

METROCARE SERVICES

**BOARD OF TRUSTEES
MEETING MINUTES OF**

June 26, 2008

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REGULAR MONTHLY MEETING of the BOARD OF TRUSTEES

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A Regular Meeting of the Board of Trustees of Metrocare Services convened at 12:00 p.m. on Thursday, June 26, 2008 at 1353 N. Westmoreland, Dallas, Texas 75211.

I. Call To Order/Roll Call

Mr. Cooper, Chairperson, called the meeting to order at 12:00 pm. A quorum was present.

The following Trustees were present:

Mr. Cooper
Mr. Orr
Ms. Rodriguez
Ms. Ringle
Dr. North
Mr. Jeffery

Board Members not Present: Ms. Noble and Ms. Walton-Brooks.

Staff Present: Dr. Baker, Linda Thompson, Dr. Graves, Kyle Munson, Sandy Stephens and other Metrocare staff.

II. **CITIZENS' COMMENTS:** The procedure for public comments was available at the meeting for those interested. No public comment was received.

III. ISSUES TO BE CONSIDERED:

Approval of the Meeting Minutes of May 22, 2008 – Regular Board Meeting:

Mr. Cooper called for comments or corrections to the meeting minutes of May 22, 2008. Ms. Rodriguez moved to approve, seconded by Ms. Ringle. Ms. Ringle asked that the phrase "invitations are being mailed out" be stricken from page 10535, third paragraph from the top. All were in favor. Motion Carried.

Chairman's Report:

- Mr. Cooper welcomed Mr. Jeffery to the Board and said he had asked Mr. Jeffery to serve on the Finance and Administrative Committee. Mr. Cooper and Mr. Jeffery will discuss which second committee assignment to give Mr. Jeffery.
- **Aspiring Angel Award:** Mr. Cooper asked Ms. Sam Clark to proceed with her presentation. Ms. Clark said that as part of her job in HR she trains many of the Metrocare managers on how to motivate, reward and recognize staff members. In this capacity she also gets to hear some amazing stories in which staff go above and

beyond its duties. Ms. Clark introduced Ms. Diane Partin, Clinical Manager for the RAP Team to share one of those stories. Ms. Partin shared the story of Ms. Yanieke Gayle who helped in the delivery of a client's baby.

Mr. Cooper presented Ms. Gayle with an "Aspiring Angel Award Certificate." Ms. Clark also presented Ms. Gayle with a gift card and an Angel to remember the Center's appreciation for going above and beyond her duties in the service of our consumers.

Intellectual and Developmental Disability Planning Advisory Committee - Network Advisory Committee (Chairperson, Gracie Sifuentez). Ms. Sifuentez reported the following:

At its meeting the Committee was told of the Department of Aging and Disability Services plan to release 1,338 slots for fiscal year 2009. The first 660 slots will be sent to Mental Retardation Authorities during the month of July to begin the enrollment process.

The committee was advised of the underutilization of general revenue services by individuals, and that the MRA will be offering a summer respite program to individuals currently enrolled as a way to spend additional dollars.

A draft of the FY 08 Local Plan was presented to the PAC for its review and comments. The PAC members discussed the priority areas for adults and children, but due to the lack of a quorum they were not able to officially approve the plan.

Ms. Brenda Cosens was introduced to the committee as the new Director of Development Disability Provider Services. She informed the committee that the Center's HCS program continues to maintain a census above the goal identified by the state due to families continuing to request Metrocare as their provider. She also told the committee about the new ECI program manager who has begun to address issues identified by the State. The community services area introduced a new respite alternative for families similar to a mother's day out program.

Ms. Sifuentez said the proposed recommendations to the Board on needs and priorities are as follows: Housing should be an option available for people with developmental disabilities. Consider the need to have group homes as an option, even if its only just one home. The committee also recommended moving the Saturday Respite Program to a more centralized location. The location where it is presently located is not very convenient for families, especially with the prices of gas continuing to climb.

There were no questions posed for this item.

- **Next Committee/Board Meeting:** Mr. Cooper announced that there would be no committee meetings in July. All the committees will meet at their regular times on August 21st starting at 11:30 am. The full Board will meet on August 28th starting at 1:30.
- **The Bridge Tour:** Mr. Cooper asked if the date was set for the Board tour of the Bridge. Staff responded that the tour awaits a response back from Mr. Alonzo Peterson, the person in charge of scheduling the tours of the Bridge.

There were no questions or other items to discuss.

Chief Executive Officer's Report:

Consideration of Acceptance of Chief Executive Officer's Report: Dr. Baker referred to page 10537 of the centerwide benchmarks and presented some of the highlights for the month.

Dr. Baker said that when he is preparing the Centerwide Benchmarks he removes the dollars related to the sale of the ICF/MR homes to present a more accurate picture of the daily operations of the organization. He said that mental health services were in the red approximately \$500K last month. Staffing issues and vacation time impacted this.

The program for homeless outreach formerly located at the Day Resource Center has moved to the Bridge. Dr. Baker said the Bridge was supposed to house approximately 350 people, but instead they are housing approximately 600 a night.

Mental health services opened up an after-hours clinic located at Pathways. This clinic runs from 5:00 to 10:00 pm evenings and from 2:00 until 7:00 pm on Saturdays. The intent is to serve people in place of having people using emergency rooms to get medication refills, and to try to divert people who otherwise would go into crisis.

Dr. Baker said that they received word from the Caruth Foundation asking for additional information to define some items in the proposal from housing for felony probationers with mental health issues who cannot find housing in the community.

Dr. Baker said Metrocare is responding to the RFP for the juvenile TCOOMMI Program which the Cetenr currently holds but which has been put out for re-bid.

Mr. Jeffery asked about indicator number 14, regarding mental health clinical outcomes. Dr. Baker said that these outcomes measures were chosen in response to the need in the community identified by stakeholders. In the last couple of months, performance on these has deteriorated. He said Dr. Graves would speak to this in his report.

There were no other questions posed for this item. (Please refer to the June 22, 2008 Board packet for a detailed account of this report).

Ms. Ringle moved to approve the centerwide benchmarks for May 2008. Mr. Orr seconded, motion carried.

Finance and Administration Committee

Mr. Orr asked Mr. Munson to highlight any issues he feels are appropriate, but that otherwise the committee report would move forward as quickly as possible.

Fiscal Management Reports:

Consideration of Approval of Financial Report for May 2008 (unaudited): Mr. Munson referred to his report on page 10545 and said that these numbers do include the sale of the ICF/MR homes and licenses. The month of May includes a gain of \$360K due to the finalization of the sale of the LeHavre home.

Mr. Munson said one of the key issues mental health services was having was a shortage of medical staff. Over the last couple of weeks they have made some improvements and have confirmed four new hires and continue to look for more. He said this has solved approximately 50% of the problem.

Overall the center is exceeding budget current and year-to-date.

In response to Ms. Ringle's question Mr. Munson said the center still owns two properties, but these sit vacant. He said these were formerly group homes.

Dr. Baker said that Ms. Cosens is leading a work group to explore the possibilities of a group home, consistent with the wishes stated by the DD-PAC. One of these properties would potentially serve as that, if it could be shown to be financially viable. Mr. Munson clarified that the center would not get back on ICF, that this is for HCS.

There were no additional questions posed for this item. (Please refer to the June 26, 2008 Board packet for a detailed account of this report).

Mr. Orr moved to approve the Financial Reports for May 2008. Ms. Ringle seconded, motion carried.

Consideration of Approval of Revision to the AIG Retirement Plan: Mr. Munson said that an amendment has been added to the plan to allow the center to address the problem of low staff participation in the plan. Effective September 1, 2008, management proposes to automatically enroll employees in the effective month of their next merit increase, with the first 2% of any merit increase allocated to the savings plan. The Center will automatically match any contributions in accordance with the plan. On each subsequent merit or salary adjustment, an additional 2% will be allocated to the plan until the employee has reached the maximum 6% limit on contribution matching. Employees will have the option to opt out without any penalties within 90 days of enrollment. Management's goal is to achieve 100% participation.

Mr. Munson said this plan has been reviewed and approved by outside counsel and does conform to IRS regulations and the Department of Labor regulations.

Mr. Orr asked that for the record, Mr. Munson name the outside counsel that reviewed the plan. Mr. Munson said he did not have the name on hand, but he was referred to them by the Legal Firm of Brown/McCarroll. Mr. Orr requested this information be available at the next Board meeting. [NOTE: At Mr Orr's request, the name of the firm is inserted into the record:

The Cicotte Law Firm reviewed the plan.]

In response to Mr. Jeffery's question, Mr. Munson said that regulations require 30 days notice of such a change, but the center's goal is to get notice out 60 days in advance. Mr. Stephen Miller, HR Director is putting together a training program for staff as well.

Mr. Orr asked Mr. Munson to indicate for the record that all Department of Labor and IRS regulations are being met by the new plan. Mr. Munson said that all IRS and Department of Labor requirements and rules in regards to enrollment into the Savings Plan are being met with this amendment.

There were no questions posed for this item. (Please refer to the June 26, 2008 Board packet for a detailed account of this report).

Mr. Orr moved to approve the revision to the AIG Retirement plan. Mr. Jeffery seconded, motion carried.

Consideration of Acceptance of FY 08 Third Quarter Reports on Finance, Human

Resources and Information Services: Mr. Munson said his report stands as presented in the packet. There was nothing extraordinary to report. This report is consistent with past quarters. Mr. Munson asked if there were any questions.

There were no questions posed for this item. (Please refer to the June 26, 2008 Board packet for a detailed account of this report).

Mr. Orr moved to accept the FY 08 third quarter fiscal reports. Ms. Ringle seconded, motion carried.

Consideration of Approval of the Selection of an External Audit Firm: Mr. Munson said that in order to comply with the Texas Department of Aging and Disability Services (DADS) performance contract, the Center cannot retain the same auditing firm for more than six consecutive years. This year marks the sixth and final year of the engagement with the audit firm of Scott, Singleton, Fincher and Company.

In order for Metrocare to comply with DADS performance contract for an annual external financial and compliance audit to be completed by a Texas Certified Public Accountant, licensed by the State of Texas Board of Public Accountants, the Finance Department distributed a request for proposal (RFP) for audit services.

After completing an evaluation of the five respondents Metrocare is recommending the audit firm of Davis, Kinard and Co., P.C. from Abilene Texas to perform the external audit function for FY08. Mr. Munson said Davis & Co., has a significant amount of experience serving other MHMR Community Centers.

There were no questions posed for this item. (Please refer to the June 26, 2008 Board packet for a detailed account of this report).

Mr. Orr moved to approve the recommendation from management regarding an external audit firm for FY08. Ms. Ringle seconded, motion carried.

Consideration of Approval of Revision to Board Policy 5.05 on HIV/AIDS: Mr. Munson said the modifications to this board policy reflect the current name of the Center and verification of statutory references. He said he is making the recommendation to eliminate this policy and incorporate it into an Administrative Procedure for Infectious Disease which Ms. Thompson will be bringing to the Board in a couple of months.

Dr. Baker said they had revised this Policy in case the Board decided to keep it as a Board Policy, but that management recommends that it be deleted and incorporated into the administrative procedure that deals with other infectious diseases. Dr. Baker said that his concern is that a specific policy on HIV/AIDS seems discriminatory toward people with that specific disease, as this policy talks about theirs and not other diseases.

There were no questions posed for this item. (Please refer to the June 26, 2008 Board packet for a detailed account of this report).

Mr. Orr moved to approve to eliminate Board Policy 5.05 from the board policies. Ms. Ringle seconded. Mr. Cooper confirmed that this was an approval to remove this policy from the board policies, motion carried.

Consideration of Approval of Revision to Board Policy 8.02 on Usage of Computers and Information Systems: Mr. Munson said that the modifications to this board policy reflect the current name of the Center and verification of statutory references. There were no

changes to the policy itself.

There were no questions posed for this item. (Please refer to the June 26, 2008 Board packet for a detailed account of this report).

Mr. Orr moved to approve the revision to board policy 8.02 on Usage of Computers and Information Systems. Ms. Ringle seconded, motion carried.

Report of the Provider Services Committee

Mr. Cooper asked Ms. Rodriguez to present the Provider Services Committee report. Ms. Rodriguez asked Dr. Graves to present a summary of his report to the committee.

Consideration of Acceptance of Service Delivery Report for May 2008: Dr. Graves thanked the HR department and Mr. Stephen Miller for the critical work they did in reaching out to find medical staff to fill out some of those medical vacancies which are impacting fiscal performance in mental health. Four mid-level positions have been filled and this will help alleviate some of the issues related to low revenues.

Regarding physician recruitment, Dr. Graves said that the Center is in the early stages of developing a clinic that will be a training center to engage candidates-in-training into the mission of this center.

Dr. Graves said that high turnover of social services positions also contributes to the fiscal performance. Orientation and supervision is being expanded for those that come on board to keep them on board in the centers mission.

Development Disabilities Provider Services showed some slight deficits relative to revenue goals. Dr. Graves said the following are some of the strategies they came up with to bring this around in the next couple of months:

The Behavioral and Psychiatric Services program (BPS) are having regular meetings around expanding services. An additional psychologist has been hired. They will also be expanding the behavioral interventionists in this program.

Career Design Development Services (CDDS) plans to extend the facility to another part of that building and pull some staff from other parts of the service areas to allow increased census.

Dr. Graves said that the census in the efficiency apartment program improved 32% since April. This program has a partner organization and there were some obstacles increasing their census. Meetings with that partner agency's upper level management have helped.

Dr. Graves said that an average of 10-11 patients were seen per night in after-hours clinic. The clinic has seen some crisis cases and also some consumers just wanting to access services at that particular time of day.

There were no other questions posed for this item. (Please refer to the June 26, 2008 Board packet for a detailed account of this report).

Mr. Cooper moved to approve the Service Delivery Report for May 2008. Ms. Rodriguez seconded, motion carried.

010600

Report of the Quality and Authority Services Committee

Mr. Cooper asked Ms. Ringle to present the Quality and Authority Services Committee report. Ms. Ringle asked Ms. Thompson to present her report.

Consideration of Acceptance of Quality Management Report for May 2008: Ms. Thompson said that QM staff spent a considerable amount of time in the treatment foster care program since early April. Yesterday the program received an unannounced visit from the state and no deficiencies were reported. Ms. Thompson said the visit, even if unannounced, went very well. The State auditors will return on July 10th.

Ms. Thompson said that as a result of the underutilization of general revenue dollars, a summer respite program was developed to obligate some of the funds. Individuals currently enrolled will receive offers, and 275 individuals will be removed from the March 2007 wait list.

Ms. Thompson said work is under way to get all of the IHFS dollars spent by the end of the fiscal year. She said if families have not utilized obligated dollars within a six-month period, any unutilized dollars will be reallocated to other families.

There were no questions posed for this item. (Please refer to the June 26, 2008 Board packet for a detailed account of this report).

Consideration of Acceptance of the FY 08 Third Quarter Reports on Service Delivery:

Ms. Thompson said that, as part of the annual contractual agreement between the Department of Aging and Disability Services (DADS) and Metrocare Services, a Local Service Area Plan is required to be updated annually and submitted no later than June 1st, 2008 and posted on the center's web-site. The Local Plan was not officially accepted at the meeting of the IDD PAC/NAC meeting due to lack of a quorum so this will be posted on the web site after Board approval.

Records Management and Privacy Report: Joint Commission (JCAHO) efforts have now concluded the accreditation standards section on surveillance and supervision of infection control. Required plans and procedures have been developed.

DADS Performance Measures and Outcomes Targets: On the official report received by the State it indicated that only 99% target was met. Ms. Thompson said they are investigating this for clarification on what occurred.

There were no questions posed for this item. (Please refer to the June 26, 2008 Board packet for a detailed account of this report).

Ms. Ringle said that the Quality and Authority Services Committee recommended the acceptance of these three reports. This was a committee recommendation and does not require a second. Motion carried.

Report of the Philanthropy Committee

Mr. Cooper asked Ms. Ringle to present the Philanthropy Committee report. Ms. Ringle said they had a very good Philanthropy committee meeting where they talked about the upcoming

luncheon. She asked Ms. Sandy Stephens to present a summary of her report.

Consideration of Acceptance of Development and Community Education Report for April 2008: Ms. Stephens said that her report presents highlight of the department's activities in the last three months.

Referring to page 10591 on her report Ms. Stephens said the first part of her report presents applications for funding.

The second part of this report shows the applications that have come through for the center.

The third part of the report is activities that are ongoing.

Metrocare will be celebrating its 40th anniversary in September 2008. The Belo Mansion has been secured and US Representative Pete Sessions will be the speaker.

Referring to the second page of her report, Ms. Stephens said these are the recaps of the Center's current grants. The report shows the funds received, their intended use, timeframe of the grant, progress and the person or persons in charge of monitoring.

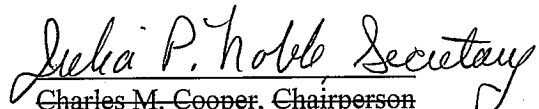
There were no questions posed for this item. (Please refer to the June 26, 2008 Board packet for a detailed account of this report).

Ms. Ringle said that the Philanthropy Committee recommended the acceptance of the Development and Community Education Report for May 2008: This was a committee recommendation and does not require a second. All were in favor, motion carried.

EXECUTIVE SESSION: There were no issues requiring an executive session.

IV. MEETING ADJOURNMENT: There being no further business to come before the Board, on motion duly made, seconded and carried, the meeting adjourned at 1:55 pm.

Minutes approved by:


Charles M. Cooper, Chairperson
Julie P. Noble, Secretary

Minutes recorded, transcribed and distributed by:
Martha L. Toscano
Assistant to the CEO and Metrocare Board of Trustees