



September 25, 2025

The Board of Trustees of Community Healthcore (CHC) met on Thursday, September 25, 2025, at 107 Woodbine Place, Longview, TX 75601.

Call to Order

The Board Chair, Linda Hooks, called the meeting to order at 4:50 pm. The opening prayer was led by Rick Lively.

Pledge of Allegiance

Rick Roberts led the group in the Pledge of Allegiance.

Citizen's Comments

There were no citizen 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	Kelly Crane	Linda Hooks	Rick Lively
Jay Mitchell	Leldon Williamson		

Members Present via Videoconference

Sidney Burns	Jamie Duran	Sheriff Johnwayne Valdez
Sheriff Larry Webb		

Staff Present

Patti Brady	Christy Cravey	Cindy Goodson	Rachel Harrington
Richard Marks	Sue Rathbun	Rick Roberts	Inman White

Staff Present via Videoconference

Steve Archer	Kelly Belt	Lee Brown	Brenda Clark
Troy Johnson	Tom Suess	Sandra Taylor	Marilyn Wyman

Guests Present

Chad Everingham, Esq. – Miller Fair Henry, PLLC (Center Attorney)
Brett Miller, Esq. – Miller Fair Henry, PLLC (Center Attorney)
Janet Sellers Family – Spouse and Son

Security Present

John Justice, Greystar Security Services

OATH OF OFFICE

The following Board Members were reappointed by their respective authorities:

- Shirley Baker – Cass County
- Jami Duran – Bowie County
- Linda Hooks – City of Texarkana
- Randi Leffall – Harrison County
- Rick Lively – Upshur County
- Nell Smith – Marion County
- Johnwayne Valdez, Rusk County Sheriff – Ex-Officio, reappointed by the Board of Trustees August 28, 2025

The Honorable Leldon Williamson administered the Oath of Office.

STORY CHANGER OF THE MONTH

Patti Brady introduced the Story Changers of the Month for August and September 2025 to the Board:

August 2025 (rescheduled due to employee availability)

Sha Gist, Qualified Mental Health Professional – Supervisor: Michelle Rumsey.

September 2025

Leakita Mayfield, Human Resource Administrator – Supervisor: Marilyn Wyman.
Bo Cox, Maintenance Supervisor – Supervisor: Tom Suess

STAFF SERVICE AWARDS

Leakita Mayfield – 35 Years presented by Inman White
Janet Sellers – 35 Years presented by Shawn Walter
Inman White – 30 Years presented by Board Chair Linda Hooks

ANNUAL BOARD TRAINING

The annual Board of Trustees training was conducted by Center Attorneys Chad Everingham, Esq., and Brett Miller, Esq. of Miller Fair Henry, PLLC.

Topics included:

- Open Meeting Laws and Procedures
- Public Information Laws
- Conflict of Interest Laws and
- Ethics Policies

MEETING MINUTES

Approve August 28, 2025, Board Meeting Minutes

On a motion made by Kelly Crane and seconded by Jay Mitchell, the Board approved the August 28, 2025, board meeting minutes.

FINANCIALS

Approve July 2025 Final Unaudited Financials and Investments

On a motion by Jay Mitchell and seconded by Shirley Baker, the Board approved the July 2025 final unaudited financials.

BOARD OF TRUSTEES UPDATE			
JULY 2025 FINANCIAL SUMMARY			
RESERVES - OTHER FUNDS			
FUND	JULY BAL	JUNE BAL	CHANGE
BUILDING MAINTENANCE	\$ 554,314.46	\$ 557,461.22	(\$ 3,146.76)
IT	\$ 924,069.32	\$ 897,014.98	\$ 27,054.34
VEHICLE	\$ 298,298.02	\$ 294,733.89	\$ 3,564.13
1115 WAIVER	\$ 4,645,216.56	\$ 4,789,024.61	(\$ 143,808.05)
INTERNAL SERVICE	\$ 1,647,698.99	\$ 1,608,448.54	\$ 39,250.45
TOTAL	\$ 8,069,597.35	\$ 8,146,683.24	(\$ 77,085.89)
DAYS OF OPERATIONS			
	JULY BAL	JUNE BAL	CHANGE
General Fund Reserves	97	114	(17)
NET INCOME COMPARISON			
	JULY 2025	JUNE 2024	CHANGE
Month	(\$ 745,023)	(\$ 320,913)	(\$ 424,110)
Year-to-Date	(\$ 3,760,354)	(\$ 234,020)	(\$3,523,334)

In the Building Maintenance Fund, in July, they did electrical work at Cypress Manor in Marshall and fencing for 1500 West Grand in Marshall.

In looking at earned revenue for August, it looks to be around \$3.1 million, which is the amount we budgeted for September.

REPORTS

CHIEF EXECUTIVE OFFICER

Our Executive Team is currently studying the book The 21 Irrefutable Laws of Leadership by John Maxwell. This exercise allows us to think through implications for the work we do and consider implications for the people we serve. Lee Brown led us through the discussion of Chapter 16: The Law of the Big Mo. Perfectly (accidentally) timed to follow an all-staff meeting on Zoom to present the Center's strategic direction and answer pressing questions from staff about our challenging funding environment.

The chapter gave us a broader context to understand the opportunity ahead of us, to begin to take the anxiety, confusion, and fear of a workforce facing change, and channel it into the momentum necessary to overcome a challenge.

As was explained to the over 200 staff members that attended, our budget for fiscal 2026 is a conservative one. In other words, it contains our minimum expectations of performance for the year.

Before us is the opportunity to perform much better and make gains for the year that can be used to address the cost of living, merit recognition, and operating margin not included originally in the budget.

As an organization, we all have a role in moving the Center forward. Ideas for improvement, for doing things in more efficient ways, challenging strategies that need clarification, offering to take additional temporary work assignments, money-saving ideas from all parts of the organization, and ideas for recruiting and retaining staff have come from many employees around the Center.

From the dialogue we have opened with staff, to the full State funding contract, the Rural Health Sustainability Legislation just signed by Governor Abbott for preventative healthcare, new business, and clinical software all come together to create the momentum necessary to turn coming out of a tough year into entering into a brighter one.

As John Maxwell, the author, says, "Momentum is a leader's best friend because many times it is the only thing that makes the difference between losing and winning".

CHIEF OPERATING OFFICER

Executive Summary

The organization faces binding budget constraints. Some divisions are more capable than others in their ability to meet budget expectations in a time of increasing costs without rate changes, allowing for cost-of-living increases. Years of deficit budgets in programs have resulted in some closures over the past year. Efforts to maintain programs because of the intrinsic value of the services over a period of several years exhausted every avenue to sustain those programs, but it reached a point that does not make good business sense to continue. Therefore, referrals and assistance in getting individuals served by other providers have been accomplished.

Similarly, external environmental shifts (e.g., "Zeitgeist" changes in societal priorities) and contractual reductions—particularly in the primary area supporting adult and children's mental health (DPP and CCP funds)—have impacted revenue streams, creating a structural imbalance where expenses often exceed income. Without intervention, the organization's financial position is unsustainable. Maintaining deficit programs indefinitely violates the logical principle of fiscal equilibrium (revenues \geq expenses). Therefore, we closed targeted programs, and other programs are in a stand-down at this time.

Driven by executive vision, the teams accomplished logically based reductions. We prioritized poor performers and non-essential positions with a merit-based and efficiency-driven approach. The mission is to uphold a workforce that is steady as we bring the center to an appropriate and dedicated staff level that can accommodate growth needed without compromising the core mission. The continuation of non-viable programs or underperforming staff defies logical resource allocation. Divisions will continue to seek to achieve independent budgetary self-sufficiency.

Key Performance Indicators (KPIs) and Reporting

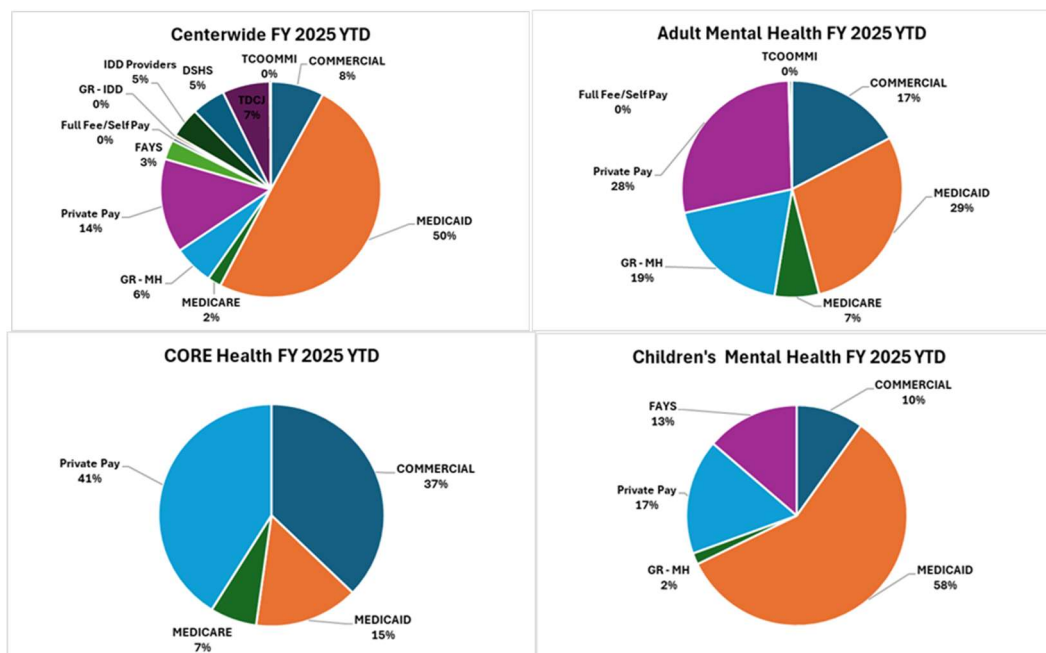
Presented to the board each month on how KPI's are tracked and presented via dashboards to provide better real-time decision-making options by leadership. Additional KPI's are reviewed and presented each month.

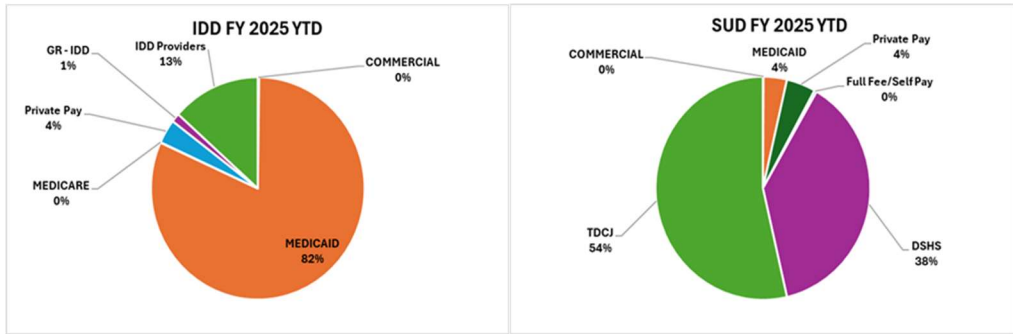
1. Payor Mix Trends KPI

Objective: Monitor revenue diversification and payer distribution.

Metrics: Percentage of revenue from Medicaid, Medicare, commercial, and self-pay, and we will be looking at changes in payer mix quarter-over-quarter.

Dashboard Elements:



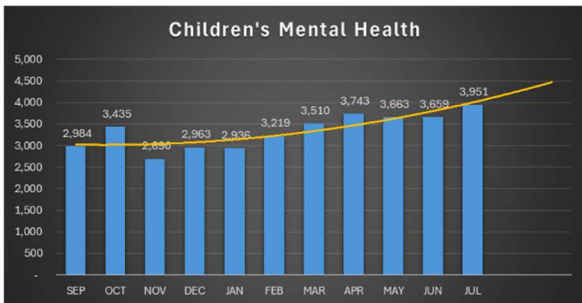
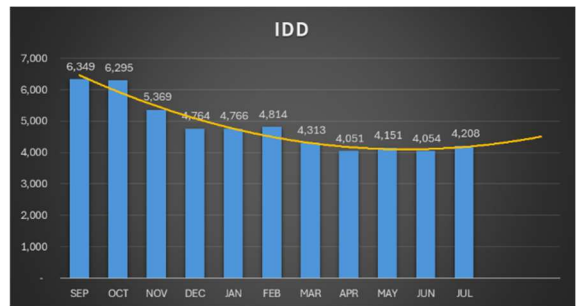
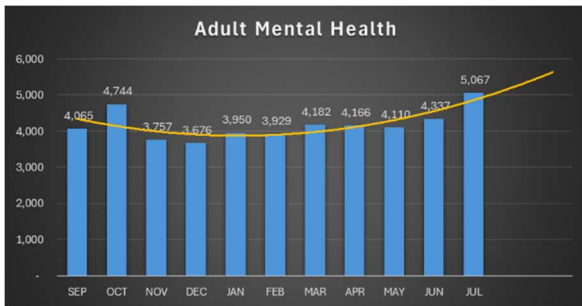


2. Billable Service Trends KPI

Objective: Assess demand and ability for primary care, behavioral health, and specialty services.

Metrics: Volume of encounters by billable service type.

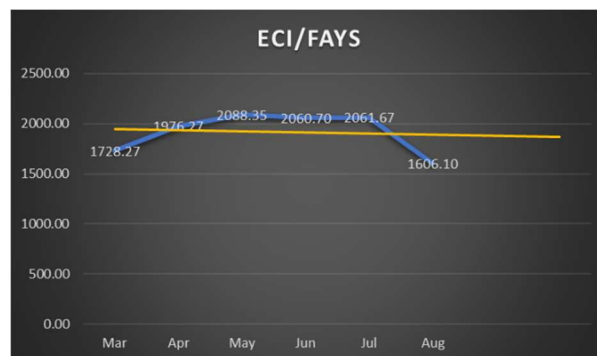
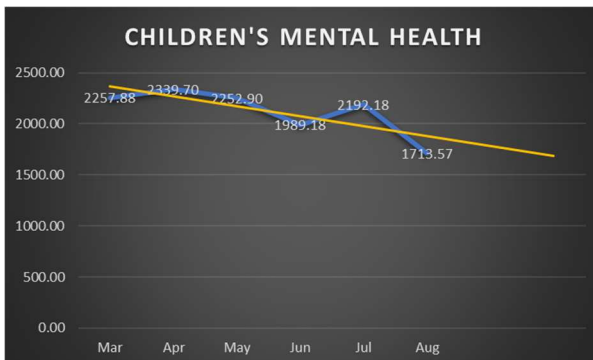
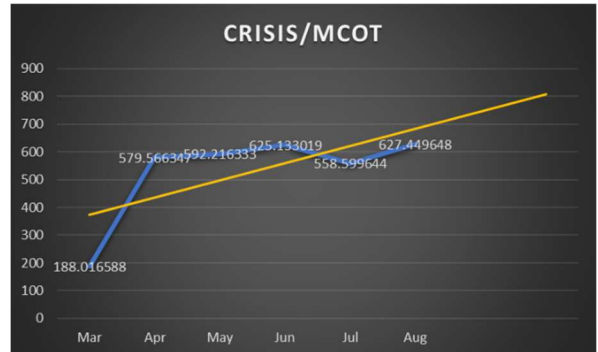
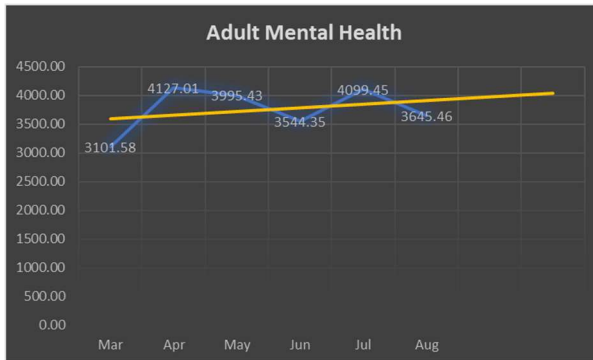
Dashboard Elements: Bar chart for billable service volume by division and overall service delivery trends. A line graph will likely best display wait times, and stack charts for telehealth and in-person ratios.



3. Service Line Volume

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

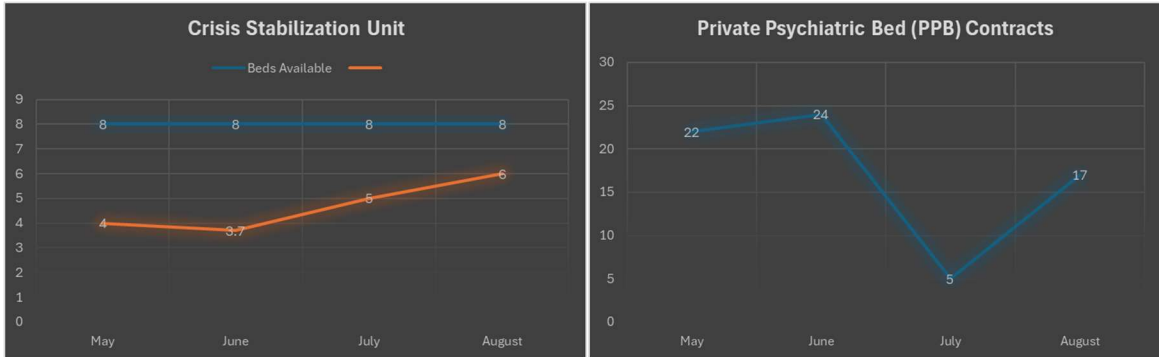
Behavioral health, including Substance Use Disorder, Intellectual Developmental Disabilities, Primary Care, and growing women's health, continues to increase at steady rates. Low-volume programs are under evaluation for operational efficiency or potential repurposing.



4. Clinical and Operational Performance Metrics

The unit has been able to work out of one side of the CSU much of the time due to continued repairs with the heating, ventilation, and air conditioning (HVAC) system. Soon, all 14 beds will be available. The CSU achieved full licensure on 08 July 2025

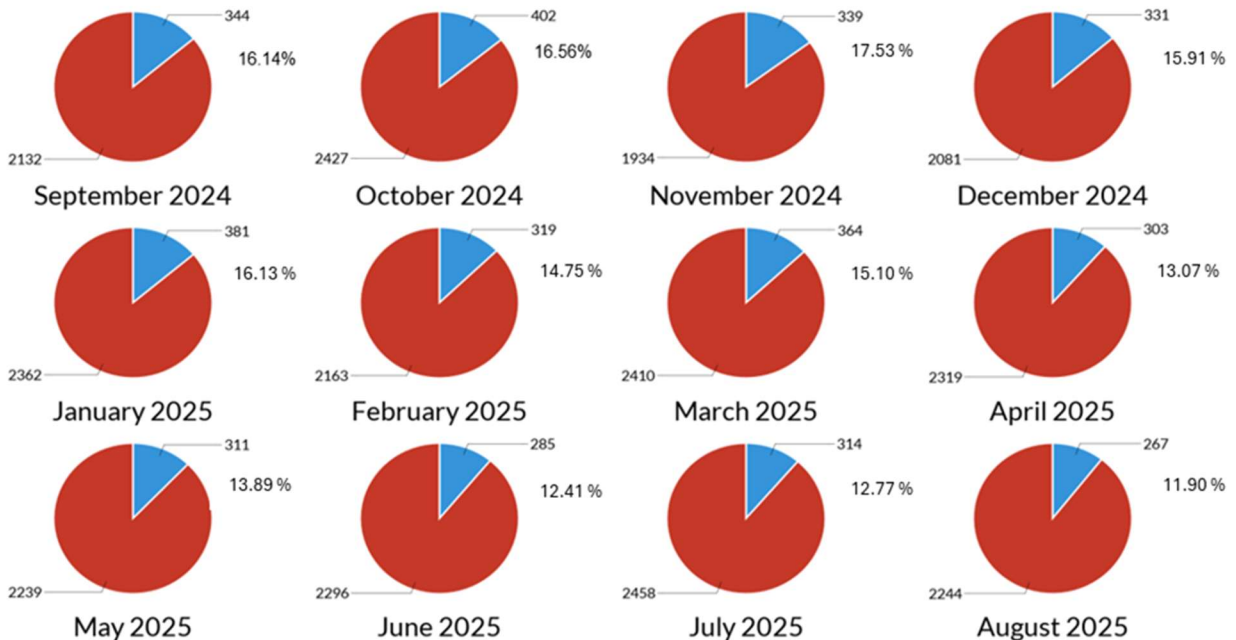
Average daily census



5. Appointment Compliance: Failed to Keep Appointments (FKA)

KPI: No-show rate starting with prescriber FKA percentages.

No-show rates will increase/decline based on clinician engagement with patients on their failure to keep appointments, predictive outreach, and automated reminders. Staff schedule optimization will also improve continuity and reduce daily variability. Changes in days/hours of operation vs. patient demand when it makes sense to do so.



Question from Kelly Crane: *What are you doing to keep the no-show rate down?*

Answer from Rick Roberts: *One of the things we are doing is pre-appointment calls, either by staff or via robocall. The other component is the prescribers' dedication to their patients and helping them understand the importance of what it takes for them to stay well.*

Comment from Rachel Harrington: *In addition, our new EHR allows us to contact patients by phone, email, and text. The previous system only allowed for phone calls.*

Comment from Rick Roberts: *We also have a different population of individuals receiving services with the CORE Health component, and we are learning things from this side as well.*

Comment from Jay Mitchell: *There is strong growth potential with CORE Health that could surpass everything, depending on what we do with it.*

HUMAN RESOURCES WORKFORCE

Employee well-being and resilience are foremost in planning services for the individuals served by the Center.

The Center's benefit plans are designed to:

- Help employees manage their health,
- Cope with unexpected life events such as disability or death,
- Be compensated for time off,
- Plan for their financial future in retirement, and
- Continue on their career development paths.

The FY 2026 Center budget of \$38 million has 75% planned for employee wages and benefits (total compensation).

Actual FY 2025 expenses (unaudited, posted as of September 9, 2025) for total compensation were approximately \$33.4 million. Salaries paid were 69.2% and benefits were 30.8% of total compensation in FY 2025.

The Center funds benefits in five categories:

1. Employee Insurance \$3,400,345 (10.1% of total compensation)
 - A. Employee health insurance (additional \$1,500,000 funded from employee insurance reserve fund)
 - B. Life and Accidental Death insurance
 - C. Long Term Disability insurance

2. Paid Leave \$2,943,981 (8.8% of total compensation)
 - A. Paid Time Off
 - B. Legacy Sick Leave
 - C. Closure Days
 - D. Jury Duty
 - E. Bereavement Pay
 - F. Unplanned Closure
 - G. Administrative Leave
3. Legally Required \$2,138,126 (6.4% of total compensation)
 - A. Center portion of Social Security
 - B. Unemployment Insurance
 - C. Workers' Compensation
4. Retirement Plan funding \$1,440,787 (4.3% of total compensation)
 - A. 401a Plan contribution of 3% of W-2 wages for all full-time employees
 - B. 457 Plan match of full-time employee contributions up to 6%
 - C. 6-year vesting for Center contributions and match
 - D. Participants choose investment option models.
5. Incentives \$238,395 (0.7% of total compensation)
 - A. Shift Differential
 - B. Stipend for Supplemental Crisis Response Assignments
 - C. Educational Assistance
 - D. On Call Pay
 - E. Employee Referral (applicants for vacant positions) Incentives

Question from Inman White: *In terms of competition, where do you see us relative to the rest of the governmental-type entities?*

Answer from Marilyn Wyman: *From a compensation standpoint, we are keeping up. Some of those other entities have richer retirement plans and incentives like summers off. Some industries have better healthcare funding as well.*

COMPREHENSIVE PLANNING ADVISORY COMMITTEE

The Comprehensive Planning Advisory Committee (CPAC) met in person at 107 Woodbine, Longview, and 1911 Galleria Oaks, Texarkana, on Thursday, August 7, 2025. The meeting was connected virtually via Zoom.

CPAC Transitions — Lee Brown and Christy Cravey

- Lee Brown announced that he will be stepping aside from the CPAC Committee and introduced Christy Cravey, Director, Quality Management, who will coordinate the meetings going forward.

- The members thanked Lee for his many years of service to the committee.
- Christy discussed the Needs Assessment and indicated the next one will be delayed one year, aligning with other centers and the Certified Community Behavioral Health Clinic (CCBHC) requirements of every three years.

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

- The recent events in IDD services were reviewed, including:
 - The submission of documentation to the National Committee for Quality Assurance (NCQA) for accreditation.
 - Center staff visited the Holy Angels Gift Store in Shreveport, Louisiana, which features items made by individuals with IDD.
 - Closing the Community Living & Support Services (CLASS) program due to the lack of state funding.
- Sandra Taylor’s full IDD Quality Report is presented later in this CPAC report.

Behavioral Health & Primary Care – Chesley Knowles, Project Specialist

- Adult Division:
 - We are coordinating with the Greater Longview Optimal Wellness (GLOW) group to inform us when individuals are being released from jail. This allows our jail diversion team to attempt to connect with those individuals and engage them in services.
 - We will be partnering with GLOW on a Substance Abuse and Mental Health Services Administration (SAMHSA) grant that they have obtained.
 - We will hire two Qualified Mental Health Professionals (QMHPs) contracted with GLOW to provide crisis response to individuals in the community engaged with the City of Longview crisis responders. This includes the Longview police and fire departments.
 - We are in the design process for the renovation of our building at Tuttle. This building will house all Adult Programs and CORE Health Systems.
- Children’s Division:
 - The Children’s Department organized a back-to-school supply drive at the Longview Mall. Sponsors donated school supplies, and fifteen organizations participated, sharing community resource information to over 400 families.

Certified Community Behavioral Health Clinic – Amy Hill, Program Director

- The Center has completed 80 National Outcome Measure (NOM) assessments for year three of the grant. We are currently at 90% of our goal of fifty Veterans receiving peer-related services.
- The CCBHC grant team has submitted documents for recertification. This will be a “full” audit that occurs every three years. We are required to meet 90% of the requirements across all programs for recertification.

CPAC Protocol – Christy Cravey, Director, Quality Management

- We have changed our CPAC Policy to better align with CCBHC requirements.
 - Committee composition must include at least 51% of members receiving mental health or substance use services.
 - In addition, there are four key areas where CPAC provides input:
 - Community needs and goals,
 - Service development,
 - Fiscal priorities,
 - Governance.
 - We will provide our feedback to the Board of Trustees through quarterly reports and post CPAC recommendations to the website at least annually.

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

- The Youth Substance Use Disorder (SUD) Program continues to provide services in Longview and Texarkana. Youth SUD has a new counselor, Jason Moore, who is showing strong engagement and success in youth programs.
- Texarkana Youth SUD had a site inspection in June, which identified minor findings. The corrective action plan was accepted, and the inspection is closed.
- The Comprehensive Continuum of Care (CCC) for Females program closed its doors on July 25, 2025.
- Health and Human Services Commission (HHSC) funding for outpatient services will end on August 31, 2025. Beginning September 1st, individuals will be evaluated, and a treatment plan will be developed for clinically appropriate services. We will continue to accept third-party payors or self-pay for services.

Community Education Report – Stacy Tidwell, Regional Administrator

- We had four interns working in various departments throughout the Center this summer. The Fall semester begins on August 2, 2025, and three of our interns will continue for another semester. We are interviewing to fill two additional positions for the semester.

- National Health Center Week was August 4th – August 9th. CORE Health Systems celebrated through various outreach events and special recognitions within the community.
- We are working on a project to update the Community Healthcore website to ensure all program information is up to date.
- Five activities were highlighted:
 - Region 7 Education Service Center Safety Summit and Parent and Family Engagement Conference – June 5, 2025
 - National Alliance for Mental Illness Conference – June 11-13, 2025
 - Marion County Resource Fair – June 21, 2025
 - Apex Workout Event for Veterans in Tyler – June 21, 2025
 - The 12th Annual Turkey Trot will be on Thursday, November 27, 2025

IDD DIRECTOR'S QUALITY REPORT

1. Managers and Crisis Intervention Staff visited Holy Angels gift store in Shreveport, Louisiana, on Friday, July 11th. The store sold arts and crafts, clothing, dinnerware, jewelry, furniture, and other items made by individuals with Intellectual Developmental Disabilities (IDD).
2. Program Closures – Plans to terminate Community Living Assistance & Support Services (CLASS) in Longview – Closure date is November 1, 2025, and the total number of staff impacted is four.
3. The eighth IDD Crisis Conference was held July 23rd – July 25th in Lakeway, Texas, with four speakers and one panel discussion. Four Community Healthcore staff and two Longview Police Officers attended the conference.
4. NCQA Recertification – Review began July 7th with the chart review scheduled for Monday/Tuesday, August 25th and August 26th.
5. The Crisis Intervention staff consists of Gwendolyn Johnson, Takesha Mitchall, and Supervisor Kathleen Newton. This team works very closely with the Mobile Crisis Outreach Team (MCOT) to respond to individuals who are in crisis. They go into individuals' homes and group homes throughout our nine-county area. One of their main responsibilities is providing training to our law enforcement officers, so they attend the Longview Police Academy's training to provide in-depth information on how to identify individuals who are in crisis.

This team presented or participated in the following events:

- County Community Resource Coordination Group (CRCG):
 - Panola/Harrison Counties CRCG – May 6, 2025, and July 1, 2025
 - Bowie/Cass County CRCG – May 13, 2025
 - Upshur County CRCG – May 22, 2025
 - Gregg County CRCG – June 18, 2025

- East Texas Behavior Summit, Tyler – May 6, 2025
- Region 7 ISD Quarterly Education Meeting – June 23, 2025
- Longview Police Academy – July 16, 2025
- Marshall ISD Teacher Orientation – July 30, 2025
- Texarkana ISD Convocation – July 31, 2025
- Monthly activities at Community Connections, Longview, for IDD individuals and staff include:
 - How to identify AI-generated images/videos.
 - Spring into Healthy habits, provided hygiene bags.
 - Dance for exercise.

Participation Rates – Targeted Case Management

IDD Authority receives a monthly Face-to-Face (A) and a Collateral (B) report from the Billing Department. In addition, the IDD Authority Service Manager and Home and Community-based Services (HCS) Authority Service Manager pull a weekly Credible report. This report is shared with staff in each of their departments. The report is a detailed listing 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. Some examples include:

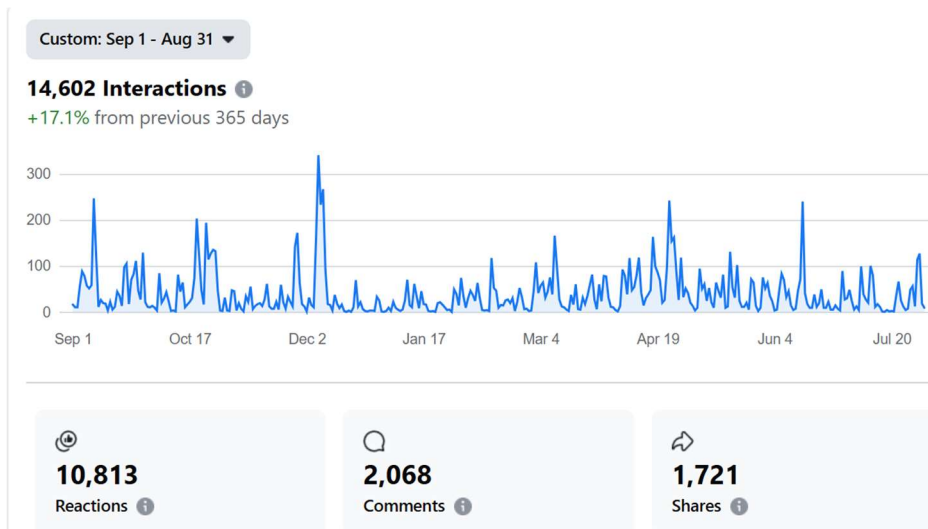
- Ensuring individuals know their service coordinators' phone numbers, since face-to-face contacts can be made by phone. The Service Coordinator states that individuals have become reluctant to answer their phone calls.
- Send a letter to the individuals to schedule the phone visit.
- Make unannounced visits – Be observant of an individual's living conditions.
- Encourage service coordinators to make four face-to-face contacts each day and six collateral contacts each day.
- April 2025, May 2025, and June 2025 met the targeted case management revenue target.

COMMUNITY EDUCATION REPORT

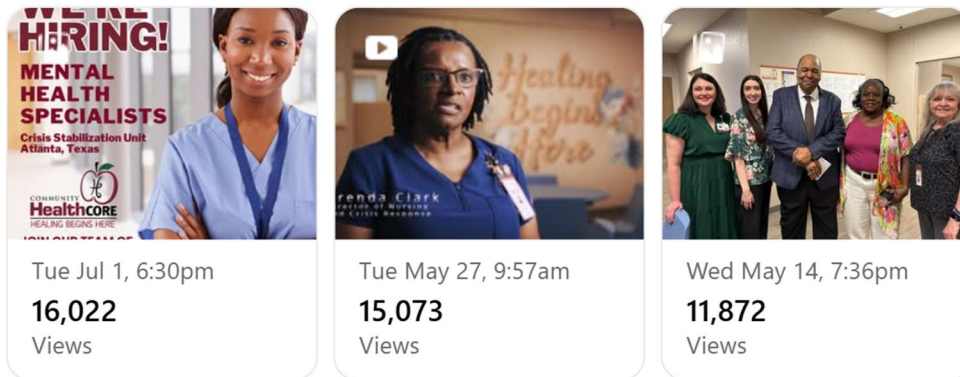
FY 2025 Digital Marketing Insight:

Constant Contact – Newsletters – 56,300 emails sent in FY 2025.

Facebook Overview



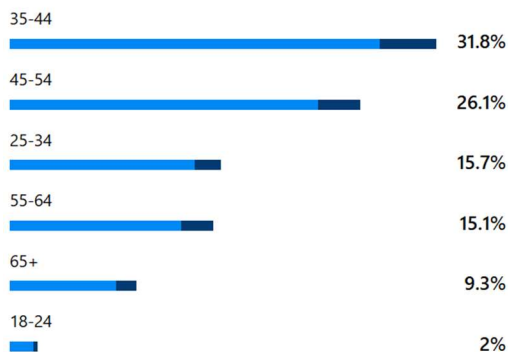
Top content based on views



Age & gender ⁺

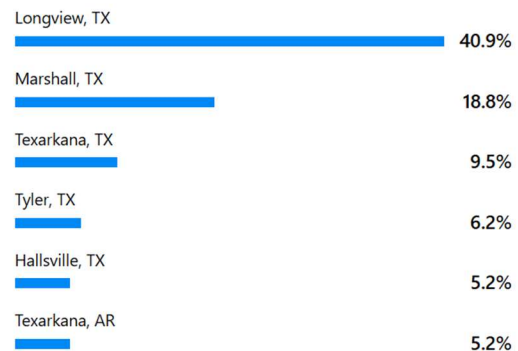
Lifetime

● Women ● Men ● Unknown



Cities ⁺

Lifetime



In FY 2026, we will continue to promote services and programs within the community through various outreach initiatives. The "Healing Begins Here" campaign will continue as the cornerstone of our community outreach efforts, aiming to raise awareness, strengthen brand recognition, and create greater community engagement.

The following community development initiatives will continue, expand, and strengthen in FY 2026.

- Your Story Matters Videos
- Public Service Announcements (PSAs) – Radio & TV Stations,
- Social Media (Facebook, Instagram, X, LinkedIn, YouTube) Content
- Outreach Events/Health & Career Fairs
- Presentations to Universities, Schools, Coalitions, Civic/Social Groups
- Printed Materials (Flyers, Rack Cards, Posters, Yard Signs)
- Mental Health First Aid Training – Community Classes
- Digital Marketing/Newsletters – Constant Contact

Suicide Prevention Awareness Month

September is Suicide Prevention Awareness Month. Throughout the month, we had the honor of presenting proclamations to all nine counties and the City of Texarkana. Every judge and the mayor officially designated September as Suicide Prevention Awareness Month in their respective jurisdictions. We also leveraged social media to bring awareness to the community about support, healing, and hope. Heidi Riggs, Suicide Prevention Coordinator, presented to multiple schools and organizations about the Zero Suicide Initiative. We also hosted staff wellness events throughout the month.

TXWORKS Internship Program

We currently have three (3) interns for the fall 2025 semester. They are working in various departments: Adult Mental Health – Texarkana, Assertive Care Treatment (ACT) – Longview, and Jail Diversion – Longview.

The interns have had the opportunity to shadow multiple departments and learn about different programs. They are also completing Mental Health First Aid and Suicide Prevention training this semester.

Back-to-School Supply Drive and Resource Fair

The Family and Youth Success (FAYS) program of Community Healthcore hosted its 6th Annual Back-to-School Supply Drive and Resource Fair. The event was held on Saturday, August 9th, at Longview Mall from 10:00 am to 1:00 pm. We had fifteen organizations represented, who shared information with over 400 families about community resources.

Coat, Blanket, & Sock Drive

The FAYS program will host a Coat, Blanket, & Sock Drive throughout October and November 2025. The items will be distributed to the community in December.

COMMUNITY HEALTHCORE FOUNDATION

12th Annual Thanksgiving Day Turkey Trot 5K

The 12th Annual Turkey Trot 5K is scheduled for Thursday, November 27, 2025. The Turkey Trot Committee met on September 11th to continue planning. Visit the Community Healthcore website under the Foundation tab for more information.

RECOMMENDATIONS FOR CONSIDERATION

Approve New Comprehensive Planning Advisory Committee Members

On a motion made by Rick Lively and seconded by Kelly Crane, the recommendation was approved.

The Board of Trustees (Board) approves all members of Community Healthcore's Comprehensive Planning Advisory Committee (CPAC).

The role of the CPAC is to reflect the perspectives of individuals receiving services, family members, and other stakeholders on the provision of services and support.

CPAC ensures that stakeholders' input plays a significant role in the local planning and networking process, as well as in policymaking and service delivery design. It acts as a liaison between the Board and the community by advocating for community needs and becoming a catalyst for a broader scope of participation. It also oversees community relationships associated with the operation of Community Healthcore's substance use disorder treatment facilities.

Dr. ShaLonda Wilcott Adams is the Principal of the Pine Tree ISD Program of All-Inclusive Care for the Elderly (PACE) Alternative Campus and lives in Longview.

Vivian Lewis is the Director of Community Engagement for Court Appointed Special Advocates for Children (CASA) of Harrison County and lives in Marshall.

Ratify Funding Contracts

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

It was recommended that the Board of Trustees ratify the following FY 2025 and FY 2026 funding contracts:

HHSC TRF Funding (FY 2025 only)	\$ - 650,000.00
HHSC TRA Funding (FY 2025 only)	\$ + 650,000.00
HHSC Community Health Worker	\$ 464,000.00
HHSC Texas Home Visiting / Parents as Teachers	\$ 600,000.00
HHSC Local Mental Health Authority	\$18,336,517.00
TDCJ Contract 696-TC-26-27-L035	\$ 996,000.00

The Health and Human Services (HHSC) provided funding in FY 2025 for Treatment for Females. In FY 2025, Kirkpatrick Family Services closed, leaving an available surplus of funds equal to \$650,000 due to the program’s closure. The Center was granted the opportunity to move these funds from this contract to the HHSC Treatment for Adults contract, where it was still able to fund substance use disorder services, just not of a residential nature. These funds were limited to FY 2025.

The HHSC Community Health Worker Grant provides funding for community health workers to connect with and maintain a connection with Texas residents living with substance use disorders. Community health workers help these residents in obtaining services addressing substance use, mental health, and medical services. This contract is for three years for a total allocation of \$1,461,600. There is a match component of \$69,600 over the three years.

The HHSC Texas Home Visiting / Parents as Teachers Contract provides services to families with expecting parents or caregivers, and/or parents or primary caregivers of a child up to the age of five who have a priority characteristic. Priority characteristics include many things, such as behavioral concerns, family history of substance use disorder, household conflict, high stress level, and housing stability. This contract targets Bowie County and started on April 1, 2024, and ends on August 31, 2027. The total funding available for this multi-year contract is \$2,820,000; no match is required.

The HHSC Local Mental Health Authority Contract funds a major portion of our Behavioral Health Services, including Crisis, Crisis Stabilization Unit, Intake, Outpatient Services, Housing, Veterans, and more. It is the largest single contract with any funders. It is a two-year contract for a total allocation of \$36,673,034. The contract does have a match component of \$3,183,350 for the two-year allocation.

The Texas Department of Criminal Justice (TDCJ) Contract 696-TC-26-27-L035 is a two-year contract for a total of \$1,992,000 over the two years. The contract is to provide services for those adult offenders involved with the criminal justice system who live or are returning to the Community Healthcore’s catchment area with a target population diagnosis or with a severe and persistent mental illness as described in Health and Safety Code 614; who are identified as needing continuity of care services, or who require intensive or ongoing long term support and treatment. It can also provide similar services to juvenile offenders.

Approve Expense Contracts Over \$45,000

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 listed contract amounts for the Fiscal Year 2026.

Psychiatric Hospitals	
HMH Cedar Crest Hospital	\$ 140,000
Glen Oaks Hospital	\$ 500,000
Perimeter Behavioral Hospital of Garland	\$ 250,000
Texoma Medical Center	\$ 250,000

Professional Services to Individuals Served	
Amergis Healthcare Staffing	\$ 340,000
Avail Solutions	\$ 205,200
CHRISTUS St. Michael Hospital – Lab	\$ 51,000
DP Nutrition	\$ 45,000
East Texas Behavioral Health Network	\$ 240,000
FasPsych	\$ 644,000
Genoa Pharmacy Services	\$ 50,000
Healthy Young Minds	\$ 45,000
Jennifer Wagner	\$ 85,000
Kathy McClain	\$ 52,000
Russell Montgomery	\$ 60,000
Administrative Support	
Express Personnel	\$ 112,000
First Stop Virtual Care	\$ 108,000
Indeed	\$ 80,000
Innovative Health Solutions	\$ 56,000
Miller, Fair, and Henry, PLLC	\$ 50,000
Scott, Singleton, Fincher and Company, P.C.	\$ 75,000
Teri Norwood Real Estate	\$ 80,000
Network and Technology	
AT&T	\$ 125,000
Artic Wolf	\$ 78,000
Credible	\$ 352,000
DATIS HR Cloud	\$ 120,000
ENA Healthcare	\$ 110,000
Flair Data Systems	\$ 125,000
NextGen	\$ 195,000
Tejas Health Management	\$ 54,000
Verizon Wireless	\$ 390,000
Windstream Communications	\$ 52,000
Xerox	\$ 70,000
Zoom	\$ 75,000
Facilities and Grounds	
Access Control Security	\$ 120,000
Greystar Security Services	\$ 150,000
HHS – Linen Services	\$ 50,000
J & K Cleaning Services	\$ 75,000
JD's A/C Inc.	\$ 50,000
NorthStar Solutions, LLC	\$ 63,000
RDA Vegetation Management	\$ 57,000
Sanchez Janitorial & General Contractor Services	\$ 60,000
Stephens Services Group	\$ 100,000

- HMH Cedar Crest Hospital, Glen Oaks Hospital, Perimeter Behavioral Hospital of Garland, and Texoma Medical Center are inpatient psychiatric treatment facilities. With our Crisis Stabilization Unit (CSU), we anticipate less dependence on these facilities.
- Amergis Healthcare Staffing provides temporary staffing to the CSU.
- Avail Solutions is the 24/7 Crisis Hotline provider.
- CHRISTUS St. Michael Hospital – Lab provides needed medical tests for our CSU.
- DP Nutrition provides dietary services for ECI services.
- East Texas Behavioral Health Network is made up of eleven Community Centers and provides authorizations, a medical director, and telehealth.
- FasPsych provides psychiatrists via televideo for 24/7 coverage at the CSU in Atlanta, Texas.
- Genoa Pharmacy is the in-house pharmacy in the 6th Street, Longview location, and serves all outpatient clinics and the CSU. This contract is for two months as the In-House Pharmacy Services are being reprocured.
- Healthy Young Minds is an ECI provider for speech and Physical Therapy.
- Jennifer Wagner & Russell Montgomery, Licensed Professional Counselors, provide Intake Assessments for mental health services.
- Kathy McClain, Occupational Therapist, serves our ECI program.
- Express Personnel is our primary staffing firm for clerical or accounting vacancies.
- First Stop Health is a virtual care solution that supplements the Center’s insurance coverage for employees.
- Indeed is an online recruiting resource.
- Innovative Health Solutions provides employee training, including CPR, First Aid, and Satori Alternatives to Managing Aggression (SAMA).
- Miller, Fair, and Henry, PLLC, is the legal firm that represents the Center.
- Scott, Singleton, Fincher, and Company, P.C. is the audit firm that completes our annual independent audit.
- Teri Norwood Real Estate is the awarded vendor for the sale of real property. This amount is an estimate, as it will be 3% of the sales.
- AT&T, Arctic Wolf, Credible, Datis HR Cloud, ENA Healthcare, Flair Data Systems, NextGen, Tejas Health Management, Verizon Wireless, Windstream Communications, Xerox, and Zoom are communications-related contracts, including data systems, electronic health records, human resource functions, internet, payroll, phone, and virtual meetings.

- Access Control Security, Greystar Security Services, HHS Linen Services, J & K Cleaning Services, JD's A/C Inc., Northstar Solutions, RDA Vegetation Management, Sanchez Janitorial & General Contractor Services, and Stephens Services Group all provide services for our locations, including air conditioning, general contract work, janitorial, linen service for the CSU, security, and yard maintenance.

Approve the Texas Council of Community Centers FY 2026 Annual Dues

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

Community Healthcore receives significant benefit from membership in the Texas Council of Community Centers, which advocates for the Center on the state and national level.

In addition to the membership of the Texas Council, the dues provide for the Center's membership in the National Council for Community Behavioral Healthcare.

The Center also participates in several of the pooled-resource initiatives of the Texas Council. Calculations for dues owed are based on the Center's FY 2024 financial audit report.

Reaffirm Approvals for Tuttle Work Continuation

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

"The Federal regulation on municipal bonds (§1.150-2(d)-(f)) says that within 60 days of the first expenditure on a project which uses Center cash (other than preliminary expenditures such as architectural, engineering, surveying, etc.), the borrowing Center must pass Board resolution stating its intent to reimburse itself with borrowed funds."

The Board Resolution is designed to meet this requirement and authorizes the Chief Executive Officer to execute documents as stated.

"Passing this resolution stating the Board's intent to use tax-exempt financing does not commit the Center to using this form of financing, but without the proper resolution, the Center is prohibited from taking advantage of this opportunity."

As the Center enters the next phase of the Tuttle project, this resolution, approved by the Board on February 22, 2024, is to continue and reinforce the Board's intention to pursue the issuance of tax-exempt bond financing and reimbursement of Center costs.

OTHER BOARD BUSINESS

A. Nomination for FY 2026 Officers:

- Nominations for Board Chair: Kelly Crane nominated Linda Hooks.
- Nominations for Board Vice-Chair: Kelly Crane nominated Jay Mitchell.
- Nominations for Board Secretary/Treasurer: Kelly Crane nominated Nell Smith.

B. The Board was introduced to changes on the Community Healthcore website to incorporate recent legislative directives for community centers.

UPCOMING EVENTS

- A. Next Board Meeting – Thursday, October 23, 2025
- B. State of the Center – Friday, October 10, 2025 – **POSTPONED**
- C. Joint Board Retreat – Friday, October 24, 2025 – **POSTPONED**

The meeting adjourned at 7:23 PM.



Nell Smith
Board Secretary/Treasurer



Cindy Goodson
Recording Secretary

Date approved by the Board of Trustees: October 23, 2025