



# COASTAL HEALTH & WELLNESS

## GOVERNING BOARD

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

### AGENDA

Thursday, April 23, 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 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**.....Consider for Approval Candidates Approved by the Appointing Committee to Serve as a Governing Board Member
  - a) Lisa Bittinger-Consumer Member
  - b) Timothy Franklin-Community Member
  - c) Liz Lentz-Consumer Member
  - d) DJ Alvarez-Community Member
  - e) William Taber-Ex-Officio
- \*Item #3**ACTION**.....Excused Absence(s)
- \*Item #4**ACTION**.....Consider for Approval Minutes from March 26, 2026 Governing Board Meeting
- \*Item #5**ACTION**.....Consider for Approval Minutes from April 9, 2026 QA Board Meeting
- \*Item #6 .....Received and File Informational Report
  - a) NextGen Contract Amendment
- \*Item #7.....Informational Report: Credentialing & Privileging Committee Reviewed and Approved the Following Providers Privileging Rights Re-Credentialing
  - a) Sally Reece, FNP-C
  - b) Swarna Lam, FNP-BC
  - c) Earl Labuga, PA-CCredentialing
  - a) Al Jameson, D.C.
- \*Item #8**ACTION**.....Consider for Approval Coastal Health & Wellness Quarterly Compliance Report for the Period Ending 3/31/2026
- \*Item #9**ACTION**.....Consider for Approval Quarterly Investment Report for the Period Ending 3/31/2026

- Item 10.....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 Senior HR Business Partner
  
- Item #11**ACTION**.....Consider for Approval Financial Report Submitted by Ruth Cable
  - a) March 2026
  
- Item #12.....Comments from Board Members

**Adjournment**

*Next Regular Scheduled Meeting: May 27, 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.

My name is Lisa Bittinger. I am the proud mother of two adult sons and a grandmother to both a granddaughter and a grandson. My passion for wellness and fitness is at the heart of everything I do.

I bring a diverse professional background, including many years as an Early Childhood Educator, where I served as both a teacher and Family Educator. In this role, I worked closely with high-need families, gaining firsthand insight into the challenges they face in meeting everyday needs. My focus was on connecting families with community resources, strengthening parenting skills, and supporting the well-being of the entire family.

In addition, I am a licensed Cosmetologist and Esthetician and have owned and operated several businesses. Currently, I am the owner of Galveston Island Running Co., where I also serve as Race Director for the Galveston Island Turkey Trot and coach local running groups. For the past six years, this work has been my primary focus.

I am deeply committed to coordinating community events and supporting nonprofit organizations that give back to our community. Understanding and responding to the needs of others is central to my work and decision-making. Being involved in the healthcare and wellness initiatives of Galveston County is especially meaningful to me. My motivation is driven by a genuine desire to serve others and make a positive impact in the community.

## Pastor Tim Franklin

Pastor Tim Franklin is a lifelong resident of the Texas City and La Marque communities. He previously served as an Associate Pastor at Gulf Coast Foursquare Church in Hitchcock, where he also served as the Administrator of the church's Christian school.

Pastor Franklin is the founding pastor of The Connection Church. He is a 1971 graduate of Texas City High School and attended the College of the Mainland. He later earned a degree in Biblical Studies from LIFE Pacific University.

In addition to his ministry work, Pastor Franklin previously served as an Operations Superintendent for BP. He currently serves as the President of the Texas City Citizens Police Academy Alumni Association.

Liz Lentz is an Executive HR leader with over 15 years of experience in private sector and public health organizations. She currently serves in a Human Resources leadership role, where she supports workforce strategy and operations that directly impact the delivery of community-based services.

As a consumer board member, Liz brings both professional expertise and personal perspective to her role, with a strong commitment to ensuring that patient voices are represented in organizational decision-making. She is particularly passionate about improving access to care, strengthening workforce stability, and supporting high-quality services for underserved populations.

Her background includes deep experience in employee relations, compliance, and organizational development, which she leverages to support effective governance and accountability. Liz holds a Master of Science in Business Strategy, Leadership, and Management and is a SHRM Certified Professional (SHRM-CP).

My name is DJ Alvarez and I am a lifelong resident of Galveston County currently residing in League City since 2000.

I am a retired Police Lieutenant from the Galveston Police Department having started in Oct 1983 as a dispatcher and retired in October 2010 as a Lieutenant overseeing our special operations unit.

I served as a Reserve Sergeant with the Jamaica Beach Police Department from 2010 thru 2013 when I became a full time Deputy with the Galveston County Sheriff's Office until Dec 2024. During my tenure with the SO I worked in the School Liaison Division with Clear Creek Independent School District. I promoted to Sergeant and held that until my retirement.

I am a graduate of the Sam Houston State's Law Enforcement Management Institute of Texas, and the FBI Law Enforcement Executive Development Association, both prestigious management and leadership programs.

I am also a 22 year member of the Blue Knights Law Enforcement Motorcycle Club which is in 33 countries with 15,000 members. I served as the organization's International President for over 10 years.

## William A. "Bill" Taber

**QUALIFICATIONS:** My qualifications for the position I seek are wide and varied. I have over 28 years of Law Enforcement experience ranging from Patrol to the most complex capital murder Investigations. Direct supervision and management of a team of seasoned Criminal Investigators who were responsible for complex criminal investigations to include, vice related cases, gambling, prostitution, Human Trafficking, money laundering and special investigations cases to include pro-active criminal internal affairs cases and organized crime investigations.

### EDUCATION

1976: La Marque High School, La Marque, Texas

1978: Galveston Jr. College

1977: Basic Peace Officer Certification

1989: TCOLE Licensed Instructor. I currently hold a Master Police Officer Certification. Certified Police Motorcycle Operator over 1600 hours of in-service training in Criminal Justice/Law Enforcement. I currently hold a Private Investigators License issued through the Texas Department of Public Safety, License, 00864787 and a Federal Firearms License, 5-76-167-6H-03072.

### EMPLOYMENT

**4/2025 to 6/2025: Galena Park Police Department:** I Came out of retirement to accept a temporary position as Assistant Chief of Police with the Galena Park, Texas Police Department. As Assistant Police Chief I served as the second-in-command of a 22 sworn Officer department, assisting the Police Chief in all aspects of law enforcement operations, administration, and community engagement. This second in command position was responsible for maintaining departmental efficiency, enforcing and developing departmental policies, and ensuring public safety while fostering trust within the community. My duties consisted in the overall operations and oversight of the department including Patrol, Criminal Investigations, Internal Affairs, Dispatch, Records, Property Room, Yearly Budget preparation, Vehicle Acquisitions and Equipment Acquisitions.

**4/2017 to 5/2022: Harris County Sheriff's Office:** Sr. Sergeant with the Harris County Sheriff's Office, Reserve Command. I was initially assigned to the Special Operations Unit, responsible for the investigation, location, and apprehension of active felony fugitives from justice from Harris County. (Felony Warrants). This is an unpaid reserve position that requires at least 20 hours a month to maintain my Law Enforcement Commission as a Master Peace Officer. I was later assigned to the Marine Division of the Sheriff's Office as a Sr. Sergeant, attached to Homeland Security, Patrolling the Waterways of Harris County in a Sheriff's Patrol Vessel. Marine search and rescue operations and security of the Port of Houston in the Houston Ship Channel.

**1/2013 to Retired 4/2017: Harris County Pct. 1 Constables Office:** Sr. Sergeant assigned to the Special Investigations Unit of the Harris County Pct. 1 Constables Office. Duties include the supervision and management of a team of 6 Investigators assigned to the unit. The Special Investigations Unit primarily conducted vice related Investigations to

include gambling, game room operations, street level prostitution Investigations, massage parlor investigations, Human Trafficking Investigations and Pro-Active Internal Affairs Investigations concerning allegations of criminal offenses committed by Law Enforcement. The Special Investigations Unit was also responsible for parallel Investigations of all Officer Involved Shootings and liaison with HPD, HCSO and HCDA concerning Officer Involved Shootings. The Special Investigations Unit has been responsible for over \$2,700,000.00 (two million seven hundred thousand dollars) in cash seizures since its inception in October 2013. The Special Investigations Unit also serves as a training Unit for other agencies in the investigation and prosecution of gambling cases. The Special Investigations Unit was also responsible for "Special Investigations" requested by the Constable to include Major Thefts, Major Fraud and Major Embezzlement Cases.

**2011 to 2013: Harris County Sheriff's Office:** Reserve Detective Sergeant, Harris County Sheriff's Office assigned to the Homicide Division. My duties included the investigation of major life-threatening assaults to include Shootings, Stabbings, Kidnappings, Murders and Capital Murders during the hours of 7:00PM to 5:00AM. Myself and my Partner were the only 2 Detective Sergeants handling the overnight crimes scenes in the entire county.

**1994 to 2011: Bayside Builders/T&M Development**

Owner of my own company, duties include sales, planning the construction of single-family homes, supervising the construction of the homes, supervising, and overseeing the various trades utilized in the construction of homes, bookkeeping and payroll of employees and subcontractors. Preparing bids and estimates on various projects and presenting estimates to customers and financial instructions. Developing master planned communities, installing underground utilities, streets and developing building sites.

**12/1999 to 09/2000: Galveston County Sheriff's Office**

*Paid Part time Investigator position assigned to the Criminal Investigations Division. Duties were the review and Investigation of all Cold Homicide Cases within the Galveston County Sheriff's Office Jurisdiction.*

**1988 to 2000: Harris County Sheriff's Department**

*Detective/Sergeant, Harris County Sheriff's Department Houston, Texas*

Initially, served as a Deputy in the Training Division of the Department. Duties included classroom instruction on various aspects of Law Enforcement/Criminal Justice. I was responsible for in-service training for employees of the Detentions Bureau. In 1989 I was promoted to the position of Detective and was assigned to the Special Investigations Bureau, conducting complex criminal investigations of physical and sexual abuse of children. 1991 transferred to the Homicide Division where I was responsible for complex investigations involving Capital Murder, Murder, Kidnapping, and other serious crimes against persons. From 1991 until my separation from the Department, I personally investigated several hundred death cases and testified in countless criminal trials. I was also assigned to the Officer Involved Shoot Team which was responsible for the Investigations of all Officer Involved shootings.

In 1996 I was assigned to a 12-month tour with the Harris County Organized Crime and Narcotics Task Force. My duties consisted of being assigned to a 7-man multi-agency task force charged with the complex criminal investigations of mid and upper-level narcotics violators and organized crime figures. Preparing and executing high risk search warrants, preparing, planning, and executing high risk tactical operations, breaching and take downs of high-risk violent offenders and undercover investigative work.

**1986-1988: Texas Department of Criminal Justice Internal Affairs Division**

*Lieutenant, Texas Department of Criminal Justice, Internal Affairs Division (Currently, Office of Inspector General)* Duties included complex investigations of Policy and Procedures and Criminal Violations within the Texas Prison system. Liaison and mutual assistance with local Law Enforcement in Homicide and Major Assaults within the Texas Prison System. Complex Administrative and Criminal Investigations of use of force upon inmates, smuggling of drugs and contraband into the prison system, theft by public employees and other special investigations as ordered by the Director of the System or the Governor of the State of Texas.

**1982-1986: Texas City Police Department**

Patrolman, Texas City Police Department, Texas City, Texas. Duties included radio patrol of the city in a marked police car, responding to calls for assistance from citizens. I served as a Field Identification Tech. responding to all major crime scenes, photographing, and collecting all physical evidence and testifying in court of the same. I was later assigned to the Crime Scene Unit where I was responsible for the Crime Scene Investigation of all major crimes against persons within the city.

**1977-1982: Galveston Police Department**

*Patrolman, Galveston Police Department, Galveston, Texas* Duties included radio patrol of the City of Galveston in a marked police car. I was assigned to the night shift where calls for service from citizens were answered. I served as a Field Identification Tech. responding to all major crime scenes, photographing, and collecting all physical evidence and testifying in court of the same.

**ORGANIZATIONS**

**1990-2000**

Vice president of the Harris County Deputies Organization, a 3000 plus member Police Organization that is the third largest Police Organization in the United States. Duties included the supervision and oversight of office personnel and a legal staff of five Attorneys'. Legislative duties in Austin, Texas and Washington, DC. which included drafting and reviewing legislative bills to be presented to the State Legislature regarding Police Officer issues and testifying in Legislature on same.

**2002- 2011**

I was elected by other Builder, peer members to serve on the Board of Directors of the Galveston County Builders Association. This was my third elected term in this position. Duties include the oversight and operations of the Galveston County Builders Association. I was also responsible for various training and other issues effecting Builder members. I was awarded the prestigious "Builder of the Year Award" for Galveston County for the 2004 Year.

**Hobbies & Interest**

Avid fisherman and hunter and motorcycle enthusiast. I am a current member of The Blue Knights Chapter XXXI Motorcycle Club out of Galveston, Texas. This is a Motorcycle Club that consists of active and retired Law Enforcement Officers.

[Back to Agenda](#)



# COASTAL HEALTH & WELLNESS

---

**GOVERNING BOARD**

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

**Governing Board  
April 2026  
Item #3  
Comments from Board Members**

[Back to Agenda](#)

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

**Board Members:**

Sergio Cruz  
Elizabeth Williams  
Nandan Shaw  
Rev. Jones  
Thomas Griffiths  
Kevin Avery  
Kendall Campbell, MD

**Staff:**

Lane Baker, MHA, Chief Operating Officer  
Chris Garcia, MD, Medical Director  
Ashley Sciba, RN, Chief Nursing Officer  
Tiffany Carlson, RN, Nursing Director  
Ruth Cable, Chief Financial Officer  
Liz Lentz, Human Resources Director  
Gretchen Gray, RN

Taylor Silvas  
Debra Howey  
Meshelle Sandoval  
Maria Rojas  
Amanda Wolff  
Tikeshia Thompson-Rollins

**Excused Absences:** Victoria Dougharty, Cynthia Darby, and Flecia Charles

**Guest:** Pamela Britton

**Items#1 Comments from the Public**

Pamela Britton, a patient at Coastal Health & Wellness, addressed the board to express her concerns about the clinic and her experience.

**Items#2-6 Consent Agenda**

A motion was made by Rev. Jones to approve consent agenda items two through six. Kevin Avery seconded the motion, and the Board unanimously approved the consent agenda.

**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

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

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

**1. NextGen Contract & Technology**

- Finalize and implement reconfigured NextGen contract (within ~16 weeks)
- Deploying ambient listening technology for providers
- Launch patient navigation tools (scheduling, communication, access)

**2. Patient Communication & Access**

- Evaluate and implement technology solutions to reduce phone volume
- Assess staffing needs (hire 3–5 team members if required)
- Improve patient self-service options (online scheduling, messaging)

**3. Dental Services Improvements**

- Establish workflow for same day/urgent dental visits
- Utilize no-show gaps (20–30%) for acute care patients
- Improve scheduling prioritization for infections and pain cases

**4. Pharmacy Services Expansion**

- Promote on-site medication pickup program with Hitchcock Hometown Pharmacy
- Increase patient awareness of pharmacy benefits
- Track utilization and expand participation

## **5. Compliance & Audits**

- Prepare for Joint Commission on-site survey (within 90-day window before Dec 2)
- Ensure staff training and regulatory compliance readiness
- Complete current grant reporting (PPS reporting)
- Prepare for upcoming dental audit

## **6. Behavioral Health Integration**

- Continue partnership development with Gulf Coast Center
- Integrate medical and dental services with mental health care
- Deploy telehealth (Agnes system) at crisis center
- Develop care continuity plan post-discharge

## **7. Budget & Cost Management**

- Identify and implement cost-saving measures
- Eliminate high-cost, low-value services (e.g., Phreesia)
- Replace manual processes with efficient technology solutions
- Review and optimize interpreter service expenses

## **8. Revenue Cycle Management**

- Continue optimizing outsourced RCM performance
- Reduce remaining denial rate (currently ~20%)
- Monitor billing, coding, and reimbursement improvements

## **9. Community & Strategic Partnerships**

- Strengthening collaboration with Galveston County leadership
- Explore opportunities to increase insured patient volume
- Build partnerships that support financial sustainability

### **Medical Updates:**

Chris Garcia, Medical Director, presented the medical 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/Outreach Updates:**

Ashley Sciba, Chief Nursing Officer, provided the Board with nursing/outreach updates.

<b><u>Coastal Health &amp; Wellness Nursing</u></b>	<b>February 2025</b>	<b>February 2026</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><u>Community Engagement Activities &amp; Events</u></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>

**Human Resources Updates:**

Lane Baker, Chief Operating Officer, updated the Board on the HR Updates.



## HR Monthly Update



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

**Item#8 Consider for Approval Financial Report Submitted by Ruth Cable**

a) February 2026

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

**Item #11 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 Quality Assurance Committee and one member to serve on the formal committee.

The meeting was adjourned at 1:01p.m.

\_\_\_\_\_  
Chair

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

\_\_\_\_\_  
Date

\_\_\_\_\_  
Date

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

**Coastal Health & Wellness Governing Board**  
**Quality Assurance Committee**  
**Meeting**  
**April 9, 2026**

**BOARD QA COMMITTEE MEMBERS:**

Nandan Shaw-Community Member

**EMPLOYEES PRESENT:**

Lane Baker (Chief Operating Officer), Dr. Garcia (Medical Director), Jason Borillo (Director of Innovation and Clinical Quality), Wendy Jones (Compliance and Risk Management Officer), Virginia Lyle (Galveston Clinic Manager/Lab & X-Ray Manager)

*(Minutes recorded by Tikeshia Thompson-Rollins)*

ITEM	ACTION
<b>Patient Access / Satisfaction Reports</b> <ul style="list-style-type: none"> <li>➤ Quarterly Access to Care Report Submitted by Luz Amaro</li> <li>➤ Quarterly Patient Satisfaction Report Submitted by Luz Amaro</li> <li>➤ Call Quality Performance Submitted by Luz</li> </ul>	<b><u>Quarterly Access to Care Report</u></b> <ul style="list-style-type: none"> <li>• Lane Baker reviewed the access to care report for the 1<sup>st</sup> quarter (January, February, &amp; March) in Luz Amaro absence. The cumulative no-show rate is 21.2%.</li> </ul> <b><u>Quarterly Patient Satisfaction Report</u></b> <ul style="list-style-type: none"> <li>• Report reviewed, No Action</li> </ul> <b><u>Call Quality Performance</u></b> <ul style="list-style-type: none"> <li>• Report reviewed, No Action</li> </ul>
<b>Clinical Measures</b> <ul style="list-style-type: none"> <li>➤ Quarterly Report on UDS Medical Measures in Comparison to Goals Submitted by Jason Borillo</li> </ul>	<b><u>Clinical Measures</u></b> <ul style="list-style-type: none"> <li>• Report reviewed; No Action</li> </ul>
<b>Quality Assurance/Risk/Emergency Management Reports</b> <ul style="list-style-type: none"> <li>➤ Quarterly Risk Management Report Submitted by Wendy Jones</li> <li>➤ Quarterly Emergency</li> </ul>	<b><u>Quarterly Risk Management Report</u></b> <ul style="list-style-type: none"> <li>• Deferred</li> </ul> <b><u>Quarterly Emergency Management Report</u></b> <ul style="list-style-type: none"> <li>• Lane Baker reviewed the Emergency Management Report for the 1<sup>st</sup> quarter and gave updates on training and ongoing/future projects in Marco's absence.</li> </ul>

**Next Meeting: July 9, 2026**

[Back to Agenda](#)

**Governing Board  
April 2026  
Item #6  
Received and Filed Informational Report**

- a) NextGen Contract Amendment

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

### Governing Board

April 2026

Item #7

### Informational Report: Credentialing & Privileging Committee Reviewed and Approved the Following Providers Privileging Rights

#### **Re-Credentialing**

- a) Sally Reece, FNP-C
- b) Swarna Lam, FNP-BC
- c) Earl Labuga, PA-C

#### **Credentialing**

- a) Al Jameson, D.C.

[Back to Agenda](#)

**Coastal Health & Wellness Governing Board**  
**Q.1 (January – March 2026)**  
**FY2026 Compliance Report**

External Audit		
Auditor & Month/Dates Conducted	TYPE OF AUDIT & FINDINGS	ACTION TAKEN
<b>2/23/2026</b> <b>Vaccines for Children Program (VFC)</b> <b>Compliance Site Visit</b>	<b>Reviewer audit for compliance with:</b> <ul style="list-style-type: none"> <li>• Eligibility &amp; Documentation Changes to key staff / Training VFC Eligibility Categories</li> <li>• Vaccine Administration Fees Billing Practices Vaccine Administration Fee</li> <li>• Vaccine Management Plan Storage &amp; Handling Vaccine Dose Documentation Record Retention</li> <li>• Storage &amp; Handling Temperature Monitoring Certificates of Calibration Testing Disconnection from power source Expired Vaccines</li> <li>• Inventory / Separation of Stock</li> </ul>	No compliance Issues identified.  Continue efforts in upholding the standards of the VFC Program.
Internal Audits		
Auditor & Month/Dates Conducted	TYPE OF AUDIT & FINDINGS	ACTION TAKEN
<b>Nurse Supervisor</b> <b>Title V Well Child Audit</b> <b>Update from 3<sup>rd</sup> &amp; 4<sup>th</sup></b> <b>Quarter 2025</b>	<ul style="list-style-type: none"> <li>• Well Child 0-4 Years = 89% Compliant</li> <li>• Well Child 5-11 Years = 94% Compliant</li> <li>• Well Child 12-19 Years = 89% Compliant</li> <li>• <b>Grand Total = 90% Compliant</b></li> </ul>	All findings were reported to the Medial Director for training opportunities with staff.
<b>EHR System Administrator</b>	None this quarter	

Submitted by: Wendy Jones, Compliance Officer  
 Coastal Health & Wellness Governing Board – April 2026

**Coastal Health & Wellness Governing Board**  
**Q.1 (January – March 2026)**  
**FY2026 Compliance Report**

Auditor & Month/Dates Conducted	<i>TYPE OF AUDIT &amp; FINDINGS</i>	<i>ACTION TAKEN</i>
Nurse Supervisor/Designee Title V Well Child Audit Update from 3 <sup>rd</sup> & 4 <sup>th</sup> Quarter 2025	<ul style="list-style-type: none"> <li>• Well Child 0-4 Years = 89% Compliant</li> <li>• Well Child 5-11 Years = 94% Compliant</li> <li>• Well Child 12-19 Years = 89% Compliant</li> <li>• <b>Grand Total = 90% Compliant</b></li> </ul>	Findings of missed standards were reported to the Medical Director for training opportunities with staff.
Title V Dental Child Screenings	<b>Title V Audit of Child Dental Audit</b> <ul style="list-style-type: none"> <li>• None this quarter</li> </ul>	

<b>HIPAA Breach Reports</b>		
Department Date of Occurrence	<i>SUMMARY</i>	<i>ACTION TAKEN</i>
	None this quarter	

<b>Warning and Termination Letters</b>		
<i>Date</i>	<i>REASON</i>	<i>TYPE OF LETTER</i>
1/2026	Disruptive behavior, abusive language towards staff	Warning Letter

*Incidents involving quality of care issues, in accordance with Section 161 et seq., Health and Safety Code, are reviewed such that proceedings and records of the quality program and committee reviews are privileged and confidential.*

[Back to Agenda](#)

Submitted by: Wendy Jones, Compliance Officer  
 Coastal Health & Wellness Governing Board – April 2026

**Coastal Health & Wellness  
Investment Report  
For the period ending March 31, 2026**

<b>Coastal Health &amp; Wellness</b>	<b>Money Market Account</b>		
	<b>January</b>	<b>February</b>	<b>March</b>
Beginning Balance	619,044	447,050	773,628
Deposits	-	800,000	-
Withdrawals	(173,267)	(475,000)	(398,326)
Interest Earned	1,272	1,578	1,392
Ending Balance	\$447,050	\$773,628	\$376,694
Current Annual Yield	3.250%	3.250%	3.247%
Previous Quarter Yield (10/2025 - 12/2025)	3.560%	3.420%	3.340%

<b>Tex Pool Investments</b>			
	<b>January</b>	<b>February</b>	<b>March</b>
	7,680	7,704	7,726
	-	-	-
	-	-	-
	24	22	24
	7,704	7,726	7,750
	3.710%	3.681%	3.672%
	4.142%	3.989%	3.827%

<b>Summary - FY26</b>	<b>Interest Earned</b>	<b>Avg Balance</b>	<b>Yield</b>
Q1 = Apr 1, 2025 to Jun 30, 2025	902	417,139	1.02%
Q2 = Jul 1, 2025 to Sep 30, 2025	4,620	663,195	0.92%
Q3 = Oct 1, 2025 to Dec 31, 2025	6,809	795,990	0.85%
Q4 = Jan 1, 2026 to Mar 31, 2026	4,313	515,642	0.00%
YTD Totals	\$ 16,644	\$ 2,391,966	2.79%

[Back to Agenda](#)

**Governing Board  
April 2026  
Item #10  
Coastal Health & Wellness Updates**

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

## Governing Board April 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 enrolled in this program. We continue to have monthly diabetic education classes for these patients and families. We are averaging about 20 patients attending these classes. , Saturday April 18 was most recent class. (these classes are primarily for Spanish speaking patients)

We have started a new collaboration with UTMB School of Public Health. We will be site for diabetic education classes for ages 55 and up. Through this we will be pursuing certification from **ADCES ( Association of Diabetes Care & Education Specialists)** and **ADA (American Diabetic Association)** UTMB School of Public Health also has classes on low impact exercises and classes for pediatric patients for exercise and healthy weight in the community that we will be referring patients to. These are free and open to the public.

Our discussions with Gulf Coast Center on integrating health care between our organizations continue. We are discussing how our SUD clinics can benefit our patients as the programs are different and complimentary.

The medication pickup site here at the Texas City clinic is now operational. If a patient prefers, prescriptions are 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). We are working to streamline this process and address any issues as we go. Long term vision is to have pharmacy on-site.

March clinic numbers:

Total scheduled patients	2575
Total kept appointments	1992
No Show rate	22.6%
Total charges	\$606,788.94



**Nursing and Outreach Updates  
Coastal Health & Wellness  
Governing Board Meeting  
April 23, 2026**

<b>Coastal Health &amp; Wellness Nursing</b>	<b>March 2025</b>	<b>March 2026</b>	<b>2026 YTD</b>
Number of Medical Visits	2145	1655	4631
Provider / Nurse / MA	23/6/13	14/4/11	14/4/11
Nurse Visits	51	56	150
SUD Visits	16	8	29
Patient Education	5	62	130
Durable Medical Equipment	3	7	24
Point of Care Tests	430	231	797
Immunizations Administered	211	167	559
Number of ImmTrac Logins	199	164	550
Patients Reviewed in ImmTrac	360	361	1245
Patients Added to ImmTrac	47	6	60
Immunizations Added to ImmTrac	90	62	183
Medication Refills	987	826	2673
Medication Prior Authorizations	70	214	663
Patient Calls	4179	3390	9328

<b>Community Engagement Activities &amp; Events</b>	<b>Date</b>	<b>Engagements</b>
West End Ministers – TCPD Breakfast	03/03	23
Goodwill – Galveston	03/05	22
UTMB: Creating a Blue Zones Meeting	03/05	-
Mt. Paran Texas City Domestic Violence Event	03/11	-
Spring Senior Expo – Texas City	03/17	-
Recovery Oriented Systems of Care (ROSC) Meeting	03/17	-
AgriLife Health & Family Community Meeting	03/19	-
Goodwill – League City	03/20	9
Senior Bingo – Wright Cuney Galveston	03/20	75
College of the Mainland (COM) Women’s Health Event	03/24	-
League City Chamber Coffee in the Park Event	03/25	-
GCHD MRC Meeting	03/25	-
TCLM Chamber of Commerce Meeting	03/26	-
State of the Cities Public Forum	03/26	-
Prairie View A&M Partnership Meeting	03/26	-
College of the Mainland (COM) Flock the Block Event	03/28	100
Healthy Eating Active Living (HEAL) – Hitchcock Head Start	03/30	94
Healthy Eating Active Living (HEAL) – Hitchcock Head Start	03/31	69
Wellby Financial Literacy	03/31	7
<b>Totals</b>	<b>19</b>	<b>399</b>

# HR Monthly Update

Headcount

**69**

Open Positions

**3**

New Hires

**0**

Separations

**2**

## March Highlights

Focus Area	Monthly Update
Workforce	Onboarding 1 pre-hire (CHW Nursing department)
Recruitment	Posting Duration: 30 days, Total Applicants: 7
Turnover Rate	2.90%
Exit Feedback	0 of 2 completed (No notice separations)

## Current Status & Key Projects

Focus Area	Monthly Update
HR Systems	Benefit module completed
Recruitment	Expanded sourcing through Indeed sponsorship and community college job board outreach
Strategic Projects	Town Hall Mid-April
Engagement	Town hall planning to strengthen communication and engagement

# COASTAL HEALTH & WELLNESS

Governing Board



## FINANCIAL SUMMARY

For the Period Ending

*March 31, 2026*

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

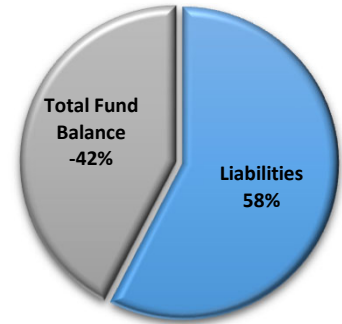
April 23, 2026

**CHW - BALANCE SHEET**

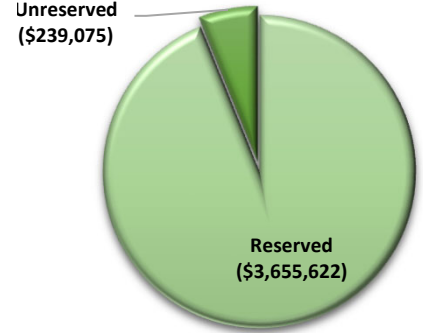
as of March 31, 2026

	Current Month Mar-26	Prior Month Feb-26	Increase (Decrease)
<b>ASSETS</b>			
Cash & Cash Equivalents	\$ 597,150	\$ 949,254	\$ (352,104)
Accounts Receivable	\$ 2,301,586	2,931,438	(629,852)
Allowance For Bad Debt	\$ (1,490,449)	(1,866,457)	376,008
Pre-Paid Expenses	\$ (4,261)	(3,748)	(513)
Due To / From	\$ -	0	0
<b>Total Assets</b>	<b>\$ 1,404,026</b>	<b>\$ 2,010,488</b>	<b>\$ (606,462)</b>
<b>LIABILITIES</b>			
Accounts Payable	\$ 5,080,339	\$ 5,218,701	\$ (138,361)
Accrued Expenses	218,384	219,028	(645)
Deferred Revenues	-	228,381	(228,381)
<b>Total Liabilities</b>	<b>\$ 5,298,723</b>	<b>\$ 5,666,110</b>	<b>\$ (367,387)</b>
<b>FUND BALANCE</b>			
Fund Balance	\$ (3,655,622)	\$ (3,733,222)	\$ 77,600
Current Change	(239,075)	77,600	(316,675)
<b>Total Fund Balance</b>	<b>\$ (3,894,697)</b>	<b>\$ (3,655,622)</b>	<b>\$ (239,075)</b>
<b>TOTAL LIABILITIES &amp; FUND BALANCE</b>	<b>\$ 1,404,026</b>	<b>\$ 2,010,488</b>	<b>\$ (606,462)</b>

Current Period Assets



Total Fund Balance

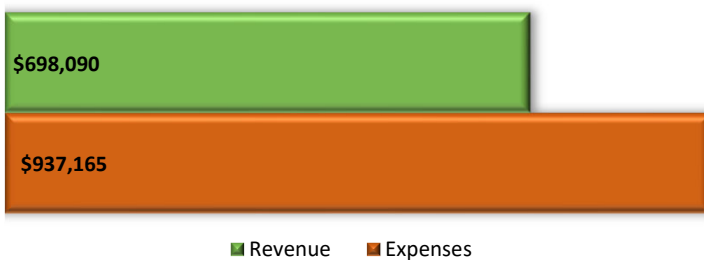


**CHW - REVENUE & EXPENSES**

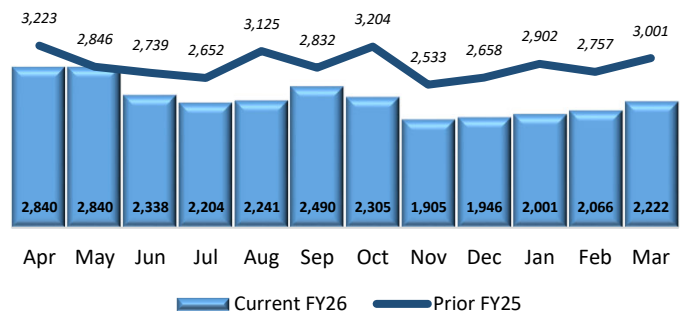
as of March 31, 2026

	MTD Actual Mar-26	MTD Budget Mar-26	MTD Budget Variance	YTD Actual thru Mar-26	YTD Budget thru Mar-26	YTD Budget Variance
<b>REVENUE</b>						
County Revenue	\$ 228,381	\$ 228,381	\$ (0)	\$ 2,740,567	\$ 2,740,567	\$ (0)
Grant Revenue	280,642	299,898	(19,256)	3,547,914	3,237,400	310,514
Patient Revenue	170,423	515,123	(344,701)	5,951,717	6,542,853	(591,136)
Other Revenue	18,645	30,277	(11,633)	283,151	363,328	(80,177)
<b>Total Revenue</b>	<b>\$ 698,090</b>	<b>\$ 1,073,679</b>	<b>\$ (375,589)</b>	<b>\$ 12,523,350</b>	<b>\$ 12,884,148</b>	<b>\$ (360,798)</b>
<b>EXPENSES</b>						
Personnel	\$ 503,621	\$ 632,554	\$ (128,933)	\$ 7,069,352	\$ 7,590,649	\$ (521,296)
Contractual	119,739	169,598	(49,859)	2,048,023	2,035,173	12,850
Supplies	179,170	163,831	15,339	1,715,319	1,965,969	(250,650)
Travel	-	417	(417)	4,638	5,000	(362)
Equipment/Capital	-	0	-	2,015	0	2,015
Bad Debt Expense	-	16,860	(16,860)	1,176,947	202,315	974,632
Other	134,635	90,420	44,215	1,141,409	1,085,042	56,367
<b>Total Expenses</b>	<b>\$ 937,165</b>	<b>\$ 1,073,679</b>	<b>\$ (136,514)</b>	<b>\$ 13,157,703</b>	<b>\$ 12,884,148</b>	<b>\$ 273,556</b>
<b>CHANGE IN NET ASSETS</b>	<b>\$ (239,075)</b>	<b>\$ 0</b>	<b>\$ (239,075)</b>	<b>\$ (634,353)</b>	<b>\$ 0</b>	<b>\$ (634,353)</b>

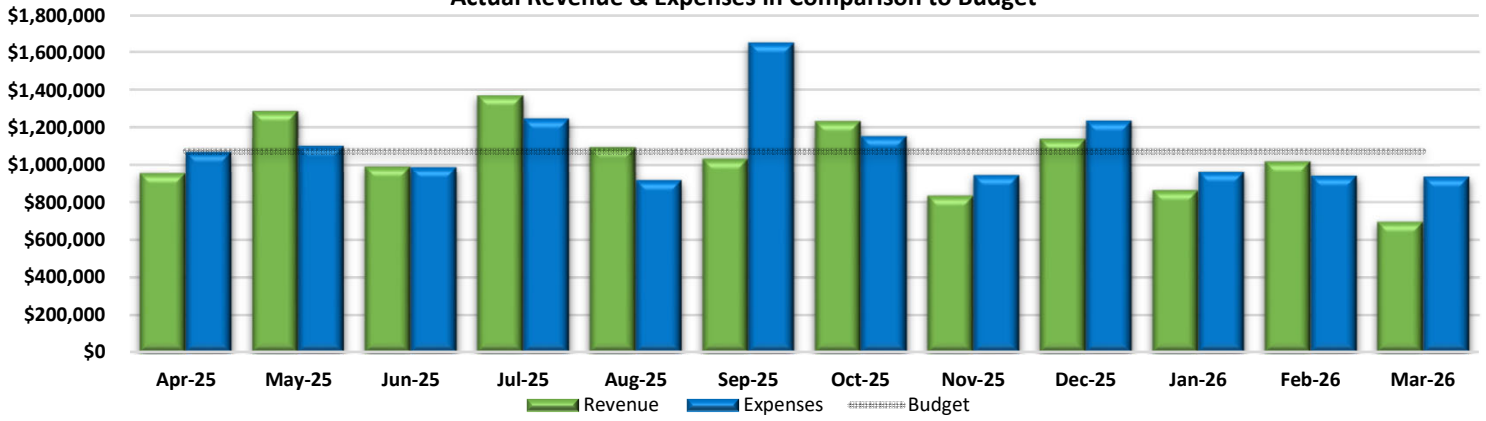
Current Month Actuals



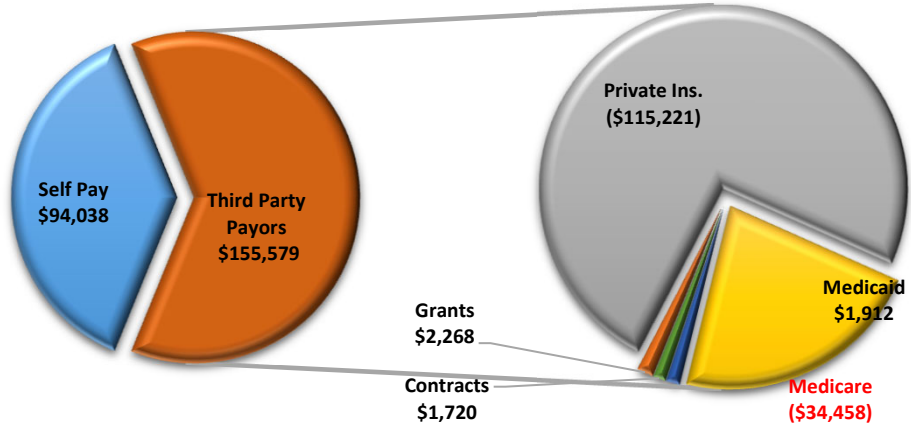
Patient Visits



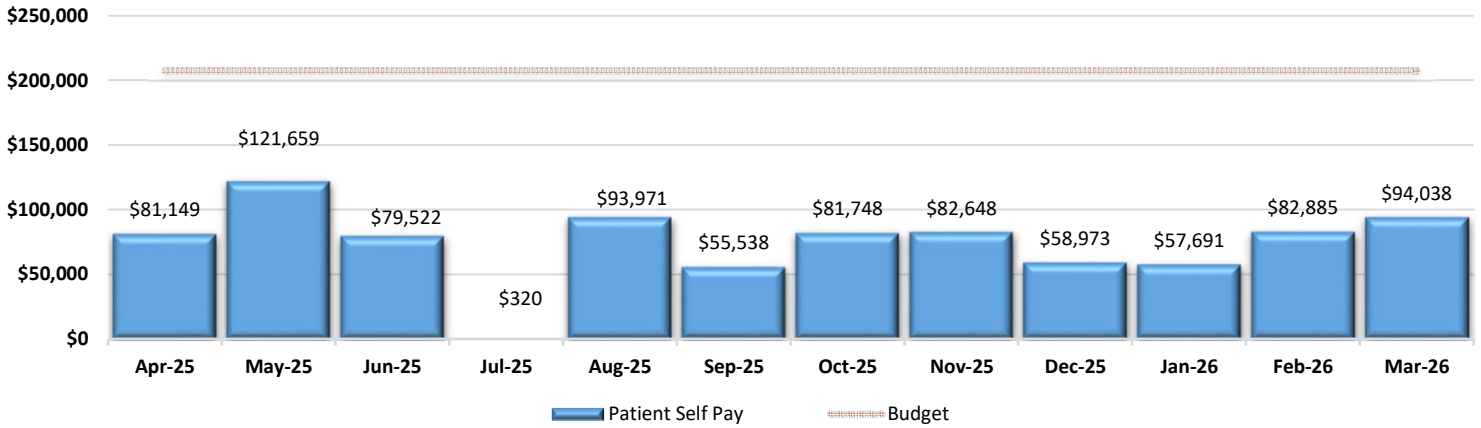
**Actual Revenue & Expenses in Comparison to Budget**



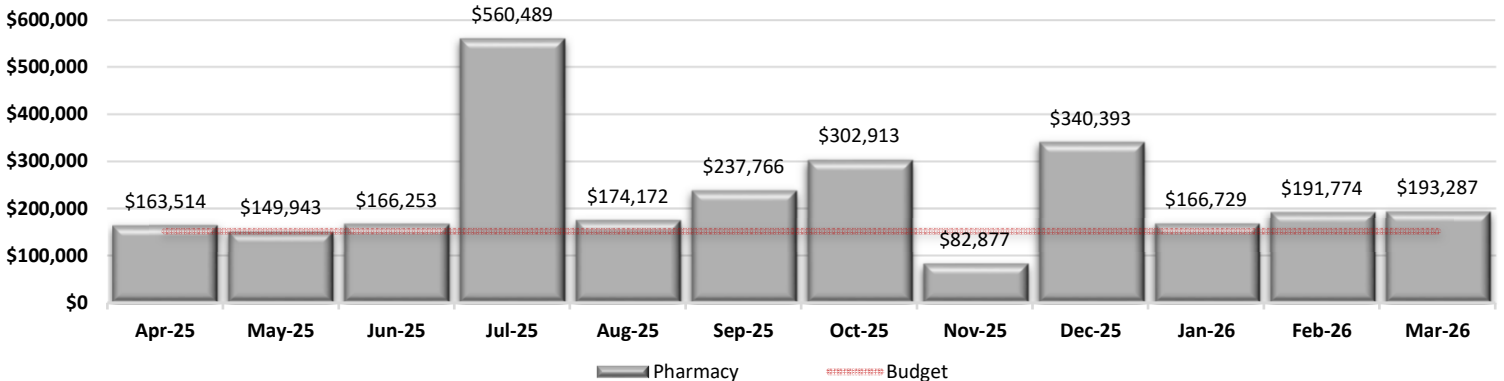
**Current Period Patient Revenue with Third Party Payor Contributions Identified**



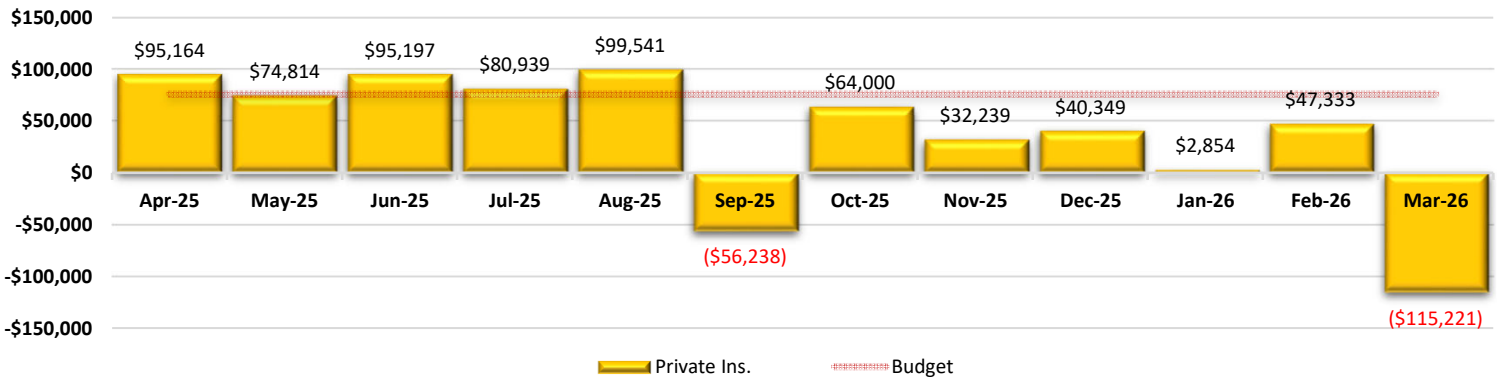
**Patient Self Pay Revenue with Budget Line Comparison**



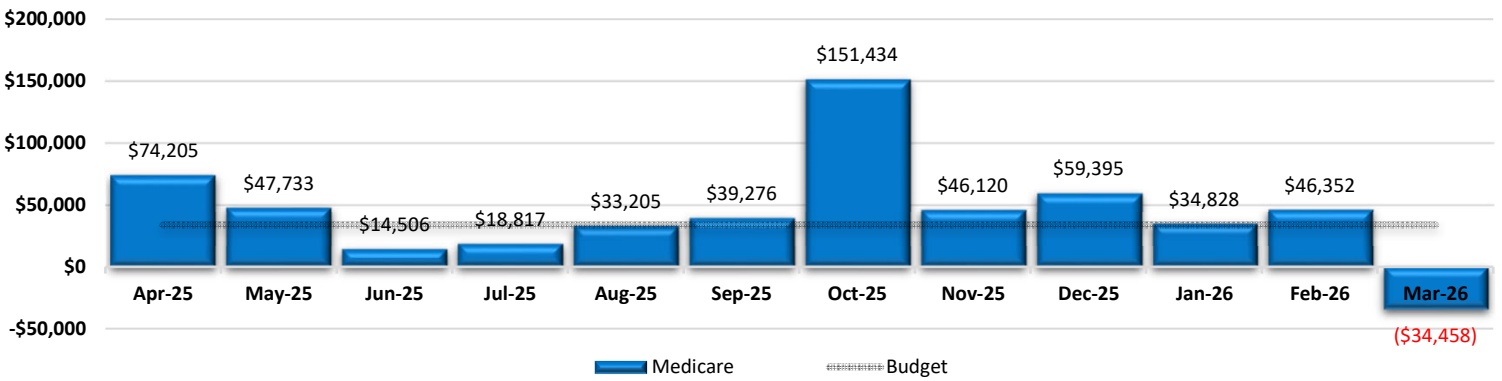
**Pharmacy Revenue with Budget Line Comparison**



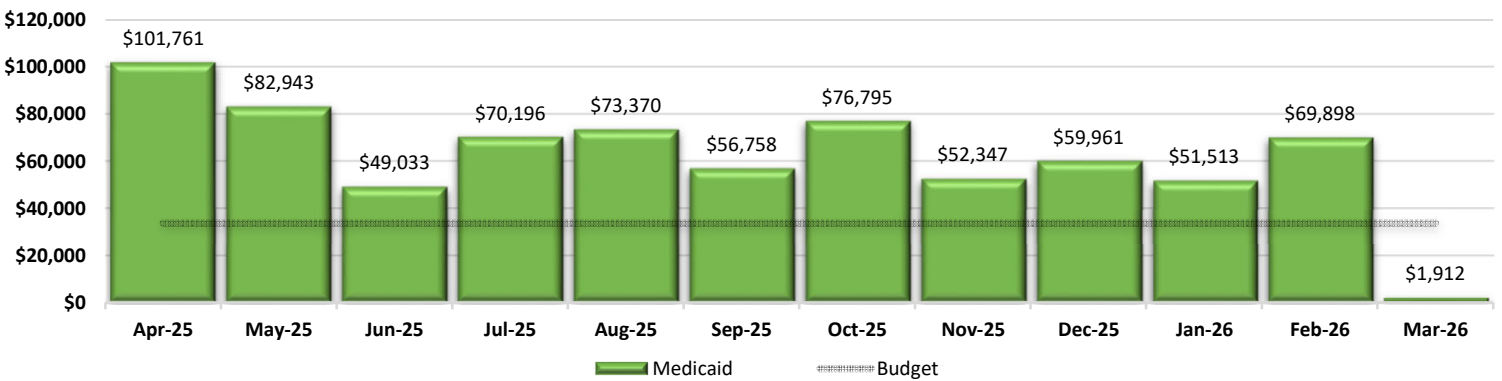
### Private Insurance Revenue with Budget Line Comparison



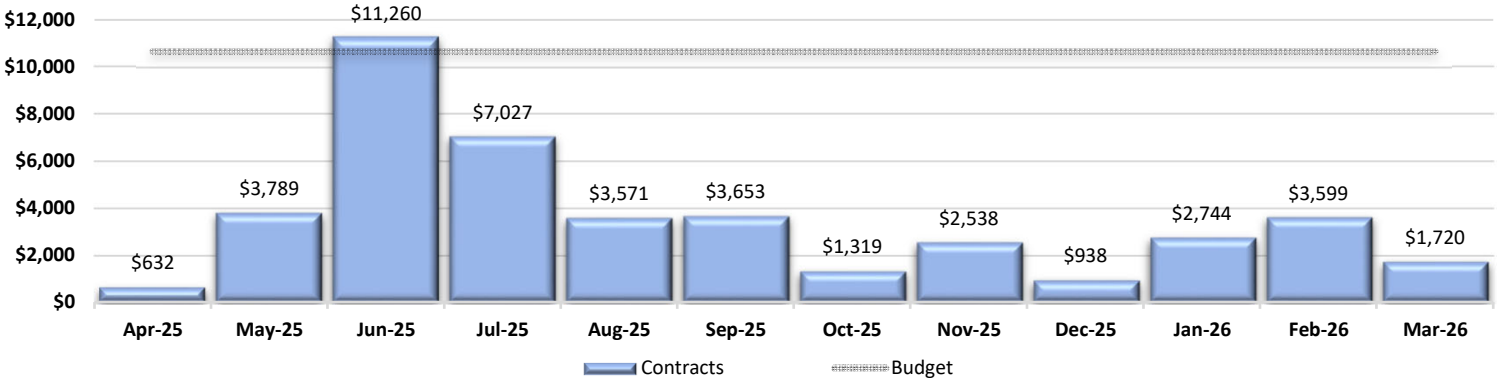
### Medicare Revenue with Budget Line Comparison



### Medicaid Revenue with Budget Line Comparison



### Contract Revenue with Budget Line Comparison





# COASTAL HEALTH & WELLNESS

---

**GOVERNING BOARD**

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

**Governing Board  
April 2026  
Item #12  
Comments from Board Members**

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