



REGULAR BOARD MINUTES

May 16, 2024

METROCARE
Board Meeting Minutes
May 16, 2024

A Regular Meeting of the Board of Trustees of Metrocare convened on Thursday, May 16, 2024. The meeting was held at 1345 River Bend Drive, Dallas, TX 75247 (Mustangs Conference Rm.)

CALL TO ORDER:

Mr. Bernstein, Chairman, called the meeting to order at 1:50 pm. A quorum was confirmed with 8 board members in attendance.

Trustees Present:

Kenneth Bernstein, Anthony Farmer, Dave Hogan, Noel O. Santini, M.D., Stacy G. Cantu, Jaime Walkowiak, Dr. Sam Yang and Vickie Rice.

Trustees absent:

Sonnia R. Ortega

Public Comment: No public comment was received.

Staff present:

John W. Burruss, M.D., Kelli Laos, Judith Hunter, M.D., Jennifer Wadsworth, Ikenna Mogbo, Carolina Lasso and Tate Ringer.

Guest present:

Joel Geary and Metrocare staff were in attendance.

Chairman updates:

Mr. Bernstein reminded everyone that we will not have any board meetings in the months of June and July. The next time they meet will be at the Board Retreat on Saturday, August 17th from 8:30 am to 12:00 pm and our board meeting will be held the following Thursday, August 22, 2024. Both meetings will be held at this same site.

Meal for the Minds:

Mr. Bernstein said that our annual event “Meal for the Minds” will be held in the Fall this year which coincides with our October 24, 2024, board meeting. The venue has also changed, and we will be meeting at the Renaissance Hotel not the Anatole Hotel. Our board meeting will take place at the Renaissance Hotel at the conclusion of the event at approximately 1:30 pm.

CONSENT AGENDA: April 2024 Reports

All consent agenda items are considered to be routine by the Board and will be enacted with one motion. There will be no separate discussion of items unless a Board Member so requests, in which event, the item will be removed from consideration as an item of consent business and

considered in its normal sequence with the other action items listed below in which case full discussion of the item may occur as necessary.

1. Acceptance of the April 25, 2024, Regular Board Meeting Minutes
2. Acceptance of Appointment to the Mental Health Advisory Committee:
 - Dezzerae Flores
3. Acceptance of Appointment to the IDD Planning Advisory Committee:
 - Leticia Gomez
4. Acceptance of the Information Technology Report
5. Acceptance of the Clinical Services Division Report
6. Acceptance of the Housing Division Report
7. Acceptance of the Local Intellectual and Developmental Disability Report
8. Acceptance of the Strategic Initiatives Report

Motion: Ms. Cantu moved to Accept the Consent Agenda for April 2024 as presented and Mr. Farmer second. The motion carried unanimously.

Chief Executive Officer – Service Presentation:

MH Care Coordination: McKenna Steck, Clinical Manager III, presented a success story from her department.

ACTION AGENDA

Staff Recognition:

Dr. Karen Guess was acknowledged for her 15 years working with Metrocare and most importantly our homeless population. Mr. Mogbo provided a testimonial on the depths that Dr. Guess will go to, to find where these people are to provide them with the services they need. He said that once they meet Dr. Guess, they will follow her wherever she is.

Dr. Hunter added a quick note saying that Dr. Guess is a very important leader amongst our Nurse Practitioner staff, which is about 40 people and serves a very important role in the APN Leadership Group and serves as a mentor, and support system for the Nurse Practitioners coming in.

Dr. Guess said it has been very gratifying working here and helping clients and she's looking forward to the future with Metrocare.

CHIEF EXECUTIVE OFFICER REPORT:

Acceptance of the Chief Executive Officer Report for the FY24 Key Performance Indicator Progress through April 2024:

Dr. Burruss discussed the addition of Sandra Taylor as Special Consultant to the CEO for Real Estate to help speed along the many, non-Hillside property projects that Metrocare

must make substantial progress on during the summer. He also led a discussion of Permanent Supported Housing in the region and provided an explanation of the temporary setbacks in KPIs 14 and 15. Regarding these measures, the Change Healthcare cyber-event, coupled to a subsequent filing lapse in RevConnect, slowed over \$2,000,000 in charges. A simultaneous Aetna audit delayed an additional \$200,000. Both situations should have passed by the end of May, allowing this measure to return to their prior steady state.

Motion: Mr. Farmer moved Acceptance of the April 2024 Chief Executive Officer Report and Dr. Santini second. The motion was carried unanimously.

FINANCE AND ADMINISTRATION REPORTS

Acceptance of the Financial Report for April 2024:

Dr. Burruss filled in for Mr. Wilson who was unable to attend the meeting. He pointed out the results from April and specified that the arrival of the annual Charity Care payment on April 1 resulted in April surpassing budget expectations substantially. Additionally, he reminded of the annualized results referenced in the board training from earlier.

Motion: Mr. Farmer moved Acceptance of the Financial Report for April 2024 and Mr. Hogan second. The motion was carried unanimously.

Resolution Delineating the Board's Awareness and Approval of the Chief Executive Officer's Execution of an \$18MM Metrocare Advance Term Loan with Texas Capital Bank:

Dr. Burruss explained that this was the annual process to renew Metrocare's financial instrument for operating needs. For many years, this has been an agreement with UMB. This year, UMB submitted a proposal that was not as favorable to Metrocare as a proposal from Texas Capital Bank (TCB) due to a lower total accessible dollar amount combined with an interest rate 75 basis points higher. On behalf of Mr. Wilson and himself, Dr. Burruss recommended the change to TCB for the coming year for this agreement only. Treasury services, corporate credit cards and all other existing UMB banking services will continue unchanged.

Motion: Ms. Cantu moved Acceptance of the Resolution Approving the Chief Executive Officer's Execution of an \$18MM Metrocare Advance Term Loan with Texas Capital Bank and Ms. Walkowiak second. The motion was carried unanimously.

Acceptance of the Human Resources Report for April 2024:

Ms. Laos, Chief Operating Officer reviewed the Human Resources KPI and departmental goals as well as the monthly monitored data points. Dr. Burruss highlighted the low monthly turnover percentage and board members asked for more feedback regarding the success of turnover. Mrs. Laos identified a collaborative effort between Human Resources and Operations for the success including the compensation reviews/increases, the enhanced training and support initiatives and the improvements to our benefit

package as reasons for our success. We also have APN's coming in through the ACER program which has helped us to fill vacant positions.

Motion: Ms. Walkowiak moved to Accept Human Resources report for April 2024 and Ms. Cantu second. The motion was carried out by unanimous consent.

Acceptance of the Facilities Division Report for April 2024:

Mr. Kevin Boyd, Chief Facilities Planning & Construction Officer reviewed the capital projects taking place at several of our locations. He indicated that Hillside is on track with Whiting Turner doing a great job. For the Lancaster Kiest project they are meeting with Birch Construction and KAI on May 17th. They have met with the design team and will wrap up the design on August 16, 2024. On June 28th the last piece of steel will be going up. The projected date to move is August 2025.

Motion: Mr. Farmer moved Acceptance of the Facilities Division Report for April 2024 and Dr. Santini second. The motion carried unanimously.

QUALITY MANAGEMENT AND COMPLIANCE REPORT:

Acceptance of the Quality Management and Compliance Services Division Reports for April 2024:

Ms. Laos reviewed the Quality Management and Compliance departmental goals as well as the monthly monitored data points. She highlighted Quality Management's efforts to go beyond "auditing" to focus on quality improvement initiatives, identifying Quality Circles as an example. Quality Circles are at 6 major sites, composed of direct care and management staff focused on providing solutions to identified pressure points for the staff. Once solutions are identified, Quality Management will work with management to implement solutions found doable.

Motion: Dr. Santini moved Acceptance of the Quality Management and Compliance Services Division Report for April 2024 and Ms. Walkowiak second. The motion carried unanimously.

PROVIDER SERVICES REPORT:

Acceptance of the Mental Health Division Report for April 2024:

Jennifer Wadsworth, Chief Clinical Officer reviewed the board report, including employee engagement activities, quality care via extra suicide trainings to over 100 staff, and ways that staff were getting involved, specifically the crisis team creating videos with Dr., Burruss for the City of Mesquite, being present at Commissioner's court for the Mental Health Resolution, and participation in project safe neighborhood.

Motion: Dr. Santini moved Acceptance of the Quality Management and Compliance Services Division Report for April 2024 and Ms. Walkowiak second. The motion carried unanimously.

Consideration of Approval of the NTBHA Comprehensive Mental Health Provider Contract:

Ms. Wadsworth presented the proposed North Texas Behavioral Health Comprehensive Mental health contract rate differences (NTBHA). She explained that the prepaid funding is based on "open authorizations" in the Clinical Management Behavioral Health System (CMBHS, aka Columbus). She outlined an increase in \$1.4million annualized for services that Metrocare was already overserving. Questions were asked and answered.

Motion: Ms. Cantu moved Approval of the NTBHA Comprehensive Mental Health Provider Contract and Mr. Farmer second. The motion carried unanimously.

EXECUTIVE SESSION: (Discussion only - Closed to the Public)

Announcement of Closed Session in Accordance with Subchapter D., Texas Government Code:

- § 551.071 – Consultation with Attorney.

Mr. Bernstein closed the meeting at: 2:47 pm

RETURN TO OPEN SESSION:

Mr. Bernstein opened the meeting at 3:53 pm and declared that there was no action taken during the closed session.

Meeting Adjournment: There being no further business to come before the Board, Mr. Bernstein adjourned the meeting at 3:53 p.m.

Minutes approved by:



Dave Hogan, Secretary