-BHC) grant. Texas HHSC will visit our site on May 13, 2026.

Texas Department of Criminal Justice (TDCJ), Sandra Davis, Program Director

- The Youth Substance Use Disorder (SUD) program is currently serving twelve youths in Longview and three in Texarkana. The Longview Youth SUD program provides weekly group treatment. Since September 2025, a total of 30 youth in Longview and six in Texarkana have been served in FY 2026.
- The Youth SUD counselor is working with East Texas Council on Alcoholism and Drug Abuse (ETCADA) on its Youth Transition Program, which serves youth who have aged out of the program at Community Healthcore and helps them access recovery services. ETCADA's Youth Transition Program helps youth with housing, jobs, transportation, General Equivalency Diploma (GED) if needed, and college, and hosts weekly SUD group meetings and individual sessions.
- The Community Health Workers (CHW) team successfully hosted its first March Madness food drive, which was a great success and produced two outstanding winners: the H.G. Mosley Children's team and the Woodbine Administration team. The food collected will be used to serve individuals in the community who are addressing substance use issues.
- Community Healthcore's SUD outpatient program for non-TDCJ individuals currently serves eleven individuals, nine in Longview and two in Texarkana. The program's revenue is funded by Self-Pay or Medicaid. Individuals in the program receive treatment services that include weekly group education sessions and four individual counseling sessions over 90 days.

Community Education Report – Patti Brady

- We are continuing to collaborate with Marion County Health and Resource Coalition, Jefferson ISD, Marion County Hospital District, and UT Health Tyler 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 July to highlight the services available at the new clinic.
- On April 7, 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 of the Rural Health Transformation Program (RHTP).
- Four upcoming activities were highlighted.
 - Leadership Longview ribbon-cutting at the Gregg County Historical Museum on April 9, 2026.
 - 5th Annual Champions for Change golf tournament on April 20, 2026.
 - Mental Health Awareness Month in May 2026.

- Children's Mental Health & Developmental Disabilities Awareness Month event on Thursday, May 21, 2026, at Maude Cobb Convention Center in Longview, Texas.

IDD DIRECTOR'S QUALITY REPORT COMPREHENSIVE PLANNING ADVISORY COMMITTEE (CPAC) – MAY 7, 2026
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1. Collaborating with Adult and Children's Mental Health for a combined awareness event for May 2026 at the Maude Cobb Convention Center, Longview.
2. Home and Community Based Services (HCS) Provider annual survey conducted by Health and Human Services (HHSC) April 20-23, 2026. Zero deficiencies cited.
3. Crisis Intervention staff presented or participated in the following events:
 - Longview – Transition Resource Fair, March 3, 2025 – 75 in attendance.
 - Henderson High School – Crisis Intervention Training, March 17, 2026 – 15 in attendance.
 - Texarkana Shine On – Self-Motivation training, March 18, 2026 - 10 in attendance.
 - Marshall – Aspiring Adults – Rainbow Breathing training, March 18, 2026 – 8 in attendance.
 - Longview – Post Officer training, March 24, 2026 – 6 in attendance.
 - Atlanta – Forever Growing Rainbow Breathing training, March 25, 2026 – 6 in attendance.
 - Texarkana Shine On – Personal Boundaries, January 14, 2026 – 10 in attendance.
 - Carthage – Individualized Skills & Socialization (ISS) IDD Field Day, July 2, 2026, 100 in attendance.
 - Harrison/Panola Community Resource Coordination Group (CRCG), April 7, 2026, 14 in attendance.
 - Longview – Gregg County Community Resource Coordination Group (CRCG) April 15, 2026 – 8 in attendance.

Participation Rates – Targeted Case Management

IDD Authority receives a monthly A (Face-to-Face) and B (Collateral) report from the Billing Department. In addition, the IDD Authority Service Manager and HCS Authority Service Manager pull a weekly Credible report. This report is a detailed list of all individuals who have received an “A” contact and is shared with staff in each of their departments.

The IDD Director, IDD Authority Service Manager, and HCS Authority Service Manager discuss monthly strategies to encourage participation.

For example:

1. Ensure individuals know their service coordinators' phone numbers, since face-to-face contacts can be made by phone. The Service Coordinator states that individuals have become reluctant to answer the Service Coordinator's phone calls.
2. Send a letter to the individuals to schedule the phone visit.
3. Make unannounced visits – Be observant of an individual's living conditions.
4. Encourage service coordinators to make four face-to-face contacts each day and six collateral contacts each day.

COMMUNITY EDUCATION REPORT

Marion County Clinic

We continue to collaborate with the Marion County Health and Resource Coalition, Jefferson ISD, Marion County Hospital District, and UT Health - School of Medicine to finalize plans and promote the new clinic in Jefferson. A press release was distributed to various news outlets on June 30, 2026, and shared publicly on July 1, 2026.

A Grand Opening and Ribbon Cutting with the Marion County Chamber of Commerce is scheduled for Thursday, August 6, 2026, from 4:00 p.m. – 7:00 p.m., with the ribbon cutting at 4:00 p.m. This event will offer a terrific opportunity for individuals and families to meet our providers, tour the new clinic, and explore resources available through various local organizations in Marion County. The event will be on the same evening as Jefferson ISD Meet the Teacher. We are collaborating with Jefferson ISD to promote the event. They will be distributing the event flyer to all in attendance at Meet the Teacher.

We are scheduled to be on "*The Talk of East Texas*" on KMHT Radio, the local news station in Harrison, Marion, and Cass Counties, on July 16, 2026, and August 5, 2026, to promote the clinic and the Grand Opening & Resource Fair. The interviews will be at 8:30 a.m. and will be available to view live on KMHT Radio, Community Healthcore, and CORE Health System's Facebook pages.

We have arranged radio commercials with KMHT to promote the clinic, and KMHT will conduct a live radio remote during the Grand Opening & Resource Fair.

The Community Healthcore Foundation's Board of Directors, at their May 2026 meeting, approved \$1,500 to cover the cost of the Grand Opening and Resource Fair, which will include swag, food, advertising, and other supplies.

CORE Health Systems - Marketing

We are exploring a range of strategies to enhance patient access and referral rates, including internal staff marketing, external community outreach, and strengthening integration between mental health and primary care services.

We are optimizing appointment scheduling processes across multiple clinic locations and setting up information tables at key sites such as 6th Street, the Adult Mental Health Clinic, and H.G. Mosley Children's Mental Health Clinic.

We are also rebuilding the CORE Health Systems website. The original site was developed by Forbes & Butler Visual Communications in 2020. Given the need for updates, we believe a complete rebuild is the best approach after reviewing other similar healthcare agency websites. Our goal is to create a user-friendly and accessible website, particularly for individuals in rural areas with limited internet connectivity.

The new website will feature an online schedule portal, detailed information about the new Jefferson clinic and our other clinics, as well as updated details about our services and upcoming events. We aim to complete this project within a 60-day time frame.

National Health Center Week

August 2–8, 2026 is National Health Center Week. This year's theme is *Building Innovative Care Where It Matters Most*.

National Health Center Week 2026 is a nationwide celebration honoring the vital contributions of community health centers like CORE Health Systems in providing accessible, affordable, and comprehensive healthcare. This week-long series of events aims to raise awareness, foster community engagement, and highlight success stories that demonstrate the impact of health centers on local and national health outcomes.

Throughout the week, we will be doing the following activities.

- Increase awareness of the importance of community health centers with a spotlight on CORE Health Systems.
- Promote health equity and access to care for underserved populations on our social media pages and in the newsletter.
- Recognize the healthcare professionals and staff at CORE Health Systems.
- Educate the public on available health services and preventive care offered by CORE Health Systems.
- Host a Grand Opening & Resource Fair in rural Marion County.

7th Annual Back-to-School Supply Drive & Resource Fair

On August 8th, we will host our 7th Annual Back-to-School Supply Drive & Resource Fair at Longview Mall from 10:00 a.m. to 1:00 p.m. We will be distributing school supplies to students across East Texas with other organizations on hand to share information about services and resources available in our community. Since June 1, 2026, Community Healthcore staff, community members, and businesses have been collecting school supplies for the event. Alco Air donated 400 backpacks, Credit Union of Texas – Gilmer donated 300 items, and Lyte Fiber donated 200 items. Other contributors are KYKX Radio and Integrity Financial.

RECOMMENDATIONS FOR CONSIDERATION

Approve FY 2027 Center Closure Days

On a motion made by Jay Mitchell and seconded by Shirley Baker, the recommendation was approved.

It was recommended that the Board of Trustees approve the following Center closure days for FY 2027:

Labor Day	Monday, September 7, 2026
Veterans Day	Wednesday, November 11, 2026
Thanksgiving Day	Thursday, November 26, 2026
Day after Thanksgiving	Friday, November 27, 2026
Christmas Eve	Thursday, December 24, 2026
Christmas Day	Friday, December 25, 2026
New Year's Day	Friday, January 1, 2027
M. L. King Jr.'s Birthday	Monday, January 18, 2027
Memorial Day	Monday, May 31, 2027
Emancipation Day	Friday, June 18, 2027
Independence Day	Monday, July 5, 2027

The eleven recommended closure days are the same as in FY 2026.

Full-time staff will be paid for their regularly scheduled work hours on the closure days if their Paid Time Off (PTO) leave balance is sufficient to cover the time. Otherwise, there will be no payment for the closure day.

The weekly PTO accrual for full-time staff includes a factor to provide 88 hours for the eleven closure days during the year.

Full-time staff who work part of the day on a Center closure day will use available PTO on the closure day to account for the regular work schedule that day to make a total of forty hours for the work week.

Full-time staff who work at least forty hours during a work week containing a closure day will not use any PTO during the week and can schedule PTO for a future date subject to the Administrative Procedure for Employee Leave.

Approve Updated Administrative Policy 4.02 Authority Levels for Center Purchasing

On a motion made by Kelly Crane and seconded by Nell Smith, the recommendation was approved.

The Deputy Financial Officer position was removed, as that position is no longer needed for the Center. A new position for Senior Financial Executive was added.

The Program Manager was replaced by the designation of Level 1, and the Program Director was replaced by Level 2 on the Level of Authority Matrix on the following page.

The levels were created because there was confusion as to which job titles were considered Program Managers or Program Directors. The employees had an authority level, but their job title may not have reflected that.

The appropriate levels 1 and 2 will be added to the position job descriptions indicating their level of authority.

Approve Updated Administrative Policy 4.06 Investment and Cash Management

On a motion made by Shirley Baker and seconded by Jay Mitchell, the recommendation was approved.

Texas Government Code 2256, as amended, requires the governing body of an investing entity to adopt by rule, order, ordinance, or resolution, as appropriate, a written investment policy regarding the investment of its funds and funds under its control.

The code requires that the governing body review the policy and strategies at least annually. It will help to establish a comprehensive business system, meet the needs for revenue enhancement, train staff in business procedures, and build reserves.

There were no updates to the Public Funds Investment Act (PFIA) during the 2026 legislative session, and there was one update to the Center's policy.

The Deputy Financial Officer position has been removed from the Center and was removed from Section III.B. Internal Controls on Page 4.

Approve Investment Broker/Dealer Authorization List

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

In accordance with the Public Funds Investment Act, Texas Government Code 2256, the Board of Trustees must review, revise, and adopt a list of qualified brokers and dealers on an annual basis.

The following is the list of brokers and dealers that Community Healthcore may utilize:

- Morgan Stanley
- Lone Star
- Edward Jones
- Tex Pool
- Wells Fargo
- Doucet Asset Management, LLC

All the above firms meet the criteria. The pools have not been used.

Approve Sources of Instruction for Investment Training

On a motion made by Shirley Baker and seconded by Nell Smith, the recommendation was approved.

It was recommended that the Board of Trustees approve The Center for Public Management at North Texas University and North Central Texas Council of Governments as independent sources of instruction to provide required investment training.

Texas Government Code 2256, as amended, requires the Chief Financial Officer, the Investment Officer of the Center, to attend an investment training session not less than once in the State of Texas biennium period and receive not less than ten (10) hours of instruction relating to investment responsibilities from an independent source approved by the Board of Trustees of the Center, as provided in the investment policy of the Center.

The Center's new Chief Financial Officer and Investment Officer must complete training within the first twelve months of assuming the position.

Approve the Application for the Certified Community Behavioral Health Clinic Improvement and Advancement (CCBHC-IA) Grant

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

It was recommended that the Board of Trustees approve the application for the Certified Community Behavioral Health Clinic Improvement and Advancement (CCBHC-IA) Grant through the Substance Abuse and Mental Health Services Administration (SAMHSA) and authorize the Chief Executive Officer to accept and use the money if funded.

The primary purpose of the CCBHC-IA grant is to transform community behavioral health systems by providing a comprehensive range of outreach, screening, assessment, treatment, and 24/7 crisis services. SAMHSA expects applicants to focus on reducing health disparities and increasing access regardless of an individual's ability to pay.

Community Healthcore has been a CCBHC since 2019 and was the recipient of this grant four years ago. It helped establish the Care Coordination Program and Youth Substance Use services, which are necessary for CCBHC certification.

This application is for a continuation of CCBHC-IA funding. The desire is to use these grant funds to continue Care Coordination, Youth Substance Abuse services, add dollars for licensed professional counselors to fill a treatment gap, add dollars for primary care services through Core Health Systems, and add dollars for Community Needs Assessment.

Approve the Application for the Substance Abuse and Mental Health Services Administration (SAMHSA) Grant Project Advancing Wellness and Resiliency in Education (AWARE)

On a motion made by Kristal Clay and seconded by Shirley Baker, the recommendation was approved.

It was recommended that the Board of Trustees approve the application to the SAMHSA Grant: Advancing Wellness and Resiliency in Education (AWARE) NOFO # SM-26-005 and authorize the Chief Executive Officer to accept and use the money if funded.

The purpose of Project AWARE is to develop a sustainable framework to address mental health, substance use, and co-occurring disorders and promote the social and emotional well-being of school-aged youth in local or tribal education agency settings.

Award Request for Proposal #1005-26 Printer Services

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

It was recommended that the Board of Trustees approve the selection of DataMax for printer services for an annual cost of \$37,200, pending an approved contract acceptable to both parties.

A comprehensive assessment conducted in 2025 revealed significant downtime complaints, where 37.5% reported dissatisfaction with service response times and 50% reported workflow bottlenecks due to printer outages. The Center seeks to modernize its print fleet to a standardized fleet of 40 devices with rigorous Service Level Agreements (SLA).

The Request for Proposal (RFP) 1005-26 for Printer Services was issued in April of 2026 to procure managed print services and equipment across 21 locations in the Center's nine-county catchment area. The services were advertised as required by State procurement rules and Center procedures.

The Center received five proposals that were scored by an evaluation team. The two highest-scoring vendors were invited to highlight their proposals, answer questions, and demonstrate their printers to the evaluation team. The Evaluation Team recommends DataMax as the overall Best Value.

DataMax submitted a detailed and highly responsive proposal that addressed the Center's operational, service, reporting, and fleet management requirements. The proposal reflected a mature managed print services approach supported by documented service processes, proactive maintenance practices, and established regional service resources.

Approve FY 2027 Funding Contract

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

Health and Human Services Commission (HHSC) has renewed the Jail Continuity of Care (CoC) contract for an annual amount of \$250,000 for each of the next five years.

The CoC Liaison programs provide CoC services for people who are justice-involved and experience behavioral health conditions. It offers CoC services to people eligible for the program throughout their incarceration at the facility where the Jail CoC Liaison program is operating, as well as during an initial transition period while they are re-entering the community.

CoC services will be achieved, at a minimum, by supporting medication continuity, facilitating access to timely and appropriate behavioral health care, completing required screening and assessments, and referral provisions to community-based services and supports to improve community stability and tenure.

Approve FY 2026 Expense Contracts Over \$45,000

On a motion made by Shirley Baker and seconded by Kristal Clay, the recommendation was approved.

Morrison Healthcare is a food service provider supporting the Crisis Stabilization Unit (CSU) in Atlanta, Texas. Their current contract is for \$90,000. Due to the increased census, we are recommending a new 'not-to-exceed amount' of \$120,000.

RDA Vegetation is a contracted vendor for lawn services, caring for properties in Marshall and Gilmer. Their current contract is for \$57,000, and we are requesting an increase to \$65,550 to help offset the high cost of fuel; similar adjustments have been made for other lawn care providers.

HLH Build and Design contract was increased by \$86,000 at the May 28, 2026, Board of Trustees meeting to begin demolition at Tuttle. This raised the contract to \$576,000. The Center now recommends continuing these capital improvements at Tuttle using the remaining balance of Incubator Grant's funds designated for Tuttle. This amounts to \$578,464.93 to be added to the contract for the purpose of construction, equipment, and fees. The new total for HLH Build and Design would be \$1,154,464.93.

Approve Lease Agreement for Office Space at 4713 Troup Highway, Tyler, Texas

On a motion made by Shirley Baker and seconded by Jay Mitchell, the recommendation was approved.

It was recommended that the Board of Trustees approve the proposed one-year lease for 4,468 square feet of office space located at 4713 Troup Highway, Tyler, TX 75703 for a monthly cost of \$4,318 for Early Childhood Intervention (ECI), Parents as Teachers (PAT), and an IT Programmer.

The Center has leased two office suites in the same shopping center since 2018: one for the Early Childhood Intervention program (ECI) and the other for Parents as Teachers (PAT). The current space is now more challenging due to growth and more direct services provided in the office rather than out in the field. There is also a need to create office space for an IT Programmer who is stationed in Tyler.

The combined cost and square footage at the present location is 3,240 square feet for \$2,850 per month, \$0.88 per square foot. The Center is recommending leasing a single office space with 4,486 square feet.

In addition to the monthly rent, the Center will continue to pay for all utilities.

The new location is in proximity to the current locations and will provide the added space needed to meet the current needs.

Approve Quarterly General Fund Budget Adjustment

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

It was recommended that the Board of Trustees approve revisions to the FY 2026 General Fund Budget for the third quarter to incorporate the changes below.

	3rd Quarter	2nd Quarter	Variance
REVENUE			
Local Funds	\$4,679,468	\$4,680,258	(\$790)
Earned Income	20,550,388	20,241,355	309,033
General Revenue	19,830,914	19,830,914	0
TOTAL REVENUE	\$45,060,770	\$44,752,527	\$308,243
EXPENSES			
Salaries	\$24,888,379	\$25,000,333	(\$111,954)
Benefits	6,615,939	6,610,309	5,630
Mileage	1,046,683	1,046,177	506
Travel	112,654	112,654	0
Consumables	680,553	680,553	0
Equipment	16,916	16,916	0
Building Costs	2,181,549	2,181,549	0
Contracts	4,581,168	4,581,168	0
Other	4,324,474	4,148,578	175,896
TOTAL EXPENSES	\$44,448,315	\$44,378,237	\$70,078
NET INCOME	\$612,455	\$374,290	\$238,165

CLOSED SESSION

The Board went into closed session at 7:47 p.m. to discuss the Chief Executive Officer's Evaluation. The Board resumed the open meeting at 8:08 p.m.

No action was taken during the closed session.

UPCOMING EVENTS

- A. CORE Health Systems Grand Opening and Resource Fair – Friday, August 6th
4:00 p.m. – 7:00 p.m. at 1113 North Walcott St., Suite B, Jefferson, Texas.
- B. The next meeting will be the August 2026 Meeting – Thursday, August 27, 2026.
- C. Meeting adjourned at 8:09 P.M.

Electronically Signed
2026-08-31 21:51:17 UTC - 107.122.81.105
Nell Smith

Board Secretary/Treasurer

Electronically Signed
2026-08-31 21:54:20 UTC - 63.68.180.98
Cindy Goodson

Recording Secretary

Date approved by the Board of Trustees: August 27, 2026