



# COASTAL HEALTH & WELLNESS

## GOVERNING BOARD

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

### AGENDA

Thursday, March 26, 2026 12:30 PM

**CONSENT AGENDA:** ALL ITEMS MARKED WITH A SINGLE ASTERICK (\*) ARE PART OF THE CONSENT AGENDA AND REQUIRE NO DELIBERATION BY THE GOVERNING BOARD. ANY BOARD MEMBER MAY REMOVE AN ITEM FROM THIS AGENDA TO BE CONSIDERED SEPARATELY.

### ***PROCEED TO BOTTOM OF THIS DOCUMENT FOR APPEARANCE & EXECUTIVE SESSION GUIDELINES***

In accordance with the provisions of the Americans with Disabilities Act (ADA), persons in need of a special accommodation in order to participate in this proceeding should, within two (2) days prior to the proceeding, request necessary accommodations by contacting CHW's Executive Assistant at 409-949-3406, or via email at [trollins@gchd.org](mailto:trollins@gchd.org)

ANY MEMBERS NEEDING TO BE REACHED DURING THE MEETING MAY BE CONTACTED AT 409-938-2288

### REGULARLY SCHEDULED MEETING

#### Meeting Called to Order Pledge of Allegiance

- Item #1.....Comments from the Public
- \*Item #2**ACTION**.....Excused Absence(s)
- \*Item #3**ACTION**.....Consider for Approval Minutes from February 26, 2026 Governing Board Meeting
- \*Item #4**ACTION**.....Consider for Approval Coastal Health & Wellness Patient Experience Policy
- \*Item #5**ACTION**.....Consider for Approval Function of the Coastal Health & Wellness Governing Board
- \*Item #6**ACTION**.....Consider for Approval Coastal Health & Wellness Credentialing and Privileging Policy
- Item #7.....Coastal Health & Wellness Updates
  - a) Executive Updates Submitted by Executive Director
  - b) Operational/Dental/Behavioral Health Updates Submitted by Chief Operating Officer
  - c) Medical Updates Submitted by Medical Director
  - d) Nursing/Outreach Updates Submitted by Chief Nursing Officer
  - e) Human Resources Updates Submitted by Human Resources Director
- Item #8**ACTION**.....Consider for Approval Financial Report Submitted by Ruth Cable
  - a) February 2026
- Item #9**ACTION**.....Consider for Approval Community Representative, Nandan Shaw, to Serve on the QA Committee
- Item #10**ACTION**.....Consider for Approval Consumer Representative, Thomas Griffiths, to Serve on the Finance Committee

Item #11.....Comments from Board Members

**Adjournment**

*Next Regular Scheduled Meeting: April 23, 2026*

**Appearances before the Coastal Health & Wellness Governing Board**

A speaker whose subject matter as submitted relates to an identifiable item of business on this agenda will be requested by the presiding officer to come to the podium where they will be limited to three minutes (3). A speaker whose subject matter as submitted does not relate to an identifiable item of business on this agenda will be limited to three minutes (3) and will be allowed to speak before the meeting is adjourned. Please arrive prior to the meeting and sign in with Galveston County Health District staff.

**Executive Sessions**

When listed, an Executive Session may be held by the Governing Board in accordance with the Texas Open Meetings Act. An Executive Session is authorized under the Open Meetings Act pursuant to one or more the following exceptions: Tex. Gov't Code §§ 551.071 (consultation with attorney), 551.072 (deliberation regarding real property), 551.073 (deliberation regarding a prospective gift or donation), 551.074 (personnel matters), 551.0745 (personnel matters affecting Coastal Health & Wellness advisory body), 551.076 (deliberation regarding security devices or security audits), and/or 551.087 (deliberations regarding economic development negotiations). The Presiding Officer of the Governing Board shall announce the basis for the Executive Session prior to recessing into Executive Session. The Governing Board may only enter into Executive Session if such action is specifically noted on the posted agenda.

**Coastal Health & Wellness  
Governing Board  
February 26, 2026**

**Board Members:**

Sergio Cruz,  
Victoria Dougharty  
Nandan Shaw  
Rev. Jones  
Flecia Charles  
Thomas Griffiths

**Staff:**

Philip Keiser, MD, Executive Director  
Lane Baker, MHA, Chief Operating Officer  
Ruth Cable, Chief Financial Officer  
Liz Lentz, Human Resources Director  
Tomiko Fisher, Chief Operating Officer

Christina Bates  
Taylor Silvas  
Tikeshia Thompson-Rollins

**Excused Absences:** Elizabeth Williams, Cynthia Darby, Kevin Avery and Kendall Campbell, MD

**Guest:** Albert Smith

**Items#1 Comments from the Public**

There were no comments from the public

**Items#2-13 Consent Agenda**

A motion was made by Victoria Dougharty to approve consent agenda items two through thirteen. Flecia Charles seconded the motion, and the Board unanimously approved the consent agenda.

**Item#14 Coastal Health & Wellness Updates**

- a) Executive Updates Submitted by Executive Director
- b) Operational/Dental/Behavioral Health Updates Submitted by Chief Operating Officer
- c) Medical Updates Submitted by Medical Director
- d) Nursing/Outreach Updates Submitted by Chief Nursing Officer
- e) Human Resources Updates Submitted by Human Resources Director

**Executive Updates:**

Dr. Keiser, Executive Director, provided the Board with executive updates.

- Continuing to improve revenue and collections
- Strengthen performance tracking for grant compliance
- Expanding patient services and increasing volume
- Implement on-site medication pick-up
- Explore opening a full on-site pharmacy
- Enhance substance use treatment and intervention efforts
- Secure and manage additional grant funding
- Maintain core services while improving operational efficiency

**Operational/Dental/Behavioral Health Updates:**

Lane Baker, Chief Operating Officer, provided the Board with the operational updates.

**Behavioral Health**

- Implement new technology (ambient listening for provider efficiency)
- Expanding substance use treatment program (grant-funded staffing)
- Explore dedicated space for behavioral health patients
- Strengthen partnership with Gulf Coast Center (preferred provider status)

## Dental

- Expand dental services through hygiene student program (College of the Mainland)
- Increase patient access and utilization of operators

## Partnerships & Growth

- Strengthen partnerships (UTMB, College of the Mainland, Gulf Coast Center)
- Increase patient referrals through WIC coordination
- Continue strategic planning and organizational alignment

## Future Initiatives

- Develop in-house pharmacy
- Finalize and implement new technology contracts
- Continue improving operational efficiency and patient access

## Medical Updates:

Lane Baker, Chief Operating Officer, provided the Board with medical updates in Dr. Garcia’s absence. Diabetes program with UTMB: we continue to have weekly meetings with community health workers to discuss any problems or issues that come up with patients. We continue to have monthly meetings (on a Saturday) for diabetic education for these patients and families. We have averaged about 30 patients attending these classes. Saturday, February 21 was the latest class.

We continue to have discussions with Gulf Coast Center on integrating health care between our organizations. We will be using Galveston clinic as our “test site”. We hope to work out any “kinks”, then hopefully expand this to our Texas City clinic in the future. This will include not only our current mutually shared patients but also patients that might need acute care and/or benefit from care from the other organization.

We are continuing strategic planning for CHW and are working toward actionable and sustainable projects and goals with reasonable timelines that are attainable.

We have applied for a grant to hopefully expand our substance use disorder clinic. If we get the grant, this will help pay salaries for 1 physician assistant or advanced nurse practitioner, 1 LVN, and 1 medical assistant. This grant would also help increase access for treatments, medications, and services to this patient population

We are still in the process of reestablishing an RN Care Coordinator position. Responsibilities include coordinating patient care across primary care, specialists, ER care, and inpatient care. This nurse would also act as an advocate for the individual’s healthcare needs and coordinating care to minimize the fragmentation of health care delivery systems. This nurse will serve as a liaison between the patient, family, and health care team.

We are finalizing a medication pickup site here at the Texas City clinic. If the patient prefers, prescriptions would be sent to Hitchcock hometown pharmacy, then medications would be delivered here for the patient to pick up. The goal is to make it easier for our patients while increasing use of our contract pharmacy (which benefits us).

## Nursing/Outreach Updates:

Lane Baker, Chief Operating Officer, provided the Board with nursing/outreach updates in Ashley Sciba’s absence.

<b><u>Coastal Health &amp; Wellness Nursing</u></b>	<b>January 2025</b>	<b>January 2026</b>	<b>2026 YTD</b>
Number of Medical Visits	<b>2127</b>	<b>1393</b>	<b>1393</b>
Provider / Nurse / MA	<b>25/7/15</b>	<b>18/4/12</b>	<b>18/4/12</b>
Nurse Visits	<b>50</b>	<b>46</b>	<b>46</b>
SUD Visits	<b>23</b>	<b>13</b>	<b>13</b>
Patient Education	<b>3</b>	<b>22</b>	<b>22</b>
Durable Medical Equipment	<b>2</b>	<b>6</b>	<b>6</b>
Point of Care Tests	<b>408</b>	<b>289</b>	<b>289</b>

Immunizations Administered	268	202	202
Number of ImmTrac Logins	247	202	202
Patients Reviewed in ImmTrac	589	476	476
Patients Added to ImmTrac	45	40	40
Immunizations Added to ImmTrac	65	81	81
Medication Refills	784	998	998
Medication Prior Authorizations	67	233	233
Patient Calls	3759	3099	3099

<b>Community Engagement Activities &amp; Events</b>	<b>Date</b>	<b>Engagements</b>
Goodwill – Galveston	01/08	14
MI Lewis Social Services	01/08	-
Gulf Coast Center – Texas City	01/08	-
Way Out Women’s Center	01/08	-
Goodwill – League City	01/16	11
Dickinson Library	01/17	50
Financial Literacy Presentation	01/20	9
Bolivar Brown Bag Luncheon	01/21	13
Senior Bingo at Wright-Cuney	01/23	66
COM Resource Fair	01/27	25
Hitchcock Head Start – HEAL	01/27	87
Hitchcock Head Start – HEAL	01/28	74
ADA House	01/28	12
Jesse Tree	01/28	-
Samaritan Woman at the Well – La Marque	01/28	-
TCLM Chamber Meeting	01/29	-
Galveston County Teen Parenting Center	01/29	-
Goodwill – League City	01/29	17
<b>Totals</b>	<b>19</b>	<b>378</b>

**Human Resources Updates:**

Liz Lentz, Human Resources Director, updated the Board on the HR Updates.

## Human Resources – January 2026

	Active EE Count	Hired EE's for Month – January	Termed EE's for Month – January
CHW	71	0	0

**Turnover Rate = 0%**

**Updates:**

1. **Holiday Survey Results**
2. **Annual Performance Reviews**
3. **Townhall Mid-April**

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**Item#15 Consider for Approval Financial Report Submitted by Ruth Cable**

a) January 2026

Ruth Cable, Chief Financial Officer, presented the January 2026 Financial Report. A motion to accept the reports as presented was made by Nandan Shaw and seconded by Thomas Griffiths. The motion was unanimously approved by the Board.

**Item #16 Comments from Board Members**

Sergio Cruz informed the Board that the organization remains in need of a secretary, one additional member to serve on the Finance Committee, two members to serve on the Quality Assurance Committee and two members to serve on the formal committee.

The meeting was adjourned at 1:12p.m.

\_\_\_\_\_  
Chair

\_\_\_\_\_  
Vice Chair

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

[Back to Agenda](#)

## Coastal Health & Wellness Patient Experience Policy and Procedure

### I. Background

Coastal Health & Wellness (CHW) seeks feedback from its patients and their families regarding their experiences at the center for purposes of performance improvement. Toward that end, CHW routinely gathers formal feedback quantitatively and qualitatively to request feedback on positive as well as negative comments to improve the patient experience.

### II. Policy

It is the policy of CHW to seek formal feedback from patients regarding their perception of the safety and quality of treatment and services. CHW will obtain patient experience surveys in order to identify potential compliance or risk management issues as well as opportunities for performance improvement. CHW will also include a qualitative method of collecting patient feedback (e.g., suggestion box, electronically, patient walkthroughs, individual interviews and focus groups).

### III. Procedure

A. CHW adopts a patient experience survey form or forms that meet the needs of its various funding entities and that provide useful information from the center's various patient populations. CHW also integrates a way to systematically collect qualitative data on patient experience.

B. The patient experience survey(s) may be completed in written form, person-to-person interviews, via telephone, via mail, via patient portal, via email, via text, and/or focus groups. CHW makes surveys available in the languages of its patient population.

C. CHW maintains a schedule for routinely seeking feedback from its patients. The schedule may vary but will be done at least quarterly.

D. Data obtained from the patient experience surveys and qualitative mechanisms are calculated and summarized, and the information is reported to the CHW's Quality Assurance Performance Improvement Committee (QAPI), the Executive Director, Quality Assurance Board, and the Governing Board. CHW establishes goals and action plans to improve patient experience. The information is also calculated and distributed to CHW's various leadership personnel for appropriate follow up and performance improvement measures.

E. The Executive Director or designee shall ensure that the patient is not discriminated against or retaliated against for expressing negative information (if any).

F. Ryan White

Program specific consumer surveys are distributed and obtained by the Dental Department. The purpose of the consumer survey is to gather information directly from clients regarding their level of satisfaction with funded services. Surveys will be distributed to ALL clients. Staff/Case Managers will not administer the survey. A board member or peer will reach out to assist the client if they need help completing the survey. Clients will be informed not to write their personal details on the form, such as names, client numbers, or identifiers. To protect privacy, use of personal information will not be collected intentionally, and all surveys will be kept in a lock box at each location where the survey is distributed. Completed surveys will be submitted to The Resource Group via mail or uploaded to the agency's shared folder.

<sup>1</sup> This policy and procedure are designed to be consistent with the intent of the standard for the **Joint Commission Element of Performance** LD.03.07.01 (PCMH), LD.03.08.01, PI.01.01.01.EP 30 (PCMH), PI.03.01.01.EP 11 (PCMH), Comprehensive Accreditation Manual for ambulatory Care (CAMAC) Effective January 2019.

<sup>1</sup> Centers may use a tool regarding Patient Experience Survey in the Manual. Also, the Consumer Assessment of Healthcare Providers and Systems (CAHPS®) or TACHC Patient Experience Survey (included in this Manual) or design a survey that at a minimum will evaluate patient/family experience on the following categories: a. Access; b. Communication; c. Coordination; and d. Whole person care/self-management support and comprehensiveness. This supports NCQA PCMH QI 04. The center can also modify the survey or data gathering process to support requirements for NCQA PCMH QI 05 Part B. For Joint Commission, however, health centers must collect data on all the following:

1. Access and Communication
2. Comprehensiveness
3. Coordination
4. Continuity

**[Back to Agenda](#)**

# Coastal Health & Wellness

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## **Functions of the Coastal Health & Wellness Governing Board**

### **1. Background**

Coastal Health & Wellness (CHW) operates as a Federally Qualified Health Center (FQHC) under Section 330 of the Public Health Service Act (42 U.S.C. §254b). As a recipient of federal Health Center Program funding, CHW is required to maintain a governing board responsible for oversight of the organization's operations, finances, strategic direction, and compliance with applicable federal, state, and local laws and regulations.

The Governing Board ensures that CHW fulfills its mission of providing accessible, high-quality healthcare services to the community. The Board acts as the primary oversight body for the Health Center Program and ensures accountability for the organization's clinical, financial, and operational performance.

### **2. Policy Statement**

The Coastal Health & Wellness Governing Board provides leadership, fiduciary oversight, and strategic direction for the organization. The Board is responsible for ensuring compliance with Health Resources and Services Administration (HRSA) Health Center Program requirements and for safeguarding the mission and resources of the organization.

### **3. HRSA Required Governing Board Authorities and Independent Governance**

In accordance with Section 330 of the Public Health Service Act and the HRSA Health Center Program Compliance Manual, the CHW Governing Board maintains full authority and responsibility for oversight of the Health Center Program.

The Governing Board functions as the health center's primary governing authority for purposes of federal program oversight and accountability. While CHW operates within a broader governmental and organizational framework, the Governing Board retains autonomous decision-making authority necessary to fulfill federal Health Center Program governance requirements. No external entity may override or supersede the board's federally required authorities related to the operation, direction, and oversight of the health center.

The CHW Governing Board retains and exercises the following authorities:

Select, evaluate, and when necessary dismiss the Executive Director responsible for the day-to-day management of the health center.

Approve the organization's strategic direction and strategic plan.

Approve the annual operating budget and monitor the financial health of the organization.

Approve the services provided by the health center and the establishment or expansion of service delivery sites.

Approve major organizational policies governing clinical care, operations, compliance, and financial management.

#### **4. Board Composition**

In accordance with federal Health Center Program requirements, at least fifty-one percent (51%) of the Governing Board members must be patients of the health center who represent the population served by Coastal Health & Wellness.

#### **5. Board Responsibilities**

The Governing Board is responsible for governance oversight of the health center. Board members are expected to attend meetings, review materials, participate in decision-making, and represent the interests of the community served.

Adopting and periodically reviewing organizational bylaws.

Ensuring the organization operates in alignment with its mission and community health needs.

Participating in board orientation and governance training.

Representing the interests of patients and the community served by CHW.

#### **6. Financial Oversight**

The Governing Board approves the annual operating budget, reviews financial performance reports, establishes fiscal priorities, and ensures appropriate financial management systems are in place. The Board also reviews independent financial audits.

#### **7. Clinical and Quality Oversight**

The Governing Board oversees the organization's quality improvement program, credentialing and privileging processes, patient safety initiatives, and monitoring of patient satisfaction and grievances.

#### **8. Compliance and Conflict of Interest**

Board members must disclose any potential conflicts of interest and recuse themselves from discussions or decisions in which a conflict exists. The organization maintains a formal conflict of interest policy applicable to all governing board members.

#### **9. Strategic Planning Oversight**

The Governing Board reviews and approves the organization's strategic plan and monitors progress toward achieving strategic goals to ensure alignment with community health needs and long-term sustainability.

## **10. Board Meetings**

The Governing Board meets regularly in accordance with its bylaws. Meetings follow a formal agenda and minutes are maintained documenting board discussions and actions.

## **11. Board and Executive Director Roles**

The Governing Board establishes policies and strategic direction for the organization. The Executive Director and administrative leadership are responsible for implementing these policies and managing day-to-day operations.

## **12. Board Evaluation**

The Governing Board conducts an annual evaluation of its effectiveness and governance responsibilities as part of the organization's quality improvement framework.

[\*\*Back to Agenda\*\*](#)



## Coastal Health & Wellness

### Credentialing and Privileging Policy

Approved: \_\_\_\_\_ Effective: \_\_\_\_\_

#### **BACKGROUND**

The authority for credentialing and competency validation is derived from the Public Health Service Act (PHSA) and the Federal Tort Claims Act (FTCA). Coastal Health & Wellness (CHW) maintains a credentialing and privileging program to ensure all licensed and certified personnel are qualified and competent to provide services. Applicable standards from accrediting bodies inform these requirements.

#### **POLICY**

It is the policy of CHW that all workforce members are subject to credentialing, privileging, competency validation, and fit-for-duty requirements appropriate to their role to ensure patient safety and quality care delivery.

#### **RE-CREDENTIALING AND RE-PRIVILEGING**

All Licensed Independent Practitioners (LIPs) and applicable clinical staff shall undergo recredentialing and re-privileging at a minimum of every two (2) years, or more frequently as required by regulatory, payer, or organizational standards.

Recredentialing shall include verification and review of, as applicable:

- Current licensure, certification, and registration status
- Professional liability insurance coverage
- National Practitioner Data Bank (NPDB) query and sanctions monitoring
- Clinical competence, including peer review, performance evaluations, and quality indicators
- Relevant training, certifications, and continuing education
- Any adverse actions, claims history, or disciplinary actions

Re-privileging determinations shall be based on:

- Ongoing competency and performance
- Scope of services provided
- Quality and patient safety indicators
- Compliance with organizational policies and procedures

Recredentialing and re-privileging may be conducted more frequently under the following circumstances:

- Change in scope of practice or job responsibilities
- Identification of quality, performance, or safety concerns
- New or updated regulatory or payer requirements
- At the discretion of the Medical Director, Dental Director, or Executive Director

All recredentialing and re-privileging activities shall be documented and subject to review and approval in accordance with CHW governance and approval authority.

CHW may utilize delegated credentialing services; however, CHW retains full responsibility for recredentialing oversight and final privileging determinations.

### **APPLICABILITY**

This policy applies to all CHW employees, contracted providers, volunteers, and Licensed Independent Practitioners (LIPs).

### **DEFINITIONS**

Credentialing: Process of assessing qualifications.

Privileging: Authorization to perform specific services.

Competency Validation: Assessment of ability to perform duties.

Fit-for-Duty: Determination of physical and mental ability to safely perform job functions.

### **FIT-FOR-DUTY POLICY**

All personnel must be physically and mentally capable of safely performing their duties.

Initial Requirement:

A fit-for-duty evaluation is required prior to providing services.

Ongoing Requirements:

Re-evaluation is required when:

- Job duties change
- Illness or injury may impact performance
- Reasonable suspicion exists
- Exposure risk occurs

CHW reserves the right to require evaluation at any time.

Oversight:

Managed by Human Resources in coordination with Infection Control and clinical leadership.

**GOVERNANCE**

The Credentialing and Privileging (CP) Committee operates under the authority of the Executive Director and Board. The CP Committee provides oversight and recommendations related to credentialing and privileging decisions.

**APPROVAL AUTHORITY**

The CHW Board, upon recommendation of the CP Committee and Executive Director or designee, approves credentialing and privileging decisions.

[Back to Agenda](#)

**Governing Board  
March 2026  
Item #7  
Costal Health & Wellness Updates**

- Executive Updates Submitted by Executive Director
- Operational/Dental/Behavioral Health Updates Submitted by Chief Operating Officer

## **Governing Board March 2026 Meeting**

### **Clinic Updates:**

Diabetes program with UTMB: we continue to have weekly meetings with community health workers to discuss any problems or issues that come up with patients. We continue to have monthly meetings (on a Saturday) for diabetic education for these patients and families. We have averaged about 30 patients attending these classes. Saturday, March 28 is the next class.

We continue to have discussions with Gulf Coast Center on integrating health care between our organizations. We will be using Galveston clinic as our “test site”. We hope to work out any “kinks”, then hopefully expand this to our Texas City clinic in the future. This will include not only our current mutually shared patients but also patients that might need acute care and/or benefit from care from the other organization. We are working to be able to see patients needing immediate care during the same visit.

We just completed a Hurricane Preparedness tabletop going over our action plans in the event of a hurricane hitting our area. We want to make sure CHW is as prepared as possible should this occur.

We applied for a grant to hopefully expand our Substance Use Disorder clinic. If we get the grant, this will help pay salaries for 1 physician assistant or advanced nurse practitioner, 1 LVN, and 1 medical assistant. This grant would also help increase access for treatments, medications, and services to this patient population. We are waiting for the outcome.

We are exploring new options for charitable organizations to donate and help CHW.

We are finalizing a medication pickup site here at the Texas City clinic. If a patient prefers, prescriptions would be sent to Hitchcock hometown pharmacy, then medications would be delivered here for the patient to pick up. The goal is to make it easier for our patients while increasing use of our contract pharmacy (which benefits us). This is now operational and we are working to streamline this process as we go.



**Nursing and Outreach Updates  
Coastal Health & Wellness  
Governing Board Meeting  
March 26, 2026**

<b>Coastal Health &amp; Wellness Nursing</b>	<b>February 2025</b>	<b>February</b>	<b>2026 YTD</b>
Number of Medical Visits	<b>2093</b>	<b>1583</b>	<b>2976</b>
Provider / Nurse / MA	<b>23/6/13</b>	<b>18/4/12</b>	<b>18/4/12</b>
Nurse Visits	<b>43</b>	<b>48</b>	<b>94</b>
SUD Visits	<b>17</b>	<b>8</b>	<b>21</b>
Patient Education	<b>7</b>	<b>46</b>	<b>68</b>
Durable Medical Equipment	<b>5</b>	<b>11</b>	<b>17</b>
Point of Care Tests	<b>476</b>	<b>277</b>	<b>566</b>
Immunizations Administered	<b>241</b>	<b>190</b>	<b>392</b>
Number of ImmTrac Logins	<b>299</b>	<b>184</b>	<b>386</b>
Patients Reviewed in ImmTrac	<b>550</b>	<b>408</b>	<b>884</b>
Patients Added to ImmTrac	<b>57</b>	<b>14</b>	<b>54</b>
Immunizations Added to ImmTrac	<b>69</b>	<b>40</b>	<b>121</b>
Medication Refills	<b>755</b>	<b>849</b>	<b>1847</b>
Medication Prior Authorizations	<b>61</b>	<b>216</b>	<b>449</b>
Patient Calls	<b>3818</b>	<b>2839</b>	<b>5938</b>

<b>Community Engagement Activities &amp; Events</b>	<b>Date</b>	<b>Engagements</b>
Goodwill – Galveston	<b>02/05</b>	<b>17</b>
DePelchin Partner Collaboration Meeting	<b>02/05</b>	<b>-</b>
La Marque Heart Health & Resource Fair	<b>02/07</b>	<b>37</b>
COM National Black HIV Testing Event	<b>02/10</b>	<b>26</b>
Galveston College Spring Resource Fair	<b>02/11</b>	<b>19</b>
Goodwill – League City	<b>02/12</b>	<b>14</b>
VA Food Drive – Coffee Connection TC	<b>02/18</b>	<b>200</b>
Abundant Life Community Health Fair	<b>02/21</b>	<b>33</b>
St. Vincent’s Health Fair – Central Middle School	<b>02/21</b>	<b>120</b>
Hitchcock Head Start – HEAL	<b>02/23</b>	<b>87</b>
Prairie View A&M Collaboration Meeting	<b>02/23</b>	<b>-</b>
Hitchcock Head Start – HEAL	<b>02/24</b>	<b>73</b>
Sarah Giles Middle School Moms Fair	<b>02/25</b>	<b>11</b>
ADA House – Galveston	<b>02/25</b>	<b>12</b>
Resource & Crisis Center – Galveston	<b>02/25</b>	<b>-</b>
St. Vincent’s House – Galveston	<b>02/25</b>	<b>-</b>
Bay Area Recovery Center – Dickinson	<b>02/25</b>	<b>-</b>
Black Nurses Association Hearth Health & Wellness Fair	<b>02/28</b>	<b>43</b>
<b>Totals</b>	<b>18</b>	<b>692</b>

# HR Monthly Update

Headcount

**71**

Open Positions

**1**

New Hires

**1**

Separations

**1**

## February Highlights

Focus Area	Monthly Update
Workforce	+1 Hires in Patient Services
Recruitment	Posting Duration: 11 days, Total Applicants: 10
Turnover Rate	1.40%
Exit Feedback	1 of 1 completed (Higher compensation and workload)

## Current Status & Key Projects

Focus Area	Monthly Update
HR Systems	Improving onboarding materials and checklist for consistency and employee experience
Recruitment	Streamlining recruitment to reduced time-to-fill
Strategic Projects	Town Hall Mid-April
Engagement	Annual Performance Reviews Wrap-Up

# COASTAL HEALTH & WELLNESS

Governing Board



## FINANCIAL SUMMARY

For the Period Ending

*February 28, 2026*

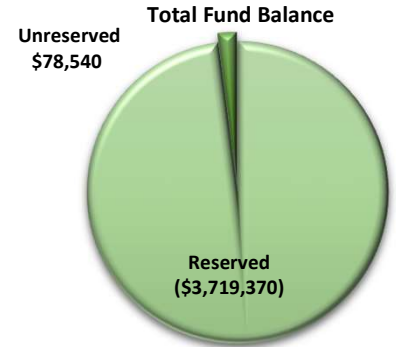
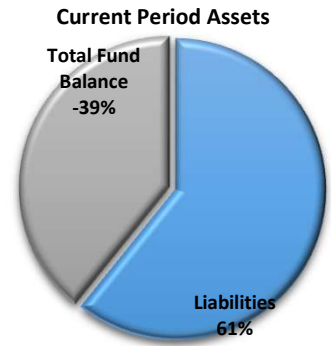
GCHD Board Room | 9850-A Emmett F. Lowry Expy. | Texas City, TX 77591

March 26, 2026

**CHW - BALANCE SHEET**

as of February 28, 2026

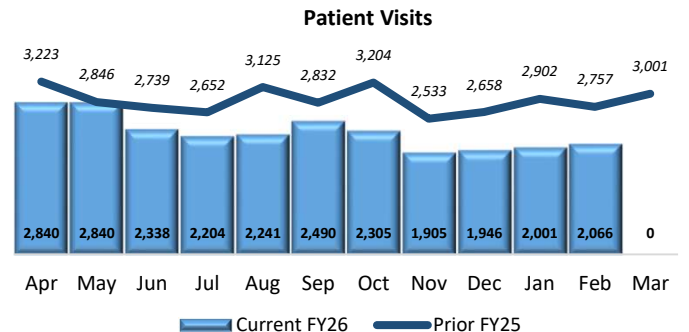
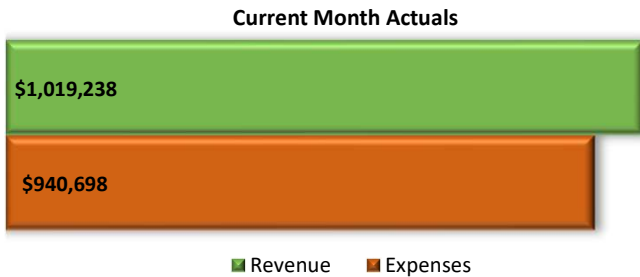
	Current Month Feb-26	Prior Month Jan-26	Increase (Decrease)
<b>ASSETS</b>			
Cash & Cash Equivalents	\$ 949,254	\$ 572,966	\$ 376,288
Accounts Receivable	\$ 2,930,398	3,109,852	(179,455)
Allowance For Bad Debt	\$ (1,866,457)	(1,422,679)	(443,778)
Pre-Paid Expenses	\$ (3,748)	(3,236)	(512)
Due To / From	\$ -	0	0
<b>Total Assets</b>	<b>\$ 2,009,448</b>	<b>\$ 2,256,904</b>	<b>\$ (247,457)</b>
<b>LIABILITIES</b>			
Accounts Payable	\$ 5,202,625	\$ 5,298,680	\$ (96,055)
Accrued Expenses	219,272	221,746	(2,474)
Deferred Revenues	228,381	456,761	(228,381)
<b>Total Liabilities</b>	<b>\$ 5,650,278</b>	<b>\$ 5,977,187</b>	<b>\$ (326,909)</b>
<b>FUND BALANCE</b>			
Fund Balance	\$ (3,719,370)	\$ (3,623,299)	\$ (96,071)
Current Change	78,540	(97,406)	175,946
<b>Total Fund Balance</b>	<b>\$ (3,640,830)</b>	<b>\$ (3,720,705)</b>	<b>\$ 79,875</b>
<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>	<b>\$ 2,009,448</b>	<b>\$ 2,256,482</b>	<b>\$ (247,035)</b>



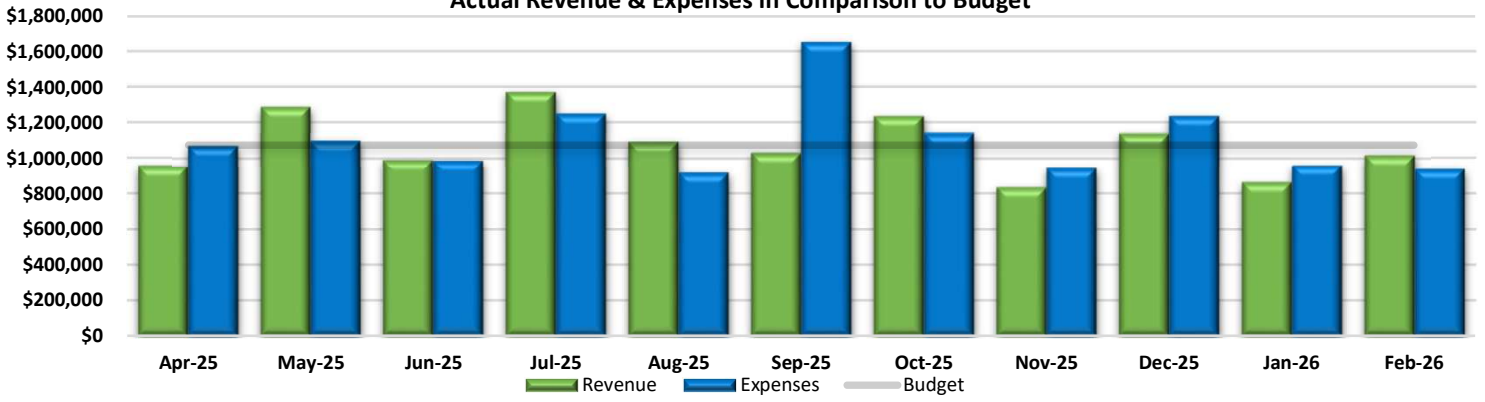
**CHW - REVENUE & EXPENSES**

as of February 28, 2026

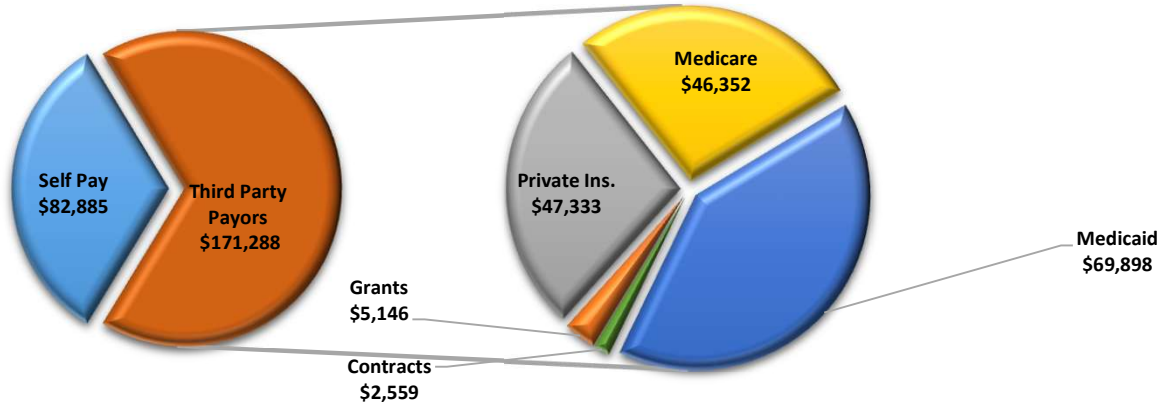
	MTD Actual Feb-26	MTD Budget Feb-26	MTD Budget Variance	YTD Actual thru Feb-26	YTD Budget thru Feb-26	YTD Budget Variance
<b>REVENUE</b>						
County Revenue	\$ 228,381	\$ 228,381	\$ (0)	\$ 2,512,186	\$ 2,512,186	\$ (0)
Grant Revenue	323,889	299,898	23,991	3,269,541	2,967,617	301,924
Patient Revenue	460,031	515,123	(55,092)	5,777,986	5,997,615	(219,629)
Other Revenue	6,937	30,277	(23,340)	264,507	333,050	(68,544)
<b>Total Revenue</b>	<b>\$ 1,019,238</b>	<b>\$ 1,073,679</b>	<b>\$ (54,441)</b>	<b>\$ 11,824,220</b>	<b>\$ 11,810,469</b>	<b>\$ 13,752</b>
<b>EXPENSES</b>						
Personnel	\$ 500,353	\$ 632,554	\$ (132,201)	\$ 6,554,925	\$ 6,958,095	\$ (403,170)
Contractual	153,571	169,598	(16,027)	1,923,671	1,865,575	58,096
Supplies	135,464	163,831	(28,366)	1,536,068	1,802,138	(266,070)
Travel	648	417	231	4,638	4,583	55
Equipment/Capital	-	0	-	2,015	0	2,015
Bad Debt Expense	82,102	16,860	65,242	1,176,947	185,455	991,492
Other	68,561	90,420	(21,859)	1,006,443	994,622	11,821
<b>Total Expenses</b>	<b>\$ 940,698</b>	<b>\$ 1,073,679</b>	<b>\$ (132,981)</b>	<b>\$ 12,204,707</b>	<b>\$ 11,810,469</b>	<b>\$ 394,238</b>
<b>CHANGE IN NET ASSETS</b>	<b>\$ 78,540</b>	<b>\$ 0</b>	<b>\$ 78,540</b>	<b>\$ (380,486)</b>	<b>\$ 0</b>	<b>\$ (380,486)</b>



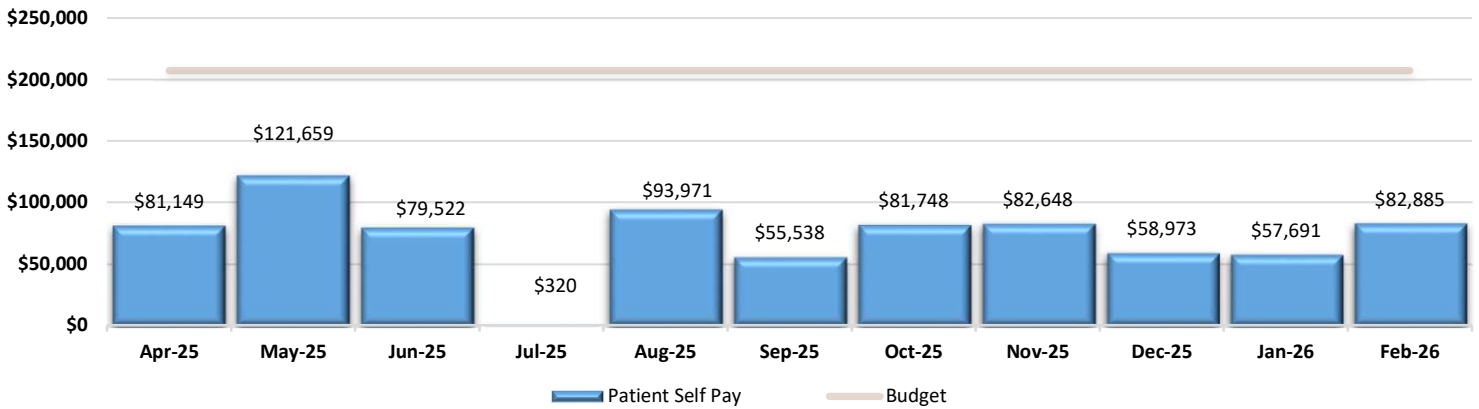
**Actual Revenue & Expenses in Comparison to Budget**



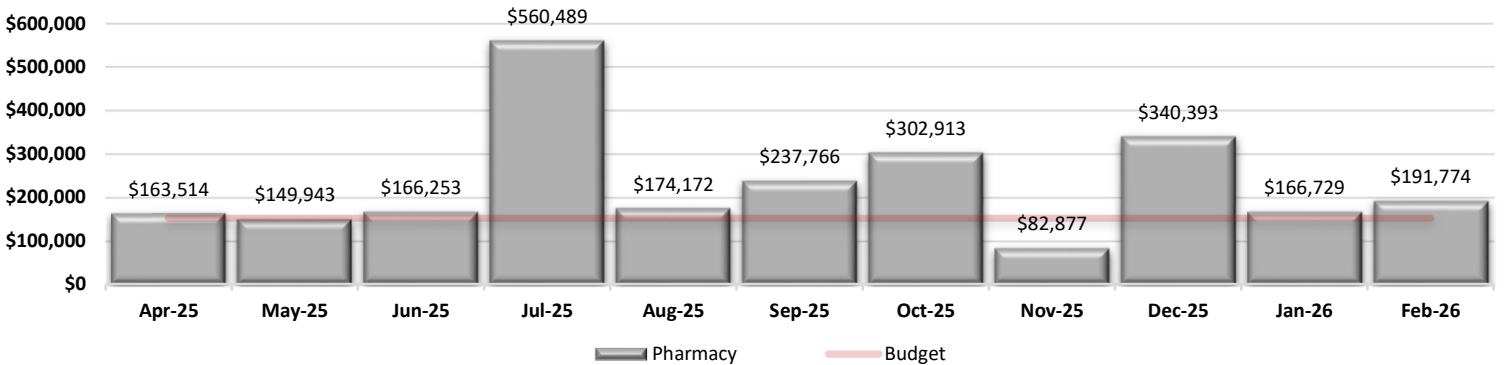
**Current Period Patient Revenue with Third Party Payor Contributions Identified**



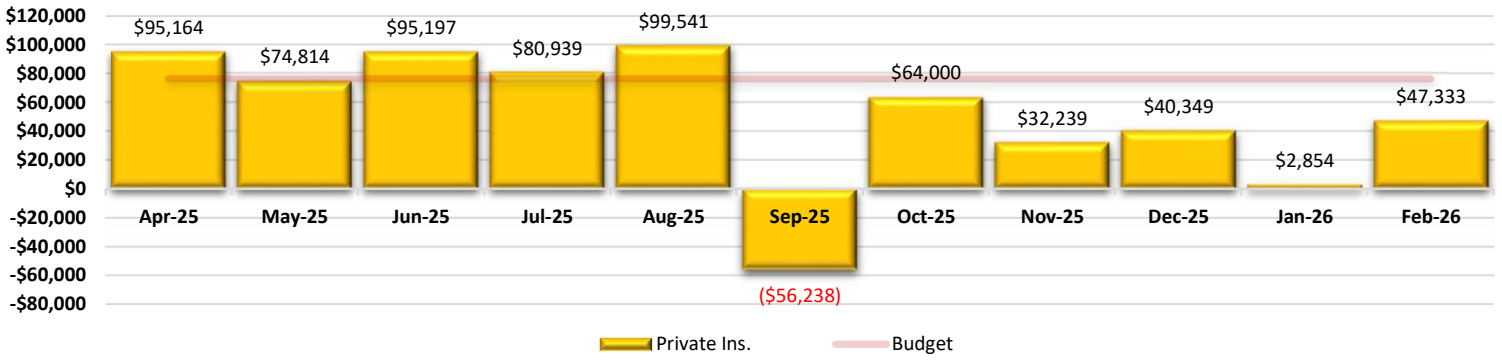
**Patient Self Pay Revenue with Budget Line Comparison**



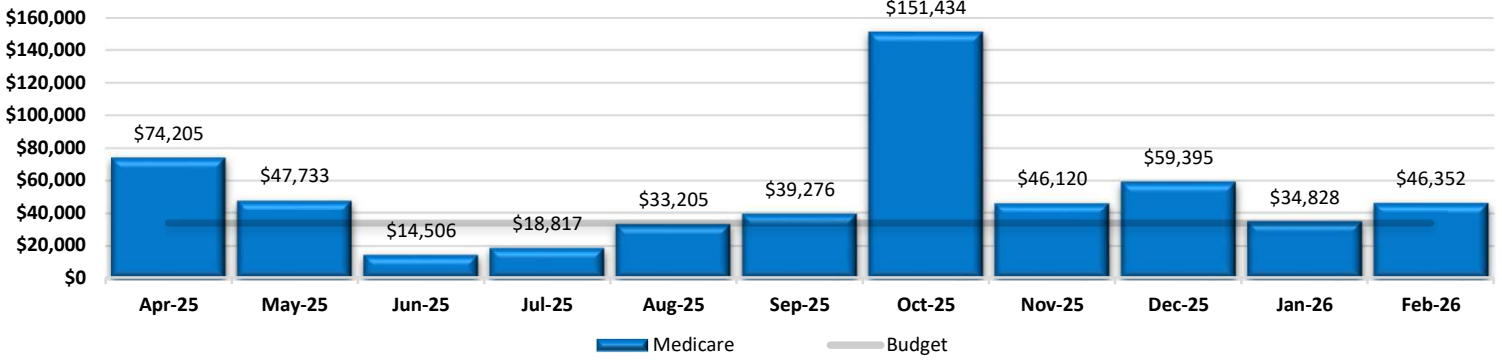
**Pharmacy Revenue with Budget Line Comparison**



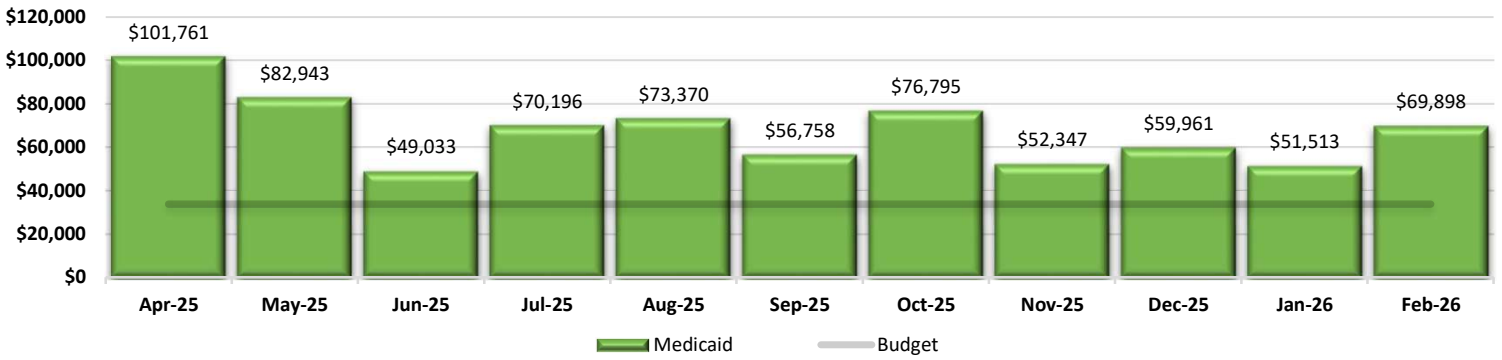
Private Insurance Revenue with Budget Line Comparison



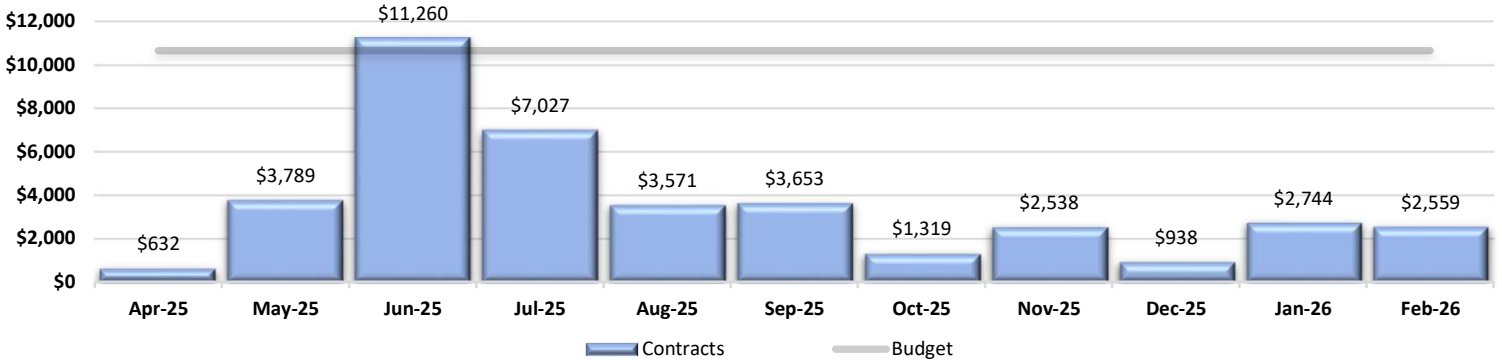
Medicare Revenue with Budget Line Comparison



Medicaid Revenue with Budget Line Comparison



Contract Revenue with Budget Line Comparison



### **Governing Board**

**March 2026**

**Item #9**

**Consider for Approval Community Representative,  
Nandan Shaw, to Serve on the QA Committee**

[\*\*Back to Agenda\*\*](#)



# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board**

**March 2026**

**Item #10**

**Consider for Approval Consumer Representative,  
Thomas Griffiths, to Serve on the Finance Committee**

[\*\*Back to Agenda\*\*](#)



# COASTAL HEALTH & WELLNESS

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**GOVERNING BOARD**

9850-A.106 Boardroom Emmett F. Lowry Expressway, Texas City

**Governing Board  
March 2026  
Item #11  
Comments from Board Members**

[Back to Agenda](#)