

**DALLAS METROCARE SERVICES**

**BOARD OF TRUSTEES  
MEETING MINUTES OF**

**March 22, 2007**

# METROCARE SERVICES

## REGULAR MONTHLY MEETING of the BOARD OF TRUSTEES

### MINUTES OF March 22, 2007

A Regular Meeting of the Board of Trustees of Dallas Metrocare Services convened at 1:30 p.m. in the Board Room on March 22, 2007 at 1360 River Bend Drive, Dallas, Texas.

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

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

The following Trustees were present:

Mr. Cooper  
Mr. Driver  
Mr. Migl  
Mrs. Noble  
Mr. Orr  
Mrs. Ringle  
Ms. Rodriguez  
Ms. Walton-Brooks

**Staff Present:** Dr. Baker, Linda Thompson, Dr. Graves, Kyle Munson and other DMS 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:

##### 1. Approval of the meeting Minutes of February 22, 2007 – Regular Board Meeting:

Mr. Cooper, Chairperson, called for any comments or corrections to the meeting minutes of February 22, 2007. Mrs. Ringle noted some errors on page 9580 paragraphs 3 and 6. In paragraph 3, it should read: "It does not seem to matter that on two of the patients, DADS clearly **authorized** the services." (The word "authorized" was left out). And in paragraph 6: "As we said in the letter to DADS, these missing documents turn out to be worth so much money that we should have **key kept** them in a safe under lock and key, not in a medical record." (The word "kept" should have been in the sentence instead of "key".) Also: "Before we do so, I will review one more time **we with** our staff to make sure that this recoupment does, in fact, look as unreasonable as it seems." (The word "with" should have been used instead of "we.") Mr. Cooper entertained a motion to accept the Minutes as corrected. All were in favor. Motion carried.

##### 2. Chairman's Report

- **Presentation of Award to Mr. Poffenbarger:** Mr. Cooper welcomed Mr. Poffenbarger and presented him with a plaque from the Board and the staff of Metrocare Services for his six years of service to people with developmental and mental health challenges in Dallas County. Mrs. Marilyn Little from the office of

Commissioner Mayfield presented Mr. Poffenbarger with a second recognition on behalf of the Commissioner's Court.

A similar plaque will be forwarded to Dr. Nace, as he was not available to participate in today's meeting and asked that we mail this to him. Mr. Cooper said Dr. Nace will be missed.

➤ **Equity of Funding:**

Mr. Cooper said that at the December Board meeting, Mr. Orr suggested that the Board consider preparation of a class action suit on our equity of funding issue if we were not successful. Mr. Cooper asked Dr. Baker for an update on this. Dr. Baker said that since that time our efforts have been to get an equity rider in the appropriations legislation. This is being done locally, but we have also been working with the centers in San Antonio, Houston, El Paso and Corpus Christi passing language and getting a coalition to do this. Dr. Baker's recommendation is to wait and see how this process goes and based on its outcome engage some of the local advocacy organizations in doing something subsequently. He feels this would be more powerful coming from them and not our own Board. Mr. Orr said he accomplished part of his goal by placing it on the table for discussion. Discussion ensued.

**MH Advisory Committee Quarterly Report:** Mr. Leonard Keesee, Chairperson of the committee said the committee met on March 5<sup>th</sup> and received training from Tiphany Devine. Ms. Devine is the Program Manager of the Special Needs Offenders Program (SNOP). Ms. Devine defined the target population and described the services provided at the clinic. There were no questions posed for this item.

➤ **Committee Meetings:** Mr. Cooper announced next month's meetings. He said that on April 19<sup>th</sup>, 2007 the Service and Program Committee and Business and Finance Committee will meet again starting at 11:30

➤ **Board Meeting:** The next Board meeting will be held on April 26, 2007 beginning with Board training starting at approximately 1:00. The topic will be announced at a later date.

**3. Chief Executive Officer's Report:**

➤ **Success Story: Transitional Apartments (Christina Gonzales, presenter).** Dr. Baker asked Ms. Gonzales to come and share a success story from this program.

Ms. Gonzales presented the case of a family of five residing in one of their Permanent Supportive Housing Programs. This family came from New York to stay with family in Texas after their apartment burnt down, but shortly after their arrival here they were asked to move out and their only alternative was to stay at a homeless shelter. While staying at the shelter the children started to display behavioral problems. They were then taken to one of our C&A clinics for an evaluation. The family was also placed in this Housing Program. Presently the family is doing well, the oldest son will be graduating from high school at the end of the year. The daughter is back on track in classes and has been accepted into college. The youngest child no longer displays behavioral problems and is working more with Mom and siblings. Dad has returned home.

There were no questions posed for Ms. Gonzales.

❖ **RECOMMENDATION(s) FOR APPROVAL:**

After discussion and upon motion duly made the following items were approved:

**Consideration of Acceptance of Chief Executive Officer Report:** Dr. Baker referred to page 9586 of his report. He said the last month has been spent in helping stakeholders and families with the reductions in services through the General Revenue Services in the Mental Retardation Authority (MRA). Dr. Baker said they are working on a benefit plan for September. Data collected from family questionnaires show most people would rather have a reduction in their benefits instead of having other people wait like they had to in the past. The center is trying to balance this in a way that allows for a meaningful benefit.

The North Texas Behavioral Health Authority (NTBHA) and NorthSTAR (NS) both put out competing RFP's for a Teen Crisis Team and a Child and Adolescent Crisis Mobile Team in order to do this service. At a meeting last Friday the Medical Directors of these two organizations pulled their RFP's and agreed to come up with one. Dr. Hunter and Dr. Baker presented a jail diversion plan to Ron Stretcher's work group on mental health diversion for the jail. The center shared its ideas on how to engage and get TCOOMMI dollars into the community.

There were no other questions posed for this item.

(Please refer to the March 22, 2007 Board packet for a detailed account of this report).

**BE IT RESOLVED** that the Board of Trustees of Dallas Metrocare Services hereby accepts the **Chief Executive Officer Report**

Mr. Cooper entertained a motion to accept this report. Ms. Walton-Brooks seconded. All were in favor, motion carried.

**Consideration of Acceptance of Development and Community Education Report:** Mr. Luna said Dallas Metrocare Services is now officially Metrocare Services. Dallas Business Journal selected Metrocare as the 10<sup>th</sup> largest nonprofit provider in North Texas. There were two grants received: 1) HUD Homeless Continuum of Care, Efficiency Apartment Program, \$1.5M Rental Assistance 2-year Permanent Supportive Housing and 2) the North Central Texas Council of Governments, Social Services Block Grant, Katrina Services, \$444K for Outreach, Case Management Services and Counseling.

#### **FISCAL MANAGEMENT REPORTS**

Mr. Orr said the Business and Finance Committee met on Thursday, March 15, 2007 and reviewed the following reports. Mr. Orr called on Mr. Munson to briefly summarize his report.

#### ❖ **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 February 2007 (unaudited):** Mr. Munson said that his report was presented in its entirety at the Business and Finance Committee: Referring to page 9596 summary of revenues and expenses he said under the variance report (\$500K) from plan is still the same. This is the result of the adjustment of the budget in mid-year. There was a significant loss for the month of \$332K. This has caused the center to go into a negative position for the year. Mr. Munson said the financial difficulties are directly related to the General Revenues (GR) over-expenditure in the MR Services external providers network. There are measures that were put in place beginning March 1<sup>st</sup>, and a second group that is going into effect April 1<sup>st</sup>. These plans will stay in place throughout FY 07, but they are looking at what the FY 08 Service Plan will look like.

Ms. Ringle asked for assurance that the Center made changes so that the Board will not see this red ink going forward. She said that she understands that sometimes there are circumstances beyond our control, but asked for assurance that process changes have been made to catch such issues faster. Mr Munson said that new monitoring tools had been developed.

Mr. Munson said the pending sale of the Inwood Intermediate Care Facility for Mental Retardation (ICF/MR) property has caused a variance of approximately \$80K. We continue to lose money in this program and that's why we are trying to divest ourselves of those homes. The center has mailed out Request for Proposals (RFP's) to our advocacy groups and made changes according to some of the suggestions received back. At this time we are getting 82 RFP's ready for mail out. We will be advertising the sale of these homes statewide in several of the major newspapers.

There were no questions posed for this item. (Please refer to the March 22, 2007 Board packet for a detailed account).

**BE IT RESOLVED** that the Board of Trustees of Dallas Metrocare Services hereby approves the **February 2007 Financial Statements (unaudited)**

**5. Consideration of Acceptance of FY 07 Second Quarter Reports on Finance, Human Resources, and Information Systems:**

- Financial Investments:  
\$1.2M invested for operational use
- Salary Adjustments > \$5,000:  
There was one promotion during the period
- Community Services Contracts > \$100,000:  
These are generally the community services contracts paid to the MR external service providers
- Non-Community Services Contracts > \$25,000:  
There is one contract that exceeded the \$25,000, the annual external audit firm of Scott, Singleton and Fincher
- Leases > \$25,000:  
DMS has one lease whose value exceeds \$25,000. This lease is the Planet our data center location.
- Legal Expenses:  
These are consistent and have remained low, under \$5K year to date.
- Goods, Supplies, Equipment and Capital Assets > \$15,000:  
No purchases to report
- Participation by Historically Underutilized Businesses (HUB):  
This has remained consistent, percentage wise
- Information Technology Project Update:  
Key projects completed during the quarter
  - Medicaid 835 transactions
  - Implementation of TIMA Note
  - Help Desk Tick Review Process
  - Rewire of Riverbend Facility

Planned projects for the upcoming quarter:

- Citrix Implementation
- PsychConsult 5.5.2 Upgrade
- Upgrade Group Home Communication/Connectivity

- Implement Treatment Plan Builder in PsychConsult
  - IT Change Management Process
  - ECI Conversion into PsychConsult
- Human Resources:
- Reduce Employee turnover*  
Overall turnover for the last 12-month period is still high at 29.5%.
  - Time to Hire*  
Mr. Munson said this measure added for FY07 was set at <35 days, they are presently at 29 days and improving.
  - Employee Training*  
Exceeding the goal of 90%.

There were no questions posed for this item.

(Please refer to the March 22, 2007 Board packet for a detailed account).

**BE IT RESOLVED** that the Board of Trustees of Dallas Metrocare Services hereby accepts the report on **FY 07 Second Quarter Reports on Finance, Human Resources and Information Technology**

This was a committee recommendation. All were in favor. Motion carried to approve both of these items.

**REPORT OF THE SERVICE AND PROGRAM COMMITTEE CHAIR:**

Ms. Noble, Chairperson of the Service and Program Committee said the Service and Program Committee met on Thursday, March 15<sup>th</sup>. She asked Dr. Graves to present a summary of his report.

**SERVICE DELIVERY REPORTS**

❖ **RECOMMENDATION(s) FOR APPROVAL:**

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

6. **Consideration of Acceptance of Service Delivery Report for February 2007:** Dr. Graves presented a summary of his report:

Teen Crisis Center: Metrocare has been asked by V/O, the NTBHA, Parkland Hospital to participate along with Adapt in a temporary solution for this problem. This is schedule to go into effect the first week in April.

There were no questions posed for this item.

(Please refer to the March 22, 2007 Board packet for a detailed account).

**BE IT RESOLVED** that the Board of Trustees of Dallas Metrocare Services hereby approves the **Service Delivery Reports for February 2007**

7. **Consideration of Acceptance of Report on Action Plan for ECI Performance Review:**  
Dr. Graves referred to page 9612 and spoke of the follow-up visit paid by auditors from the Department of Assistive & Rehabilitative Services (DARS). The written report retained the at-risk status. Dr. Baker is now communicating with the state on a weekly basis. Dr. Graves said they plan to have all the ECI staff start documenting in the electronic medical record to facilitate data management. They want to have the measures clearly in place consistent with

the states expectations. Our internal medical records staff also pointed many deficiencies. Staff is now performing peer to peer auditing of records. There is also quality over-site by the Quality Management Department and Dr. Graves. Progress has been noted.

There were no questions posed for this item.

(Please refer to the March 22, 2007 Board packet for a detailed account).

**BE IT RESOLVED** that the Board of Trustees of Dallas Metrocare Services hereby accepts the report on **Action Plan for ECI Performance Review**

This was a committee recommendation. All were in favor. Motion carried to approve both of these items.

- 8. Consideration of Approval of Revision to Board Policy 1.02:** Dr. Baker said that Board Policy require review of the board policies every five years. This year they are planning to present nine board policies that will expire on this 5-year cycle. Today's policy is the policy on policies. It reads that you have to have policies and it delegates to management the administration of these policies. There were no significant changes made to today's policy.

- Policy on Board Policy – 1.02

**BE IT RESOLVED** that the Board of Trustees of Dallas Metrocare Services hereby accepts the **Revision to Board Policy 1.02**

This was a Committee recommendation. All were in favor, motion carried.

- 9. Consideration of Acceptance of Quarterly Reports on Service Delivery:** Mrs. Thompson said that the focus has been on service caps for individuals receiving services through general revenue funding. The month of February was spent providing information to the MR Planning Advisory Committee/Network Advisory Committee (MR PAC/NAC) about what the plan was and the impact it would have on the individuals being served.

There were no questions posed for this item.

(Please refer to the March 22, 2007 Board packet for a detailed account).

**BE IT RESOLVED** that the Board of Trustees of Dallas Metrocare Services hereby accepts the **Quarterly Reports on Service Delivery**

## **QUALITY MANAGEMENT REPORTS**

### **❖ RECOMMENDATION(s) FOR APPROVAL:**

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

**10. Consideration of Acceptance of Quality Management Report for February 2007:**

This report just continues the efforts of the plan for April 1<sup>st</sup> for further reductions into the service array for these funding sources. The metrics report remains the same as presented in the packet, as does the outcomes data for the month of February.

There were no questions posed for this item.

(Please refer to the Board packet of March 22, 2007 for a detailed account of this report).

**BE IT RESOLVED** that the Board of Trustees of Dallas Metrocare Services hereby approves the **Quality Management Reports for February 2007**

**11. Consideration of Acceptance of FY 2007 Second Quarter Reports on Quality Management and Research:** Mrs. Thompson said that the Center updated its Quality Management Plan (copies in folders) as required by our Performance Contract with the state. We were mandated by the state to add a methodology for measuring, assessing and reducing our critical incidents and we updated those goals. The only change in the performance measures is in the actual data published by DADS. Our HCS enrollments were at 100% and our Permanency Plans ended up being at 95.6% for the quarter.

Mrs. Thompson said the grant monitoring report is also as presented at the service and program committee.

There were no questions posed for this item.

(Please refer to the March 22, 2007 Board packet for a detailed account).

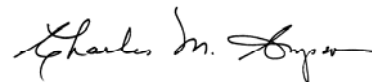
**BE IT RESOLVED** that the Board of Trustees of Dallas Metrocare Services hereby accepts the **FY 07 Second Quarter Reports on Quality Management and Research.**

This was a committee recommendation. All were in favor. Motion carried to approve all three of these reports.

**IV. EXECUTIVE SESSION:** There were no issues to discuss.

**V. MEETING ADJOURNMENT:** There being no further business to come before the Board, on motion duly made, seconded and carried, the meeting adjourned at 2:25 pm.

Minutes approved by:



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Charles M. Cooper, Chairperson

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