

**METROCARE SERVICES**

**BOARD OF TRUSTEES  
MEETING MINUTES OF**

**October 23, 2008**

# METROCARE SERVICES

## REGULAR MONTHLY MEETING

of the  
BOARD OF TRUSTEES

### MINUTES OF October 23, 2008

A Regular Meeting of the Board of Trustees of Metrocare Services convened at 1:30 p.m. on Thursday, October 23, 2008 at 1360 River Bend Drive, Dallas, Texas 75247

#### I. Call To Order/Roll Call

Mr. Cooper, Chairperson, called the meeting to order at 1:30 pm. A quorum was present.

The following Trustees were present:

Mr. Cooper  
Ms. Noble  
Mr. Orr  
Ms. Walton-Brooks  
Ms. Rodriguez  
Ms. Ringle  
Dr. North  
Mr. Jeffery  
Mr. Allbright

**Staff Present:** 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 September 25, 2008 – Regular Board Meeting:**

Mr. Cooper called for comments or corrections to the meeting minutes of September 25, 2008. Ms. Noble moved to approve, seconded by Ms. Walton-Brooks. All were in favor. Motion carried.

##### **Chairman's Report:**

- **New Board Appointee:** Mr. Cooper administered the oath of office to Mr. Greg Allbright, Commissioner Cantrell's new appointee to the Metrocare Board. Mr. Cooper welcomed and thanked Mr. Allbright for accepting the responsibility to become a Board member for Metrocare. Mr. Cooper said Mr. Allbright received the required training on October 14<sup>th</sup> and was appointed to the Quality and Authority Service Committee and the Philanthropy Committee.
- **Mental Health Advisory Committee Report:** Mr. Clark reported that Mr. Keesee, the committee chair, could not be present at today's Board meeting due to an

emergency. Mr. Cooper recommended that the Mental Health Advisory Committee report be tabled until the next Board meeting.

- **Intellectual and Developmental Disability Planning Advisory Committee Report:** Ms. Candy Sheehan presented the IDD PAC report in the absence of the Chairperson, Ms. Gracie Sifuentez. Ms. Sheehan said that the committee met on October 14<sup>th</sup>, 2008 and received an update on the Home and Community Based Services (HCS) slot offers for fiscal year 2009. There was an update on the ADRC (Aging and Development Resource Center's) proposal awarding a grant to Metrocare. Ms. Sheehan said an update on general revenue dollars expenditures was provided and it appears that \$50K will be returned to the Department of Aging and Disability Services (DADS) at the end of the fiscal year. A final number is not yet available. Metrocare received a \$3K sanction from DADS for failure to meet medical records threshold. Network providers that failed to meet this threshold will be fined accordingly. Ms. Thompson provided an update on the priority metrics. A current list of the provider network was distributed. Ms. Thompson requested feedback from the committee regarding a tightening of entering criteria for the day habilitation providers, along with criteria for extending the new contractors. Ms. Sheehan said the committee was unanimous in saying they would like the criteria to continue to tighten and not to loosen any further. The IDD PAC requested information on chair and vice-chair responsibilities prior to the next meeting. The committee suggested that at least one Board member attend the Inclusion Works Training this winter. She said this training is sponsored by The Arc of Texas and takes place in Austin. The IDD PAC also welcomed its newest member, Mr. Jim Markle of Cedar Hills.

There were no questions posed for Ms. Sheehan.

- **Board Liaison Report:** Ms. Noble presented a written summary of The Texas Council of Community MHMR Centers Voting Methodology Committee meeting she attended on Thursday, October 16, 2008 in Austin, Texas. She said this report was her personal summary pending the receipt of the report from the Texas Council's legal counsel bylaw amendments.

Ms. Noble spoke of the one-member-one-vote system and of Bexar County MHMR Center's proposal for a weighted voting system proportionate to dues paid to the Council. She said there is concern that urban centers were carrying the financial weight of the Council but not getting their issues addressed, and that this was not justifiable. The Council's executive committee formed a voting methodology committee to study the recommendation and to report back to the Council at the November 1, 2008 meeting. Ms. Noble said she wanted to inform the Board and get feedback from the Board to present at the next meeting.

Discussion ensued regarding the pros and cons of voting change proposal and of membership in the Texas Council. Ms. Noble will take the Board's discussion back to the voting methodology committee at the end of the month. Mr. Cooper said the issue would be on the agenda again at the December Board meeting.

There were no other questions posed for this item.

- **Next Committee/Board Meetings:** The November committee meetings will be held on Thursday, November 20<sup>th</sup> at their usual times. November and December is when the Board meetings are combined. The Board will meet on Thursday, December 4<sup>th</sup> starting at 1:30. There are no committee meetings during the month of December. We will resume our regular schedule in January.

- **CEO Performance Evaluation:** Mr. Cooper announced that the CEO performance evaluation is complete, but will be presented when Dr. Baker is present. The results will be mailed out to each of the Board members and discussed in the December Board meeting.

### **Chief Executive Officer's Report:**

**Consideration of Acceptance of Chief Executive Officer's Report:** Ms. Thompson presented this report in Dr. Baker's absence. Referring to page 10772 she said this report summarizes the mental health revenue services for the month of September. The report speaks of the number of consumers that were served by both the mental health and developmental disability services.

During the month of September, the Center paid off its 1993 bond series principal (almost \$2 million) one year ahead of time. All that remains to be paid out is the 1995 bond series. Ms. Thompson said this series paid for the River Bend building, the Altshuler campus and some computers. Mr. Munson responded to Ms. Ringle's question saying that the 1993 series was paid out with funds received from the sale of the Group Homes.

Current initiatives on-going include: a possible joint venture with the City of Irving with the offer of office space to provide mental health clinical services, a partnership with Collin County for a second after-hours expansion, and a project with the Bridge using HUD vouchers to provide housing to Bridge consumers.

Mr. Cooper asked Mr. Munson if the Center bond reserve of \$700K at the Bank of New York is with a solvent bank, and how it was protected. Mr. Munson said that all of the Center's investments are in short-term deposits that are fully insured by the FDIC or by US Treasuries.

Mr. Jeffery asked Mr. Munson to address the first and second financial indicators of the report, and to discuss what the target is to break even for the year. Mr. Munson said that the Center's budget has a positive margin of 3% for the year centerwide, a positive margin of approximately \$1.3 million. Mr. Jeffery said the discussion the previous week was that by December the center would be to budget. Mr. Munson said that the Center is only to hit weekly revenue targets by the month of December. Once at target, if the clinics are able to maintain that rate, it is expected that by March the Center would have made up the lost dollars it incurred in the first part of the year.

There were no additional questions posed for this item.

Mr. Cooper entertained a motion to accept the centerwide benchmark report. Ms. Walton-brooks moved to approve, seconded by Mr. Jeffery. All were in favor, motion carried.

### **Finance and Administration Committee**

Mr. Orr said that the committee met last week and asked Mr. Munson to present the Financial Report for September.

**Consideration of Approval of Financial Report for September 2008 (unaudited):** Mr. Munson reported that the Finance Committee met and discussed in detail the financials for September 2008. He presented highlights of his report.

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Mr. Munson referred to the Statement of Revenues for the month of September and said the center reported a loss of \$143K for the month. He said this was discussed under the CEO report, and relates to staffing vacancies and productivity issues with new hires.

The center set aside \$50K in the month of September for unspent general revenue for the year. He said that the center is taking a cautious approach booking general revenue. The center also incurred \$120K in expenditures related to the start up cost for the Center for Children with Autism.

Ms. Noble asked if this was the first time the center started putting money away for unspent general revenue. Mr. Munson said last year, by the end of July, the Center had put aside approximately \$300K. Based on some year-end adjustments the Center was able to reverse out that reserve. Ms. Thompson said that she also reserves money for emergency situations that develop with families throughout the year. In addition, the Center obligates approximately 150% of its general revenue dollars in authorizations in order to get a rate of expenditure that approaches the allocation.

There were no additional questions posed for this item. (Please refer to the October 23, 2008 Board packet for a detailed account of this report).

Mr. Orr said that the Finance and Administration Committee recommended the acceptance of this report. This was a committee recommendation and does not require a second. Motion carried.

**Recommendation of Approval of Revision to Board Policy on Safety 5.11:** Mr. Munson said that there were minor revisions to this policy, including changes to reflect the current name of the Center and verified references to current statutory references.

There were no questions posed for this item. (Please refer to the October 23, 2008 Board packet for a detailed account of this report).

Mr. Orr said that the Finance and Administration Committee recommended the acceptance of this report. This was a committee recommendation and does not require a second. Motion carried.

## **Report of the Provider Services Committee**

Mr. Cooper asked Ms. Rodriguez to present the Provider Services Committee report. Ms. Rodriguez said that the committee had met the prior Thursday. She asked Dr. Graves to present a summary of his report.

**Consideration of Acceptance of Service Delivery Report for September 2008:** Dr. Graves presented a brief update of what has happened since the committee meeting regarding the mental health services budget.

Dr. Graves said that the Center is anticipating meeting weekly budget target by late December, and then by late March or early April the Center should compensate for the losses that the Center has incurred up until now in the fiscal year. Vacancies have been an issue, but medical staff positions have almost all been filled.

Dr. Graves said that the other concern is the high turnover rate among Qualified Mental Health Professionals (QMHP's). The Center has increased the frequency of the hiring fairs to weekly. The center has also implemented other things in the organization to try to address

the turnover. An additional two-week training program has been added to the new-employee orientation.

Outcomes Measures:

Dr. Graves said Mr. Jeffery had asked a question at the committee related to the percentage of children who missed no school due to severe emotional/behavioral problems: Dr. Graves said the number initially reported was not an accurate number. The actual number is 86%.

Ms. Ringle asked if she was interpreting the turnover report correctly in saying that one in every three employees resigns or is terminated on an annual basis. Mr. Munson said that this was correct. Ms. Ringle asked if there was a record kept of the reasons why people resign. This was answered affirmatively. Discussion ensued as to the reasons why staff resign and what the Center is doing to bring these numbers down.

Ms. Ringle asked if 62% was a correct percentage number for medical appointments kept. Dr. Graves said that it was, and that the Center tracks consumers with missed appointments. There are a number of initiatives to help consumers keep their appointments – bus passes, reminder calls, and case management follow-up with another call if the appointment is missed.

There were no other questions posed for this item. (Please refer to the October 23, 2008 Board packet for a detailed account of this report).

**Developmental Disabilities Provider Services:** Dr. Graves said that the Center continues to do well with the developmental disabilities programs exceeding budget, some of them significantly.

There were no questions posed for this item. (Please refer to the October 23, 2008 Provider Services packet for a detailed account of this report).

Ms. Rodriguez said the Provider Services committee recommended the approval of the Service Delivery Report for September 2008. Mr. Cooper said this was a committee recommendation and does not require a second. Motion carried.

## **Report of the Quality and Authority Services Committee**

Mr. Cooper asked Ms. Walton-Brooks to present the Quality and Authority Services Committee report. Ms. Walton-Brooks said that the committee had met the prior week and asked Ms. Thompson to present her report.

**Consideration of Acceptance of Quality Management Report for September 2008:** Ms. Thompson said that in September the Mental Retardation Authority spent a significant amount of time preparing records for ValueOptions' home office in Virginia. ValueOptions intends to perform a compliance review and has requested approximately twelve hundred records. The information is required to be at their office by November 30<sup>th</sup>. This audit resulted from the Center's self-report of services billed for by an individual that were not provided. Ms. Thompson said that Metrocare returned those funds back to ValueOptions, but their protocol calls for an investigation of a 100% sample for that same timeframe to assure accuracy of reports and identified any other problems.

Significant Exceptions:

Ms. Thompson said that her group continues to work with the external provider network and

a couple of internal providers on meeting their performance targets with data verification criteria. She said when the Center fails to pass the state audits this become costly to the center.

#### Priority Metrics:

**Confirmed Abuse/Neglect:** There was one confirmation of abuse and neglect involving an HCS consumer who accidentally overdosed on medication left on a table by his foster care provider, who is also the clients' mother. He was successfully treated and released back to his mothers' care. The HCS nurse provided additional training to the consumers' mother on the process for medication administration.

There were four complaints confirmed during the month of September. One complaint dealt with a referral made by the North Texas Behavioral Health Authority (NTBHA) regarding an individual requesting services. Metrocare failed to follow up with this individual in a timely manner. This individual has since been contacted and an appointment was scheduled. The other complaints involved front desk staff being unprofessional and disrespectful towards consumers and their families at two of the adult clinics. Management is providing additional training for the staff at the clinics involved. One of the external providers did not provide supervision to an individual in a program to learn to administer his medication independently. The consumer went a couple of days without taking his medication.

Ms. Ringle commented that whenever she has been at one of our clinics staff have been nothing but professional.

In response to Mr. Allbright's questions, Ms. Thompson said that when issues like this arise, ValueOptions sends an official complaint letter to the SPN's (Specialty Provider Network) and the Center has ten days to respond. The complaint is then forwarded to the clinic by Quality Management (QM) staff specifically assigned to handle complaints. The clinic then must describe how it is handling the complaint. The QM staff then sends a response containing this information to ValueOptions.

There were no questions posed for this item. (Please refer to the October 23, 2008 Quality and Authority packet for a detailed account of this report).

Ms. Walton-Brooks said the committee recommended the approval of the Quality Management Report for September 2008. Mr. Cooper said 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 that the Philanthropy Committee did not have a quorum last week, so it would present its report today. She asked Ms. Stephens to present a summary of her report.

**Consideration of Acceptance of Development and Community Education Report for September 2008:** Referring to her report Ms. Stephens said that two submitted funding applications had been approved. Ms. Stephens indicated that she received a letter from the Constantin Foundation informing us that Metrocare had made the first cut in the proposal submitted. The Center also received the North Central Texas Council of Government (NCTCOG) funding for vehicles for the Career Design and Development Services Program (CDDS). This funding will be received next spring and the vehicles will be used to transport consumers and gradually transition them to the use of public transportation to get to their jobs.

Other activities the development team participated in are listed on this report.

Ms. Ringle asked about the tax deduction associated with the tables purchased for the 40<sup>th</sup> Anniversary Luncheon. Discussion ensued.

Ms. Stephens referred to page 10802 of her report and spoke of the Grant Committee, saying this committee was formed as a result of an internal audit to help monitor and track all the grants that come through the center.

Ms. Stephens said that the HUD Homeless Continuum of Care Efficiency Apartment program is a partnership with the Urban League. She said part of the problem filling these apartments was finding the right applicant for these slots, as defined in the grant guidelines. There are still a number of vacancies remaining to be filled, but staff is working on that and the numbers are increasing toward the target.

HUD - Safe Haven Grant: This program has 25 slots available and presently 24 occupancies. She said this is natural attrition and once someone moves out and before they can move anyone else in there are cleaning and repairs to the unit that must be made. They are close to being at 100% target.

Irving CDBG – Shelter-Plus Care: This is a block grant received by the city of Irving in which Metrocare is a sub-contractor. In this program Metrocare provides the case management and is also helping to locate the right applicants for this project.

Mr Allbright asked how the target census for programs was derived. Ms Thompson said that they were usually set by the grant. Mr. Allbright said that he would not like for the Center to hold itself to a metric that it could not attain. He said if we're never going to attain 100% it is not reasonable/sustainable to have it in the metric.

Mr. Jeffery asked how long someone stayed on a housing unit. Ms. Stephens said that some of these programs have time limits on them. Transitional housing can be between 90 – 120 days, but during the individuals stay there is intensive work done to establish their goals, figure out what skills they have and help them find jobs to transition them out. She said Safe-Haven is permanent supported housing for homeless individuals. The Homeless Continuum of Care – Efficiency Apartment Program encourages people to create a plan for their lives. Dr. Graves said that Shelter Plus Care is long term.

There were no questions posed for this item. (Please refer to the October 23, 2008 Board packet for a detailed account of this report).

Mr. Cooper asked for a motion to accept the Development and Community Education Report for September 2008. Ms. Noble moved to approve. Mr. Orr seconded, motion carried.

**Recommendation of Approval of Revision to Board Policy on Board of Trustees Relationship with the Dallas County Commissioners Court 1.05:** Ms. Stephens said that the only change was to reflect the current name of the Center.

There were no questions posed for this item. (Please refer to the October 23, 2008 Board packet for a detailed account of this report).

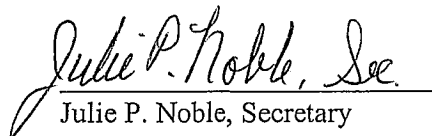
Mr. Cooper asked for a motion to accept the revision to Board Policy 1.05. Ms. Noble moved to approve. Mr. Orr seconded, motion carried.



**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 2:50 pm.

Minutes approved by:

  
Julie P. Noble, Secretary

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

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