

DALLAS METROCARE SERVICES

**BOARD OF TRUSTEES
MEETING MINUTES OF**

May 26, 2005

DALLAS METROCARE SERVICES

REGULAR MONTHLY MEETING of the BOARD OF TRUSTEES

MINUTES OF May 26, 2005

A Regular Meeting of the Board of Trustees of Dallas Metrocare Services convened at 1:40 p.m. in the Board Room on May 26, 2005 at 1360 River Bend Drive, Dallas, Texas.

I. Call To Order/Roll Call

Mr. Cooper called the meeting to order at 1:40 pm, a quorum was present.

The following Trustees were present:

Mr. Cooper
Mr. Martinez
Dr. Nace
Mr. Orr
Mr. Poffenbarger

The following Trustee(s) were absent: Mr. Garza, Ms. Green, Mr. Driver and Mr. Migl

Staff Present: Dr. James Baker, Linda Thompson, Kyle Munson, José Evans, Dr. Greg Graves, Bob Hosea, and other DMS staff.

II. INVOCATION: Ms. Eva Chow, present employee of Dallas Metrocare Services, gave the invocation.

III. CITIZENS' COMMENTS: The procedure for Public Comments was available at the meeting for those interested. No public comment was received.

IV. ISSUES TO BE CONSIDERED:

1. Approval of the meeting Minutes of April 28, 2005 – Regular Board Meeting:

Mr. Cooper called for any comments or corrections to the meeting Minutes of April 28, 2005. There were no comments or corrections presented. Mr. Orr made motion to approve. The Minutes were approved as written.

2. Chairman's Report – Mr. Cooper introduced Mr. Dixon and Mr. Dixon presented the following report;

➤ **Board Liaison Reports:**

✓ **MR Planning Advisory/Network Advisory Committee's Report:** Mr. Dixon reported that at the last MR PAC/NAC meeting the Local Service Plan had been presented and the Committee was impressed with the completeness and the richness of this Plan. The Plan was very clear and the Committee was in full approval. On behalf of the members of the MR PAC/NAC he thanked the staff

involved in putting the plan together. There was one concern that the Committee wanted to make known to the Board. The Committee expressed concern that the Special Needs Offenders Program is not addressing the needs of people with mental retardation. There were no questions posed for Mr. Dixon.

- ✓ **MH Advisory Committee Report:** Mr. Dave Hogan reported that the MH Advisory Committee held a Townhall Meeting at the Dallas Life Foundation on May 9th with approximately 150 people present. The audience was very involved in bringing forth some of the concerns facing the homeless population and suggestions on how to remedy some of those same concerns. Mr. Hogan said that not all of the suggestions were realistic but some of those ideas had merit and the Dallas Life Foundation is looking into implementing some of those ideas into their own program. There were no questions posed for this item.
- ✓ **Chairperson's report:** Mr. Cooper asked for a volunteer for the MR Planning Advisory/Network Advisory Committees.
- ✓ **Legislative Updates:** Mr. Cooper reported that House Bill 470 did not pass. This bill would have affected DMS in Mental Retardation Services if it had passed. House Bill 2572 passed, but it has no major effect on DMS since this affects Mental Health Services and DMS is under NorthSTAR. Mr. Cooper said that DMS can continue to be the MR Authority provider without the provider of last resort designation. The Equity bill did not pass. Mr. Cooper said that the funding for the Children's Health Insurance Program (CHIP's) received a small increase in funding. The funding for this biennium will look very much like it did in the last biennium and the biennium before that. Mr. Cooper stated that this is the 4th biennium in which Mental Health and Mental Retardation do not receive any increase in funding from the State of Texas.
- ✓ **Summer Meetings Schedule:** Mr. Cooper said that the Committees will meet on June 16th and the Board will meet on June 23rd. In July the Committee meetings will be held on July 21st with no Board meeting in July. There will be a combined July/August Board meeting on August 4th, with no Committee meetings in August. In September the Committee meetings and the Board meeting will go back to their regular schedule.

3. Chief Executive Officer's Report: Dr. Baker introduced Mrs. Brenda Cosens

- **Program Presentation:** Role of Nurses in Group Homes - Presenter – Brenda Cosens

Mrs. Cosens gave a brief presentation of her duties as a Group Home Nurse and the responsibilities associated with this position. Ms. Cosens said that there are 3 nurses in the ICF/MR Division, two LVN's and one RN for the 56 group home consumers. These consumers range between the age of 20 and 60. Monitoring is done at the group homes on a monthly basis for medication, nutrition, and their specific health needs. The nurses are available to the home 24/7 for emergency cases and for routine medical and dental visits. A quarterly assessment is performed and this takes a more in-depth look into all of these things. The nurses participate in the IDT and annual planning meetings for all of the consumers. The nurses provide training to the staff, as well as the consumers on medication and medical issues. A nutritionist does an annual assessment to make sure everything is within the appropriate goals. The

pharmacy, and therapists. The nurse is the liaison that assures care is coordinated and that it is done in a monetarily prudent fashion. There were no questions posed for this item.

- **In the Spirit of Diversity:** Mr. Evans said that in an effort to recognize the talents within the diversity in this organization a different individual will be presented each month to show his particular talent. This month Mr. Paul Dureus was selected. Mr. Dureus is a QMHP at the Westmoreland clinic and he played a rendition of a gospel song on his saxophone.
- **Centerwide Benchmarks:** Dr. Baker said that this month's Centerwide Benchmarks are consistent with what they've been for the last several months. The goals were modified to reflect mid-year goal changes and this primarily impacts financial goals. The Quality Indicators received a couple of changes to reflect the changes in the new ValueOptions contract amendment. The Center still wants to monitor and determine the appropriate goal for people receiving rehabilitation services. Under the Strategic & Business Planning Measures the Center did come to an agreement with ValueOptions on a revised rate structure. The Center was notified of the Hogg Grant award last month. This award is an outreach to Hispanic children with disorders not covered by ValueOptions nor State benefits. The center remains involved in the jail mental health project. Dr. Baker said that the Center had the highest number of participants in both the March for Respect sponsored by the Arc of Dallas and the NAMI Walks. There were no questions posed for this item. (Please refer to the May 26, 2005 Board packet for a detailed account).

BUSINESS AND FINANCE COMMITTEE

Chair Reports: Mr. Poffenbarger, Vice Chairperson of the Business and Finance Committee, said that the Committee met last week and reviewed the items on this agenda. He asked Mr. Munson to present his financial report(s).

❖ RECOMMENDATION(s) FOR APPROVAL:

After discussion and upon motion duly made the following item(s) were approved:

4. Consideration of Approval of Financial Report for April 2005 (Unaudited):

Mr. Munson said that for the month of April the Center had a loss of about \$18,000. Mental Health Services reported a loss of approximately \$60,000, mainly attributed to overstaffing relative to budget. There was also an increase in the pharmacy costs, which drove down its net. For the General Fund, there was a negative variance on the salaries in the general fund primarily related to the lateness in closing a couple of the last HCS homes. Mr. Munson noted that with closure of the last HCS homes owned by DMS, the process of moving some of the ICF individuals into HCS properties will begin. These properties have to be made ready and surveys and inspections have to be done. As soon as they move from the ICF homes on Inwood and Forest, the Staubach Company will attempt sale of these two properties. Mr. Munson also talked about several options discussed with the Staubach Company about the marketability of the 1380 River Bend building. He spoke of several options being offered in case DMS decides to sell. Mr. Munson said that the cash position in the financials was fine, and that payables are on target. Mr. Munson said that there was a Reduction In Force (RIF) during the month of May and the May financials may reflect the payout to staff released from their jobs in order to get staffing down to budget. (Please refer to the May 26, 2005, Board packet for a detailed account).

BE IT RESOLVED that the Board of Trustees of Dallas Metrocare Services hereby approves the **April 2005 Financial Statements (Unaudited)**

There were no questions posed for these item(s). This was a Committee recommendation. All were in favor, motion carried.

5. **Human Resources Management Report:** Mr. Evans reported that 34 positions were affected by a reduction in force intended to get the staffing level down to the budget required by the new ValueOptions contract amendment. Of those, 24 were RIF's and the other 10 were resignations. Most of the employees are eligible for rehire as positions become available. Mr. Evans referred to page three in his metrics report and said that these have stayed in line with the prior months. The human return-on-investment stayed almost the same, revenue for employee went up, profit per employee went up, the labor cost stayed about the same and the voluntary turnover went down. Mr. Evans said that he is anticipating that this will stay even or go down as things settle after the force reduction. There were no questions posed for this item. (Please refer to the May 26, 2005 Board packet for a detailed account).

SERVICE AND PROGRAM COMMITTEE

Chair Reports: Dr. Nace, Chairperson of the Service and Program, said that the Committee met last week and reviewed the items on this agenda. He asked Ms. Thompson to present her report.

6. **Mental Retardation Authority Services Report:** Ms. Thompson said that her report is unchanged from the presentation at the Committee meeting. Ms. Thompson said that they continue to work the waiting list in an attempt to prevent general revenue from being returned at the end of this fiscal year. An additional 50 people were removed from the Vocational Services Waiting List, this is the number of current openings. The 300 clients projected to be removed by the 3rd Quarter from the Community Supports category have been selected and the staff is now working on getting them enrolled and authorized for services. Thompson said that they are projecting that by the 4th Quarter, between May and July, an additional 400 clients will be removed from the Community Supports Wait List. There were no questions posed for this item. (Please refer to the May 26, 2005 Board packet for a detailed account).
7. **Quality Management Report:** Ms. Thompson presented a written report with the activities that occurred during the month of April. Ms. Thompson indicated that to-date there have been no confirmed Class I abuse and neglect incidents. There were no confirmed complaints during the month of April. There were six deaths reported. There were 4 serious injuries reported. The Texas Department of Family Protective Services was involved in the investigation of one of these incidents treating it as a possible physical abuse, it was later determined that it was not physical abuse. Under the Quality Improvement Activities staff continues working on complying with the Resiliency and Disease Management Model. There were no questions posed for this item. (Please refer to the May 26, 2005 Board packet for a detailed account).
8. **Provider Services Monthly Report:** Dr. Graves very briefly gave some highlights of his written report. He said that they continue to focus on quality in support of the new regionalization model. Dr. Graves said that the last reduction in force affected QMHP's and

the focus is on reassigning all of these caseloads and assuring adequate follow-up of this caseloads. The East Region that includes the Altshuler Clinic and the East Side Family Center is focusing on its staff reductions.

Focus continues on the five target areas: 1) insuring authorizations are requested timely; 2) insuring productivity meets and/or exceeds target; 3) monitoring denials and factors that may contribute to denial increases; 4) insuring services are charted when provided but no later than end of next business day; 5) and improving the quality of documentation. All of these

areas show improvement with the exception of the charting quality. Team Leaders are conducting audits of these charts to assure better quality of documentation and they are also training staff in proper charting procedures. There were no questions posed for this item. (Please refer to the May 26, 2005 Board packet for a detailed account).

Operations Update

- ✓ **Early Childhood Intervention (ECI) Yvette Serventi-Aguilar:** Dr. Graves introduced Yvette and she gave a brief summary of her written report. She said that at this time the program is trying to increase the number of children being served in their catchment area from 341 to 540. In order to do this ECI is providing information out in the community on the array of services they provide and the eligibility criteria. Other strategies they are using are: 1) contacting family practitioners, pediatricians, and child clinics in their catchment area; 2) attempting outreach to Child Protective Services, children's day care centers, and "Mothers' Day Out" programs in that area; 3) they are working in collaboration with Mr. John Luna, DMS Public Relations Officer, to participate in area health fairs and other community events, as well as collaborating with the local media. There were no questions posed for this item.
- ✓ **Vocational Services (Career Design Development Center, CDDS), Greg Crawford:** Mr. Crawford reported that in the past year they have noticed a certain decline in the market share. They are currently working on increasing their census by partnering with BPS to improve on the relationship with the Service Coordination. Mr. Crawford said that the environment is very competitive for Vocational Services, workshops, and supported employment providers in that area. In May the supported employment program received 4 referrals through the Department of Assistive and Rehabilitative Services (DARS) and an additional 6 referrals, also from DARS, are still pending. They have 6 general revenue referrals with authorizations and 13 moving through the system. The workshop has had a continued problem with the daily attendance. To improve this service, families are now being kept better informed of what is happening.
- ✓ **Behavioral Psychiatric Services (BPS) Yvette Harris:** Dr. Graves introduced Yvette Harris. Ms. Harris presented a written report and said that they are in the process of expanding their services to other Regions due to the uniqueness of the service this program provides. At this time new marketing strategies are being implemented to increase the census. Vacant positions are being filled to increase the productivity level. Discussion ensued. There were no questions posed for this item.

9. **Review of Local Services Area Plan:** Mr. Aston said that as part of the annual contractual agreement between the Department of Aging and Disability Services (DADS) and DMS, a Local Service Area Plan is required to be submitted no later than June 1, 2005. Mr. Aston presented the Local Service Area Plan as it was presented to the Mental

item. (Please refer to the May 26, 2005 Board packet for a detailed account).

V. EXECUTIVE SESSION: There were no issues to discuss

VI. MEETING ADJOURNMENT: There being no further business to come before the meeting, on motion duly made, seconded and carried, the meeting adjourned at 2:45 pm.

Minutes approved by:

Charles M. Cooper, Chairperson

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