



March 26, 2026

The Board of Trustees of Community Healthcore (CHC) met on Thursday, March 26, 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. The opening prayer was led by Joseph Audet.

Pledge of Allegiance

Caleb Buchanek 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	Jay Mitchell	Nell Smith	Zephaniah Timmins
Leldon Williamson			

Members Present via Videoconference

Jami Duran	Rick Lively	Sheriff Johnwayne Valdez
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Staff Present

Steve Archer	Patti Brady	Christy Cravey	Cindy Goodson
Rachel Harrington	Richard Marks	Shawn Ormes	Sue Rathbun
Rick Roberts	Tom Suess	Sandra Taylor	Inman White

Staff Present via Videoconference

Lee Brown	Joe Carrington	Benda Clark	Cindy Grace
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Guests Present

Joseph Audet
Caleb Buchanek
Brett Miller, Esq., Miller, Fair, Henry, PLLC
Teri Norwood, Teri Norwood Real Estate Team

Security Present

John Justice, Greystar Security Services

STORY CHANGER OF THE MONTH

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

Lauri Collins, IDD Authority Services Manager – Supervisor: Sandra Taylor.
Phyllis Rose, Support Specialist, The Percolator – Supervisor: Kathleen Newton.

CLOSED SESSION

The Board went into closed session at 5:04 p.m. to discuss the sale of Center-owned real estate. The Board resumed the open meeting at 5:18 p.m. No action was taken during the closed session.

RECOMMENDATION

Approve the Sale of 1510 Seventh Street, Longview, TX, 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.

On a motion made by Kelly Crane and seconded by Shirley Baker, 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 showed the property to interested buyers.

Sealed bids were requested as part of that procedure, and were due by January 6, 2026, at 11:00 a.m. One bid at or above the appraised value of \$195,000 was received for 1510 Seventh Street, Longview, TX.

The buyer was vetted by the Teri Norwood Real Estate Team, and all is in order. A proposed sales contract has been signed by the buyer and is available electronically through each Board member's tablet for the Board's review.

Appointing Authorities were notified in a January 28, 2026, letter regarding the Center selling eleven properties; the 30-day period has now been met.

Approve the Sale of 204 North Alamo and 502 East Rusk, Marshall, TX, 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 Buyer.

On a motion made by Jay Mitchell and seconded by Zephaniah Timmins, 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 showed the property to interested buyers.

Sealed bids were requested as part of that procedure, and were due by March 17, 2026, at 11:00 a.m. One bid at or above the appraised value of \$250,000 was received for 204 North Alamo and 502 East Rusk, Marshall, TX. Teri Norwood Real Estate Team vetted the buyer, and all is in order. A proposed sales contract is available electronically through each Board member's tablet for the Board's review.

Appointing Authorities were notified in a January 28, 2026, letter regarding the Center selling eleven properties; the 30-day period has now been met.

Approve the Sale of 304 North Allen Street, Marshall, TX, 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 Buyer.

This recommendation was tabled.

Approve the Sale of 414 and 418 S. Center, Longview, TX, 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.

On a motion made by Leldon Williamson and seconded by Kelly Crane, this recommendation was approved. Jay Mitchell recused himself from the discussion and the vote for this recommendation.

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 showed the property to interested buyers.

Sealed bids were requested as part of that procedure, and were due by March 17, 2026, at 11:00 a.m. One bid at or above the appraised value of \$350,000 was received for 414 and 418 S. Center, Longview, TX. Teri Norwood Real Estate Team vetted the buyer, and all is in order. A proposed sales contract is available electronically through each Board member's tablet for the Board's review.

Appointing Authorities were notified in a January 28, 2026, letter regarding the Center selling eleven properties; the 30-day period has now been met.

TRAINING

Sandra Taylor presented The State of IDD training.

Intellectual Disability (ID): Significant limitations in intellectual functioning and adaptive behavior originating before age 18.

Developmental Disabilities (DD): Chronic conditions due to mental or physical impairments (e.g., autism, cerebral palsy, Down syndrome).

Affects learning, communication, mobility, and independent living to varying degrees. IDD is a broad umbrella, and each person's abilities and support needs are unique.

- Approximately 7.4 million people in the U.S. have an intellectual or developmental disability.
- Autism prevalence continues to rise; recent CDC estimates show 1 in 36 children diagnosed.
- Adults with IDD are living longer, increasing demand for long-term supports.
- Racial and socioeconomic disparities persist in diagnosis and access to services.

Community Healthcore is the Local Intellectual & Developmental Disabilities Authority (LIDDA). Throughout our nine county area, in 42 cities or towns. We serve anywhere between 1,500 to 2,000 individuals a month along with 208 private providers. Our functions include:

- Service Planning
- Service Coordination
- Monitoring the Private Providers
- Crisis Prevention and Management
- Safety Net Should an Individual Need One

Number of Individuals Served by Community Healthcore

- Intake – 113 Referrals in the past 6 months.
- HCS (Home and Community Services) – 603.
- GR (General Revenue) – 125.
- TxHmLvg (Texas Home Living) – 38.
- CFC (Community First Choices) – 33.
- PASRR (Preadmission Screening and Resident Reviews) – 197.
- ECC (Enhanced Community Coordination) – 18.
- IDD Crisis Intervention Service – average 20 - 30 served per month.

Current Challenges

- Workforce shortages with Direct Service Workers.
- Disparity between rate increases and the increase in cost-of-living adjustments.
- Shortage of qualified HCS and Txhmlvg Providers, trained to work with IDD individuals.
- Inadequate mental health support.
- Long waitlists for services.
- Inconsistent funding across states.
- Limited housing options.
- Health disparities.
- Section 504. Americans with Disabilities Act.
- Need for better transition services for youth.

Question from Kelly Crane: *Of the 131,529 individuals on the waitlist, are they rural or city individuals and why are they on the waitlist?*

Answer from Sandra Taylor: *The legislative constraints we are facing is we are only allotted a certain number of individuals that we can help, regardless of whether we are rural or metro.*

Question from Kristal Clay: *What is the age range of the individuals on the waitlist?*

Answer from Sandra Taylor: *I can get that information and share it with the Board. We do not have an age limit and serve individuals from birth forward.*

Question from Zephaniah Timmins: How often to young parents get discouraged when trying to get assistance for their child?

Answer from Sandra Taylor: Unfortunately, it happens often. Fortunately for babies from the age of birth to three years of age, they can go in our Early Childhood Intervention (ECI) Program. So, if we do not have the funding for those babies, we will refer them to ECI. In the last legislative session, it was mandated that schools are to educate and refer IDD services to students that need it.

Question from Nell Smith: With the push of the State Voucher Program and taking money away from public schools how does that affect services in private schools?

Answer from Rachel Harrington: Parents with children in private schools can still ask for services through the public schools and the public schools monitor those services.

MEETING MINUTES

Approve February 26, 2026, Board Meeting Minutes

On a motion made by Kelly Crane and seconded by Jay Mitchell, the Board approved the February 26, 2026, board meeting minutes.

FINANCIALS

Approve January 2026 Final Unaudited Financials and Investments

On a motion by Sidney Burns and seconded by Shirley Baker, the Board approved the January 2026 final unaudited financial statements.

There was no activity in the Building Maintenance, IT, nor the vehicle fund. The vehicle funds are being moved to our general fund. In the 1115 Waiver Fund we moved \$174,379.11 into the Operating Fund. The Internal Service Fund, which is our insurance fund we used, \$52,344.46 to shore up the health insurance expenses.

There was no change in our days of operations.

When you look at our income for the month, you can see that we have a small loss of \$4,070, and a year-to-date loss of \$175.170. When you compare that to last year when we had the billing issue, you can see there is a significant difference now that it has been corrected.

We received a \$500,000 Episcopal grant that was received in January as well as \$75,000 from the sale of vehicles. These are both one-time revenue sources.

Non-operating expenses, which are not part of the operating budget, were \$21,891 with a year-to-date of \$95,000. These include expenses for the Tuttle property and the properties

that we are selling. This brings the net income from operations to \$17,821 for the month, and brought the deficit for the year to \$79,683.

CORE Health Systems had a gain for the month of \$221,847 and a year to date gain of \$69,058. Revenue for the month included the \$500,000 Episcopal grant.

BOARD OF TRUSTEES UPDATE			
JANUARY 2026 FINANCIAL SUMMARY			
RESERVES - OTHER FUNDS			
FUND	JANUARY BAL	DECEMBER BAL	CHANGE
BUILDING MAINTENANCE	\$ 539,513.44	\$ 539,513.44	\$ -0-
IT	\$ 909,408.65	\$ 909,408.65	\$ -0-
VEHICLE	\$ 301,862.15	\$ 301,862.15	-0-
1115 WAIVER	\$ 4,126,304.25	\$ 4,300,683.36	(\$ 174,379.11)
INTERNAL SERVICE	\$ 1,365,079.90	\$ 1,417,424.36	(\$ 52,344.46)
TOTAL	\$ 7,242,168.39	\$ 7,468,891.96	(\$ 226,723.57)
DAYS OF OPERATIONS			
	JAN BAL	DEC BAL	CHANGE
General Fund Reserves	73	73	-0-
NET INCOME COMPARISON			
	JAN 2026	JAN 2025	CHANGE
Month	(\$ 4,070)	(\$ 153,595)	\$ 149,525
Year-to-Date	(\$ 175,170)	(\$ 1,435,701)	\$ 1,260,531
NET INCOME FROM OPERATIONS			
	Current	FY to Date	
January	\$ 17,821	(\$ 79,683)	

Revenue from the sale of the real properties will be posted in a separate projects fund to be used at the discretion of the Board.

REPORTS

CHIEF EXECUTIVE OFFICER

Americans with Disabilities Act

This month's theme for our Board meeting is Intellectual and Developmental Disabilities Awareness Month. The photo at the beginning of this report is from March 1990, where scores of people in protest "climbed backwards on their hands and knees at the Washington Capitol with painstaking steps to crawl into history". Six months later, the Americans with Disabilities Act was passed and signed into law by President George H.W. Bush.

On January 23, 2026, Texas and other states, including Alaska, Florida, Louisiana, Montana, Indiana, Kansas, Missouri, and South Dakota, renewed a challenge to the Americans with Disabilities Act, specifically the integration mandate of Section 504. This section allows people with disabilities to receive services in the community rather than institutions, specifically requiring that people who are disabled be served in the most integrated setting appropriate. While not the intent of the challenge, which was based on constitutional grounds, its potential impact on individuals who have most benefited from the federal legislation bears safeguarding.

Celebrating 25 years of the National Council Middle Management Academy

"When middle managers thrive, behavioral health organizations succeed." The National Council for Mental Wellbeing has been a premier source of leadership training built around our mission. As part of strengthening our workforce, we will begin to send managers who are in key positions of leadership to study, bring back ideas and approaches from their peers around the nation to help keep our thinking fresh and our approaches to problem-solving current with national benchmarks.

While mindful of current budget constraints, we are also preparing for the next generation of leadership to develop the skills and attributes necessary for the organization's success. We will manage the number of individuals attending each year within the budget adjustment/planning process.

FY 2026 Strategic Direction

The following pages update our original plan at the beginning of the year. The four strategic areas have not changed – Accountability, Innovation, Technology, Workforce; however, activities under each domain have been updated.

Budget Reform

To respond to Federal program reductions, flat and or unnegotiable rates in Center programs, and health insurance increases, actions taken in FY 2025 will continue in FY 2026 to include:

- Travel (out of catchment) reduced.
- Reduction in Force and or reassignment to vacant positions in both administrative and programs:
 - Intermediate Care Facilities (ICF) Residential transfers to private providers.
 - Kirkpatrick Women’s and Children’s Residential.
 - Substance Use Tyler outpatient consolidated into Longview.
 - Substance Use Treatment for Adults (TRA), Treatment for Females (TRF), and Treatment for Youth (TRY) contracts ended.
 - The Community Living Assistance and Support Services (CLASS) Program, in a total of 34 counties, was transferred.
 - Dayhab in Marshall, Longview, Texarkana, with Atlanta potential transferred to private providers.
 - Consolidation of Community Relations Positions.
 - Regional Administrator, Texarkana, assumed by the DON and Crisis Director.
 - Consolidation of the Technical Writer position with the Purchasing Agent.
 - A vacant Technical Support position merged with an existing administrative support position.
 - Consolidation of the Director, Program Operations with the Director, Business Operations to form the Chief Operating Officer Position.
- **Disposition** of unused vacant properties to build capital improvement reserves and reduce operating expenses. * **Processes of approvals, notices, and appraisals are completed.**
- Joint Commission reaccreditation. ***Beginning later than expected this year.**
- **Texas** Certified Community Behavioral Health Clinics (CCBHC) recertification. * **Achieved November 13, 2025. We will not need to recertify again until January of 2030.**
- Wages and salary adjustments moved to the third quarter of FY 2026, pending budget performance sufficient to cover projected expenses. ***The first quarter did not project a gain.**
- **Financial reports for the prior month are available before the Board meeting.**
- **Deputy Chief Financial Officer hired.**

- Hire a Sr. Financial Analyst Position.
- Contracted Revenue Cycle Management reverts to CORE Health Systems only.
- The Reimbursement Management function will be developed under the Deputy CFO position.
- Revenue Cycle Management process review.
- Infrastructure financing for Information Technology reverts to the original strategy used through 2025 (unit contributions).
- Tuttle's financing strategy will be presented at the March 2026 Board meeting.
- Texarkana College Drive facility status quo. No plans to pursue next door Cosmetology building for additional space. Budget adjustment for anticipated air conditioner repair/replacement.
- Unknown to date:
 - State contract amount and requirements. **Resolved.**
 - Regional Crisis Center funding amount. **Resolved.**
 - Episcopal Foundation support. **We received \$200,000 for CORE Health Systems in FY 2025, \$750,000 in FY 2026, and currently have \$500,000 under review for FY 2027.**
 - Office of Inspector General (OIG) Audit. **Began March 6, 2026.**
 - Health and Human Services Commission (HHSC) Legislative Sunset Review. **Began and is ongoing.**

INNOVATION - Bring Innovation to Methods and Models of Care that Expand the Organization's Breadth and Depth.

- Rural Health Initiative (Federal) for counties with hospitals, FQHCs, and Look-Alikes. Upshur and Red River Counties meet the dual criteria for funding. **Next year, for Center mental health services, this year for Marion County for CORE Health Systems.**
- IDD/Behavioral Grant to redesign outpatient clinics (State): **Not Selected.**
- Continued support of CORE Health Systems.
 - **\$1,000,000 Incubator Grant received.**
 - **Lease for Marion County Hospital District location.**
 - **University of Texas at Tyler's affiliation with CORE Health Systems for the Marion County location.**
- Front desk collection improvement initiative. **Ongoing**
- Tuttle (Longview Outpatient Adult) design. **Ongoing**

- Development of Women’s Health Services at CORE Health Systems.
- Community Relations Planning Year – Develop congressional member awareness for the FQHC CORE Health Systems' needs in our rural areas where clinics are located.

WORKFORCE - Create an Environment That Builds a Strong and Engaged Workforce.

- Case Management training pool. Success with “FIRST” Class with two classes of graduates (13). The third class is currently being recruited with an anticipated start date of mid-April.
- Continue staff referral incentives. \$2,000 for a high school diploma, \$3,000 for a bachelor’s or master’s Degree, \$4,000 for licensed referrals (split between the referring employee and the applicant who was hired and paid in three increments at one month, 3 months, and 6 months on the job).
- Healthcare point solutions to supplement existing coverage. Implemented and ongoing. Health plan modifications are expected next year to accommodate an expected rate increase.
- National Council Middle Management Academy training.

TECHNOLOGY - Lead With Technology That Supports Business Intelligence, Clinical Operations, and Communication Priorities.

- New Artificial Intelligence (A.I.) applications for clinical support with business implications and quality monitoring. Approval is now required by HHSC before commitment.
- Center printer cost management (external review by non-supply provider). Underway.
- A.I. safety monitoring in clinics, offices, trial, and potential adoption. Underway.
- Digitalized Board Packet. Completed October 23, 2025.

SWOT Analysis
Strengths

1. Dedication and flexibility of staff, Board of Trustees, and Staff and Leadership.
2. Fiscal soundness.

Weaknesses

1. Loss of federal funding:
 - a. Ability to build fund reserves.
 - b. Non-negotiable contracts are not based on the cost of providing the services.

Opportunities

1. Financial analysis added as a component of fiscal services.
2. Pursue new grants offered.
3. CORE Health Systems – Financial Stability and contribution to the overall competitiveness of mental health services.

Threats

1. Unstable funding environment. An imbalance between earned income and budget.
 - a. Fewer people are eligible for Medicaid.
 - b. Competitive environment for staff and the people we serve with payor sources.
2. Recruitment challenges for clinical and administrative staff.
 3. Managing the total compensation budget (direct compensation plus employee benefits) to remain competitive and recruit/train mission driven staff.
4. Five-year window for the Internal Service Fund to support the projected rising cost of health insurance premiums.

CHIEF OPERATING OFFICER

Executive Summary

Operational Update

Leadership:

I am pleased to report that our Director of Children's Services, Kimberly Reagan, has decided to pursue an exciting new opportunity in private practice. I want to personally thank Kim for her dedicated leadership and significant contributions to the division over the past six years in the position. Kim has been with the Center for 16+ years, providing services, managing programs, and, most recently, serving as Children's Division Director. Kim's work has strengthened our programs, enhanced outcomes for children and families, and left a lasting positive impact on the organization. This is a voluntary transition, and Kim has committed to ensuring a smooth handover during her remaining time with us and assisting afterward during this change. The Center is in the process of filling the Early Childhood Intervention (ECI) Program Director position.

Audits:

- ECI had an on-site monitoring visit from HHSC. Of all the areas reviewed, only one had a margin greater than 10% out of compliance. George Schock, CTCM, Performance Specialist Team Lead for the ECI Program at the Health and Human Services Commission (our Program Specialist), said that during the three times he has

monitored us, this is the best it has ever been. The team will respond with the correction efforts.

- The Texas Office of Inspector General (OIG) has been actively monitoring Local Mental Health Authorities (LMHAs) for compliance and performance. Christy Cravey with Quality Management is working with the state auditors to schedule interviews with our teams as part of this process.

Recent audits have focused on recovery plans, service documentation, and patient communication. The OIG has identified risks and provided recommendations to improve compliance and service delivery.

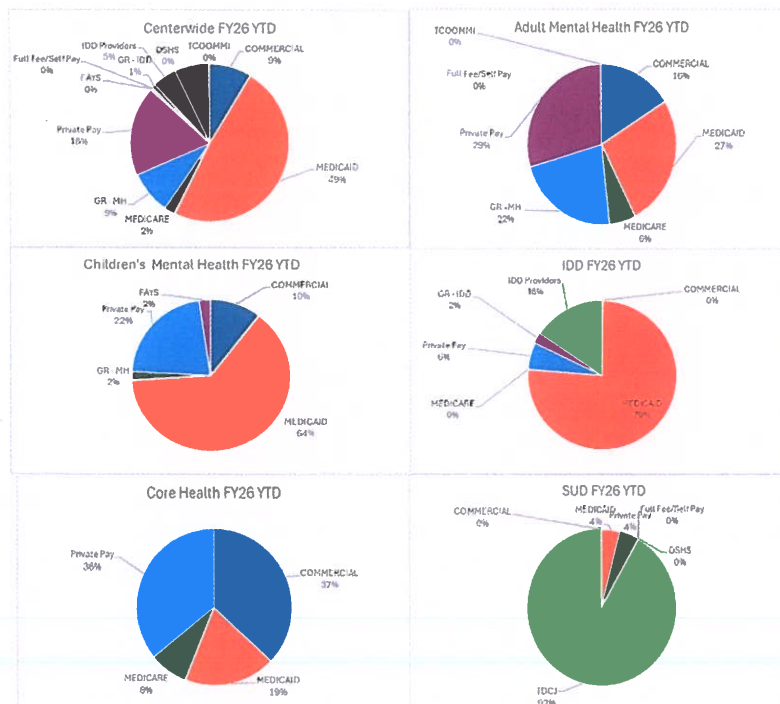
Other Key Performance Indicators (KPIs)

- **Payor Mix Trends KPI**

Objective: Monitor revenue diversification and payer distribution.

Metrics: Percentage of revenue from Medicaid, Medicare, commercial, and self-pay.

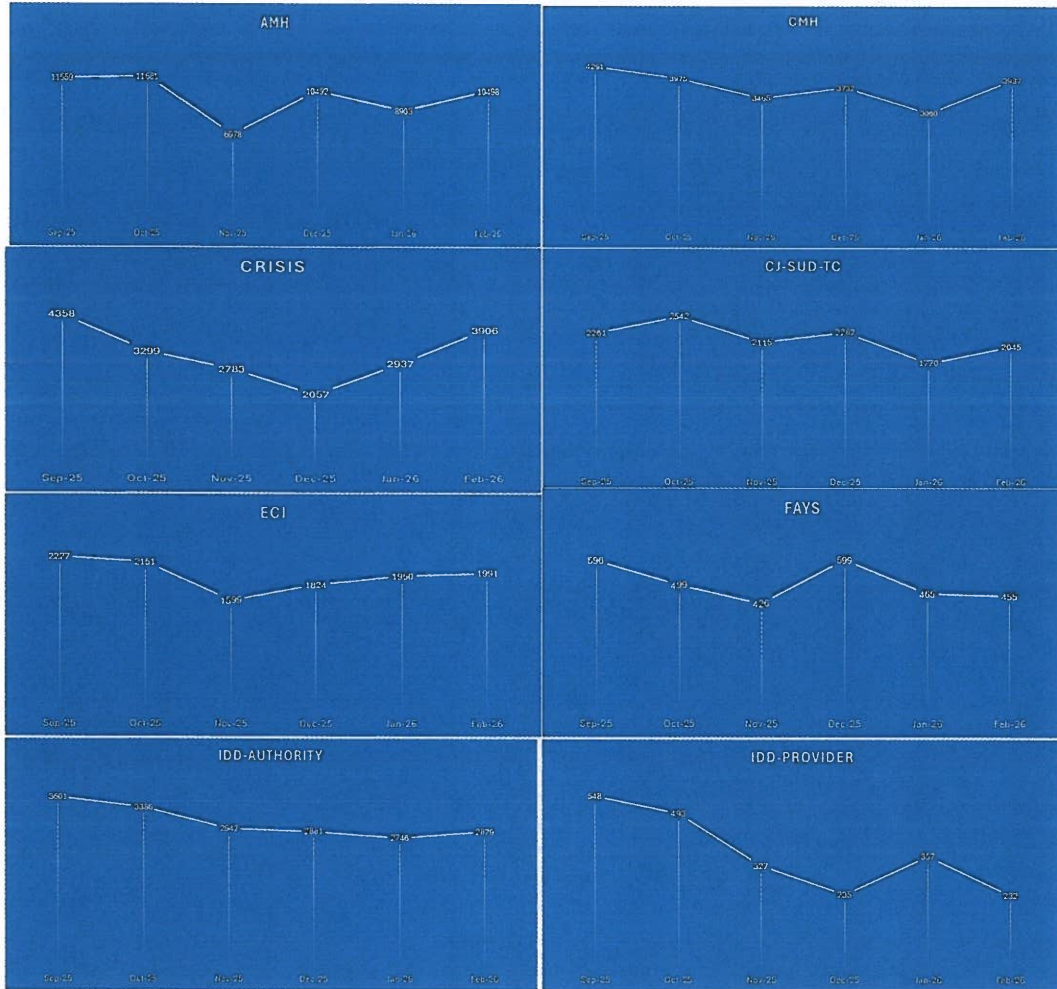
PAYOR MIX



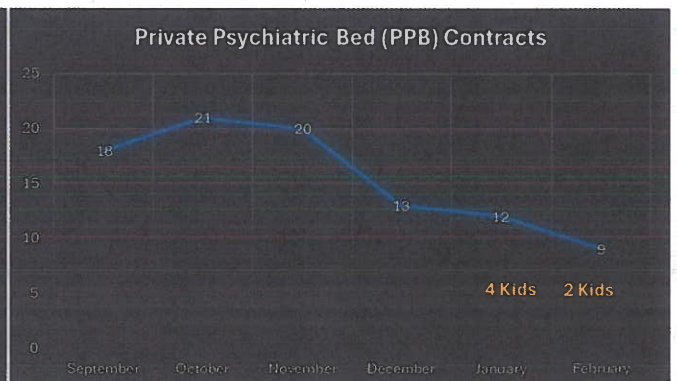
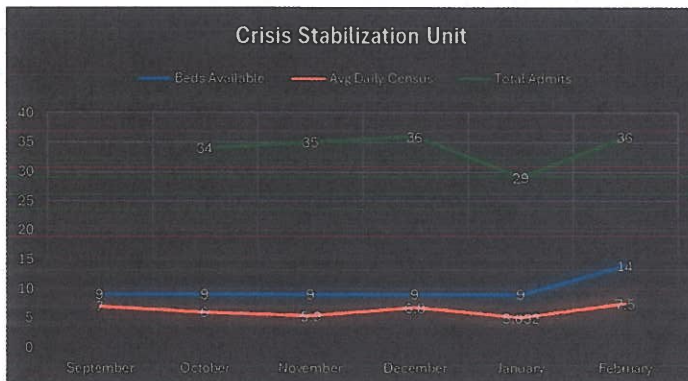
- **Service Line Volume**

KPI: Increase service volume by line/unit/program.

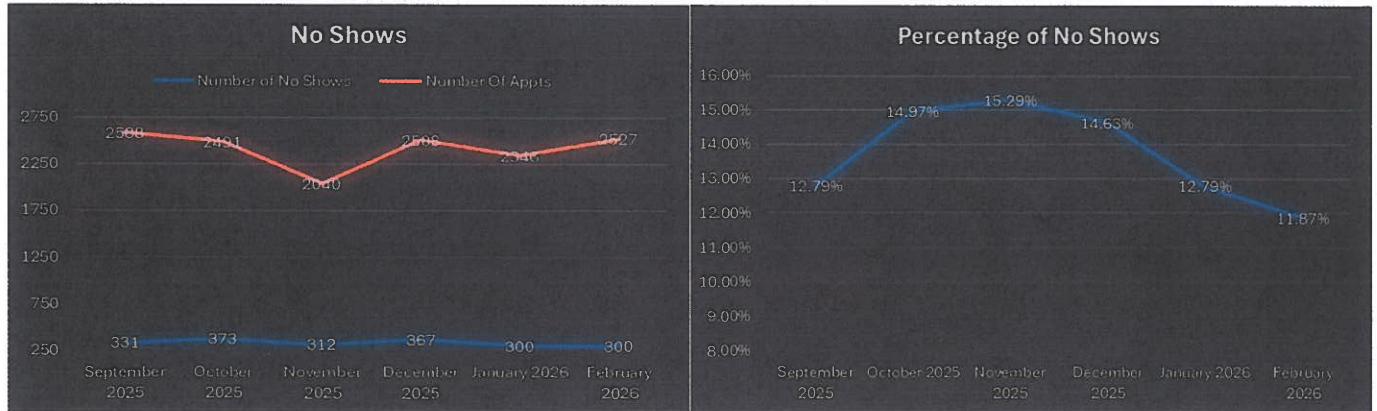
Behavioral health, including Substance Use Disorder, Intellectual Developmental Disabilities, and Crisis.



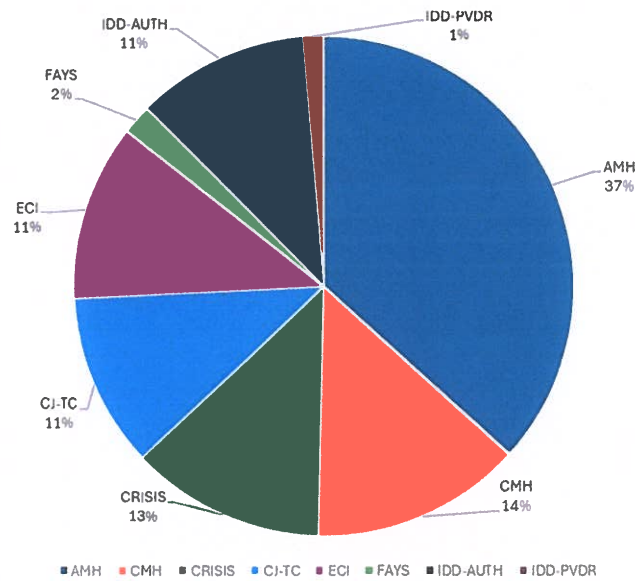
- **Clinical and Operational Performance Metrics: Crisis Stabilization Unit**
Average daily census and PPB Contracts:



**Appointment Compliance: Failed to Keep Appointments (FKA)
KPI: No-show rate: prescriber FKA percentages.**



SERVICES BY VOLUME



COMPREHENSIVE PLANNING ADVISORY COMMITTEE

The Comprehensive Planning Advisory Committee (CPAC) met in person at 107 Woodbine and virtually on February 12, 2026.

CPAC New Members

- Christy Cravey introduced two new members to the CPAC Committee.
 - Stefan Cole is a patient advocate and father of a special needs child from Gilmer, Texas.
 - Louraiseal McDonald is a county Extension Agent for family and community health in Harrison County.

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

- The recent events in IDD services were reviewed. This includes:
 - Sandra 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:
 - Workforce issues continue to be a challenge for Child & Adolescent and Adult services. Specifically, hiring for Licensed Professional Counselor (LPC) positions.
 - There continues to be demand for our services, and we are serving more kids and adults than the Texas HHSC contract requires.

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

- Texas Health and Human Services Commission (HHSC) notified Community Healthcore's executive team on 11/12/25 of the organization's successful recertification as a Texas CCBHC. This certification is effective through January 2030. The center scored 97 out of 100.
- Maintaining a Texas CCBHC certification directly affects the amount of Direct Payment Program (DPP) funding that the organization receives from Texas HHSC. DPP funds are crucial to the continuity of programs such as Care Coordination.

Community Advisory Board – Texas Department of Criminal Justice – Sandra Davis, Program Director

- The Youth Substance Use Disorder (SUD) program is currently serving nine youths in Longview and three in Texarkana. The Longview Youth SUD program provides weekly group sessions on Wednesdays from 5:00 p.m. to 7:00 p.m. Plans are to begin weekly group sessions in Texarkana once enrollment increases. An initiative is underway to reach out to Pine Tree, Spring Hill, and White Oak high schools to seek Youth SUD referrals.
- The SUD program completed the HHSC Chemical Dependency Treatment Facility (CDTF) site inspection in October 2025 at the Longview and Texarkana outpatient sites and the Longview Youth SUD site. Deficiencies were identified in the Notices of Findings (NOF) at all three sites. Correction Action Plans (CAPs) were developed to address the findings. HHSC accepted the CAPs, with no further action required, and the inspections were effectively closed on January 26, 2026.
- The Community Health Worker (CHW) Team participated in the annual Point-in-Time (PIT) count, an annual event mandated by the U.S. Department of Housing and Urban Development (HUD). The team engaged with several individuals, both sheltered and unsheltered.

During this effort, two team members successfully connected individuals to treatment facilities, and the team assisted multiple individuals in locating available shelter resources. The CHW Team also received several referrals from partner programs seeking support and collaboration.

- The Texas Department of Criminal Justice (TDCJ) current contract has been extended through March 31, 2026, with additional funding to support the extension. The State has been delayed in issuing the new contract. The original contract, scheduled to end on August 31, 2025, was first extended to December 31, 2025. During the first quarter of FY 2026, 264 individuals received substance use disorder treatment services.

Community Education Report – Patti Brady, Community Development Specialist

- We recently had two graduates from our Texas Working Off-Campus Reinforcing Knowledge and Skills (TXWORKS) Internship Program. One has accepted a full-time position with us, and the other is currently interviewing for a position within the Center. We have recruited three new interns for the Spring 2026 semester.
- The Family and Youth Success (FAYS) program hosted a Coat, Blanket, & Sock Drive throughout October and November 2025. They collected over 160 coats, 610 pairs of socks, and 70 blankets. We had great support from community members and partners.
- On December 11, 2025, we had the privilege of hosting the Leadership Longview Health and Emergency Services Day for the 2025-2026 Leadership Longview class. Throughout the day, we shared information about Community Healthcore and CORE Health Systems programs and services and answered participants' questions about our initiatives.
- Four upcoming activities were highlighted.
 - Night to Shine in Longview, Marshall, and Texarkana, February 13, 2026.
 - CORE Health Systems Open House in Clarksville, February 19, 2026.
 - Harrison County Career Expo, February 26, 2026.
 - Gilmer Community Collaboration Meeting, February 27, 2026.

IDD DIRECTOR'S QUALITY REPORT COMPREHENSIVE PLANNING ADVISORY COMMITTEE
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1. Collaborating with Adults and Children Mental Health for a combined Awareness event for May 2026- Maude Cobb.
2. Corrective Action Plan completed and accepted by Health and Human Services (HHSC) for 2025 Authority Quality Assurance review – November 2025.
3. Crisis Intervention staff presented or participated in the following events:
 - Atlanta ISS – Kindness training; 12/10/25 – 4 attended.
 - Longview – KP Willand Sip & Style Training; 12/17/25 – 12 attended.
 - Texarkana Shine On, History of Christmas; 12/18/25 – 8 attended.
 - Longview – Disaster Training; 12/23/25 – 15 attended.
 - Atlanta ISS – Cleanliness Training; 01/07/26 – 7 attended.
 - Longview – Homeless Resource Day Conference; 01/22/26 – 370 attended.
 - Texarkana Shine On Personal Boundaries; 01/14/26 – 10 attended.
 - Carthage ISS – Emotional Toolbox; 01/15/26 – 10 attended.
 - FIRST – CIS training; 01/21/26 – 15 attended.

Complaint Logs – October, November, December 2025

Complaint	Date of Complaint	Summary of Complaint	Resolution	Date of Resolution	Opportunity for Improvement
D.S	10/13/25	The individual's sister was upset that the transportation plan did not include the correct units and that the back-up respite provider was not an approved employee.	The transportation plan and revision were completed by the provider, and back-up information was sent to FMSA and approved.	10/14/25	Explain to families that when they hire employees through a CDS, it is their responsibility to complete the background checks for those employees. Not the LIDDAs. Also, make sure to double-check the amount totals on assessments.
SNS	11/12/2025	<p>L. C. and CIS staff called S.P to inform her that a client of hers was in jail and did not want to return to her group home. The client reported to CIS staff that he was not getting fed enough and was hungry.</p> <p>He also reported that S.P yelled at him and sent him ugly text messages. S.P was informed of this because she was planning to bail him out of jail.</p> <p>Therefore, she may not want to spend the money on bail if he did not want to return to the group home. S.P later sent an email stating that "the false acquisitions are enough, L. I am not sure what your deal is with me or SNS., but I will get down to the bottom of things".</p>	<p>An email was sent to S.P in response, stating, "The information that we shared with you came directly from W. It is not something I made up.</p> <p>When the individuals we serve report what he reported to the CIS staff today, we are obligated to follow up and report it.</p> <p>That goes for every HCS Provider in our area. It is not something we can ignore. It is not our job to determine if the individual is telling the truth or not".</p>	11/12/25	No additional complaints were made.

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 shared with staff in each department. The report is a detailed list of all individuals who have received an A contact.

The IDD Director, ID 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 their 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.

The Community Healthcore Board of Trustees met on January 22, 2025, and reviewed the CPAC report dated November 6, 2025. No questions or comments from the Board of Trustees.

COMMUNITY EDUCATION REPORT

Americans with Disabilities Act Digital Accessibility

The Americans with Disabilities Act (ADA) is a landmark civil rights law enacted in 1990 that prohibits discrimination against individuals with disabilities in areas of public life, including employment, public accommodations, transportation, and more. While the ADA itself primarily addresses physical accessibility and equal opportunities, it has significant implications for digital accessibility as well.

Under the ADA, state and local governments must ensure websites and mobile applications meet the Web Content Accessibility Guidelines (WCAG) 2.1 Level AA standards to provide accessible digital services to people with disabilities. All public entities, including state and local governments and higher education institutions, must comply with the new ADA Title II digital accessibility requirements by April 24, 2026.

Title II of the ADA requires state and local governments to make their digital content accessible, including websites and web pages, mobile applications, social media posts, and electronic documents such as Portable Document Format (PDF) documents, Microsoft Word

files, and presentations. This also applies when governments contract with third parties to provide digital services.

To comply with the new ADA Title II digital accessibility requirements for Community Healthcare and CORE Health Systems, we are implementing several key measures, including:

1. Website and Digital Content Audits: Conducting comprehensive assessments of all digital platforms to identify accessibility barriers.
2. Adopting WCAG Standards: Ensuring all digital content aligns with the WCAG 2.1 Level AA standards to make information accessible to people with disabilities.
3. Implementing Accessible Design Features: Incorporating features such as screen reader compatibility, keyboard navigation, captions for multimedia, and adjustable text sizes for all digital content.
4. Training Staff: Providing ongoing training for staff responsible for digital content to understand accessibility best practices and legal requirements.
5. Regular Monitoring and Updates: Updating communication procedures and testing digital content to maintain compliance.
6. Engaging with Accessibility Experts: Consulting with accessibility specialists to validate efforts and implement advanced accessibility solutions.
7. User Feedback and Testing: Inviting feedback from users with disabilities and conducting usability testing to ensure accessibility measures are effective.

Gilmer Community Collaboration Meeting

On Friday, February 27, 2026, we held a Gilmer Community Collaboration Meeting at Gilmer Gathers. More than twenty community partners and city officials attended and discussed local resources and community needs. Keith Kirbow delivered a presentation on CORE Health Systems and primary care services, which sparked meaningful conversations about the needs in Upshur County. The group expressed interest in meeting quarterly to maintain and strengthen collaboration.

Developmental Disabilities Awareness Month

March is Developmental Disabilities Awareness Month. We are working with the Texas Council and other community centers to promote awareness of developmental disabilities. The national theme this year is ***“We’re Here: Then, Now, and Always.”***

On Friday, March 26, 2026, we are hosting a Developmental Disabilities Awareness Month Fun Day at the Carthage Individualized Skills and Socialization (ISS) Program at 1701 South Adams Street. The Fun Day will be an opportunity to celebrate Developmental Disabilities Awareness Month alongside friends and the community. There will be games, activities, dancing, prizes, and delicious food sponsored and donated by community partners and residents of Panola County.

We were also able to present proclamations declaring March 2026 as Developmental Disabilities Awareness Month to all nine counties and to the City of Texarkana this month.

UPCOMING EVENTS

Touch A Truck – Harrison County

On April 18, 2026, we will participate in Touch A Truck in Harrison County. This event is hosted by the Cypress Junior Women’s Club and is an opportunity for children and families to visit with local organizations about their services. We will be partnering with the Autism Moms of East Texas to bring awareness to children’s mental health and developmental disability services. The event will be held in Downtown Marshall from 9:00 AM – 12:00 PM.

5th Annual Champions for Change Golf Tournament

We are excited to announce our 5th Annual Champions for Change Golf Tournament, benefiting the Community Healthcare Foundation. The fundraiser will be held on Monday, April 20, 2026, at Crossing Creek Country Club, which is a new venue for this year’s tournament. More information about the tournament can be found on the Community Healthcare website under Foundation.

Children’s Mental Health & Developmental Disabilities Awareness Month Event

Save the Date! We are hosting the Children’s Mental Health & 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.”

RECOMMENDATIONS FOR CONSIDERATION

Approve a Request to Apply for the United Way of Greater Texarkana Grant for FY 2026

On a motion made by Zephaniah Timmins and seconded by Kelly Crane, the recommendation was approved.

This is an application to renew a grant to be received from United Way of Greater Texarkana for the Veterans Unit of Community Healthcore (CHC). It can only be used in the counties covered by the United Way of Greater Texarkana area, which are Bowie, Cass, Red River, Morris, and Marion. The grant will be used to purchase household items for veterans enrolled in programs operated under the CHC's Veteran Unit. Items include appliances, bedding, towels, household equipment, or other start-up and/or necessary items needed by the veteran's household who would otherwise struggle or be unable to obtain them.

Our current grant is \$5,808.00, and the 2026-2027 calendar-year grant is anticipated to be the same amount. The deadline to apply for the grant is Tuesday, March 31, 2026, and it will provide funds for the calendar year 2027.

Ratify FY 2026 Funding Contracts

On a motion made by Sidney Burns and seconded by Zephaniah Timmins, the recommendation was approved.

Harrison County is supporting Community Healthcore through a \$95,000 funding contract. Funding is for the expressed purpose of mental health crisis intervention services to Harrison County residents, particularly in coordination with Law enforcement, courts, and emergency services.

The Texas Department of Criminal Justice (TDCJ) 696-PF-20-21-C111 has now been extended from Sept 1, 2025, to August 31, 2026. The State previously issued a new Request for Application, for which the Center applied. The new contract was originally going to begin September 1, 2025, but is now projected to begin September 1, 2026. This amendment adds \$235,000 to the existing contract, bringing the total for the fiscal year to \$646,806.98. This contract provides substance abuse outpatient services to people who are reintegrating into the community from prison.

Approve Funds to Move Forward with the Tuttle Project Construction/Additional Cost to Move, and Apply for the Bond to Obtain Financing

On a motion made by Shirley Baker and seconded by Kelly Crane, the recommendation was approved.

It was recommended that the Board of Trustees approve funds to move forward with the Tuttle project, including construction with the HLH/Johnson and Pace Build Design Team.

In addition to construction, other costs associated with the project, such as furniture, network/security technology, signage, décor, landscaping, and storage/ moving is not to exceed \$5,000,000. Once approved, we will move forward with the bond application to obtain financing. It is important to note that all the funds requested are contingent on the financing being approved for the bond fund.

Once all City approvals/permits are complete, the contract with the Build Design Team will be increased, and construction will begin. Some grants, including the Incubator Grant, will also be used to fund the renovations to the Tuttle Building.

Approve FY 2026 Expense Contracts Over \$45,000

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

Russell Montgomery	\$70,000
Morrison Healthcare	\$90,000
Carpet One	\$50,000
Stephens Services Group LLC – General Contract	\$35,000
Stephens Services Group LLC - HVAC	\$60,000
Sanchez Janitorial Services – Janitorial	\$49,000

Russell Montgomery is a Licensed Professional Counselor with whom we contract to perform mental health assessments. Based upon Center need we request an increase from \$30,000 to \$70,000.

Morrison Healthcare is our food service provider at the Crisis Stabilization Unit (CSU). They also have a contract with CHRISTUS St. Michael Hospital in Atlanta, TX. Now that the CSU is fully operational, the Center requests to increase the contract to \$90,000.

Carpet One is carpeting multiple facilities, including the renovation at the DEAR Unit.

The Stephens Services Group LLC is one of our awarded contractors for various building maintenance services. To complete the needed work at the College Dr. facility, we are recommending increasing these two contracts.

Sanchez Janitorial Services to many of our Longview locations. The Center recommends adding 409 S Fredonia for \$230 a week, \$920 a month, to the existing schedule.

Award Request for Proposal (RFP) #1002-26 Pharmacy Services at the Crisis Stabilization Unit

On a motion made by Kelly Crane and seconded by Zephaniah Timmins, the recommendation was approved.

It was recommended that the Board of Trustees award the Request for Proposal #1002-26 Pharmacy Services at the Crisis Stabilization Unit (CSU) for a contract not to exceed the amount of \$150,000 annually to Genoa Healthcare LLC, based upon a successfully negotiated contract.

The Center posted the RFP on the Center website, advertised it in the local newspaper, and sent notices to vendors who responded to the prior RFP. The Center received one proposal for this specialty service from the incumbent Genoa Healthcare LLC. This proposal was scored and vetted by the evaluation team.

The reason this was separated from the other In House-Pharmacy proposal is now that we are a fully licensed CSU, we are required to have meds on-site at all times for certain disabilities that come into the unit.

Award Request for Proposal (RFP) #1003-26 In-House Pharmacy Services

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

It was recommended that the Board of Trustees award the Request for Proposal 1003-26 In-House Pharmacy Services for a total contract not to exceed \$150,000 annually to Genoa Healthcare LLC, based upon the successful negotiation of the contract.

The Center posted the RFP on the Center website, advertised it in the local newspaper, and sent notices to vendors who responded to the prior RFP. The Center received two proposals for this specialty service. Both vendors were scored and vetted by the evaluation team.

Approve an Amendment for the Lease at 307 N. Louise, Suite G in Atlanta, Texas, for Additional Office Space

On a motion made by Shirley Baker and seconded by Leldon Williamson, the recommendation was approved.

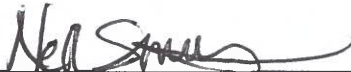
In April of 2022, the Board approved the lease for 307 N. Louise. The Adult Mental Health Clinic from 1008 S. Louise moved to 307 N. Louise suite G, to provide a more therapeutic environment for the clients and the staff. The program has continued to grow, and we have run out of office space to accommodate all of our clients on-site. Several staff members must see clients in the clients' homes instead of providing services in the office.

Another suite next to ours has become available that has four (4) additional offices. This additional space will increase the clinic space to nine (9) offices. The suites will be connected by adding a hallway door. This will allow the program to see all clients in the office and expand services in the community.


OTHER BOARD BUSINESS AND UPCOMING EVENTS

- A. The board was given the Community Healthcore Policies to review for approval at the next meeting.
- B. The next meeting will be April 2026 Meeting – Thursday, April 23, 2026.

The meeting adjourned at 6:54 PM.



Nell Smith
Board Secretary/Treasurer



Cindy Goodson
Recording Secretary

Date approved by the Board of Trustees: April 23, 2026