

METROCARE SERVICES

Local Service Area Plan FY 2010

Texas Department of Aging and Disability Services

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I. INTRODUCTION

Metrocare's Mental Retardation Local Service Area Plan is comprised of various components that come together to support the Local Plan. These are the Business Plan and Quality Management Plan. Revisions to the plan occur throughout the year with updates completed as changes occur. The Quality Management Plan has been updated as part of the FY 2010 contract process with the Department of Aging and Disability Services. The Jail and Detention Diversion Action Plan is from the Authority Plan developed by DANSA and Value Options.

The Local Planning Process is outlined in the Plan in conjunction with the data that was received through the information gathering that occurred this past year.

The plan identifies and addresses the local needs and priorities for persons with mental retardation in Dallas County. It reflects the participation of consumers, families, advocates and stakeholders in the Local Service Area. Included in the Plan are descriptions of services provided by Metrocare Services.

The Business Plan provides a framework for the Center to provide superior stewardship of limited public funds.

The Provider Network Plan provides the framework for the development of our network of providers. The process is included in the plan.

Finally, the Quality Management Plan is to ensure Metrocare Services will provide oversight and deliver quality services and take effective action when improvement is needed. The focus is to prevent or eliminate barriers to good consumer services and supports.

The plan is a continuous work ongoing work that is updated as changes occur and needs are identified.

II. Mission, Objective and Strategy

Mission:

To serve our neighbors with developmental or mental health challenges by helping them find lives that are meaningful and satisfying.

Objective:

To achieve the highest standards of care by increasing access to services, improving quality, reducing costs and providing options along an integrated continuum of services; by offering a coordinated network of providers, systems, processes, assets, and solutions, both internal and external, to effectively deliver value to the customer at the lowest cost.

Strategy:

To establish; first a local mental retardation authority structure that plans, develops policy, coordinates services, allocates and develops resources within the designated area, second, a customer focused infrastructure which provides effective access and availability to mental retardation services and meets the customers' requirements for accessibility, quality, choice and cost effectiveness, third a flexible variety of services and supports structured to meet the needs of customers and families; and fourth a seamless mechanism for delivering and managing services for each customer.

III. Local Planning Process

Mental Retardation's planning process begins with the needs of the consumers it serves and realities of funding resources. The Center gathers information from consumers, families, advocacy groups, internal groups and the community at large to assist in the planning process.

Once this information is gathered and analyzed, it is presented to the Planning Advisory Committee (PAC)/Network Advisory Committee (NAC) for final prioritization. Both the PAC/NAC meet at least on a quarterly basis. Once this is completed the information is presented to the Provider Services Committee, an ad hoc committee of the Board of Trustees before final review.

The Board receives reports from the Senior Management Team regarding the recommendations for service delivery, program improvements, expenditures, cost reports and budgets. All board meetings present the opportunity for public comments.

Prior to development of the annual budget, the program staff meets with Financial Services to identify program needs, changes and contract requirements to build the budget.

Annually, Center staff presents the annual budget to the Planning Advisory Committee/Network Advisory Committee prior to board approval. The FY 09 Budget was presented to the PAC/NAC prior to the Board's approval.

Due to limited funding and resources the Center has strived to enhance and maintain their current services.

Metrocare's Local Plan review is ongoing and part of the activities that review progress of Contract requirements. The total process for review incorporates PAC/NAC, Provider Services Committee, Quality Management Department, as well as the involvement of staff, consumers, board and community stakeholders.

The Planning Advisory Committee/Network Advisory Committee meets at least quarterly for updates and reviews as well as special meetings. A quarterly update is made to the Board by the PAC/NAC Chairman. Additional reviews are conducted by external auditors and internal auditors.

IV. Local Authority and Service Components

Metrocare Services, formerly Dallas County Mental Health and Mental Retardation Center is a public, non-profit organization. The Center was established in 1965 by the Community MHMR Center Act of the 1965 legislature to provide comprehensive mental health and mental retardation services to the citizens of Dallas County. The Center is governed by a nine-person board of trustees appointed by the Dallas County Commissioners Court. The board has financial and policy responsibilities through the Center's Chief Executive Officer, whom the board hires.

In July of 1999, the Mental Health Services Division for the Center became part of the NorthSTAR Medicaid carved out waiver for seven counties in the North Texas area. Funding for NorthSTAR is managed by ValueOptions a Behavioral Managed Care organization. The Texas Department of Aging and Disability Services contracts with the Center as the sole Mental Retardation Authority for Dallas County. The Center also contracts with private providers for mental retardation services as well as being a provider of services. Mrs. Linda Thompson, Deputy CEO provides oversight for the Authority Services and Mrs. Brenda Cosens, RN is Director of Developmental Disability Services.

The Center's main administrative offices are located at 1380 River Bend Drive, Dallas, Texas 75247. There are additional program sites located throughout the county. The Center serves approximately 26,000 individuals in Adult Mental Health, Children/Adolescent MH Services and approximately 2,500 in Developmental Disabilities each year. Historically the Center exceeds service category targets as required by the Performance Contract.

Developmental Disabilities Services include the following programs: Eligibility and Determination, Service Planning and Coordination, Behavioral and Psychiatric Services, In Home Family Support, Supported Employment, Vocational and Training Services, Home Community based Services, Intermediate Care Facilities, Supported Home Living Services, Texas Home Living Waiver Services, Early Childhood Intervention Services, and Center for Children with Autism. Funding for the Center is provided by county funds, state contracts, state and federal grants and fees for services paid by consumers and third party payers such as Medicare, Medicaid and private insurance carriers. Additional funds are procured by the Development Department to enhance services and improve capital needs.

Metrocare Services provides mental retardation services to the following individuals who possess one or more of the following conditions:

1. Mental retardation, as defined by Section 591.003 (13), Title 7, Health and Safety Code.
2. Autism as defined in the current edition of the Diagnostic and Statistical Manual.
3. Pervasive development Disorder (PDD) as defined in the current edition of DSM.
4. Eligibility for Early Childhood Intervention Services.
5. Eligibility for OBRA '87 mandated services for mental retardation or a related condition.

The Center serves children ages 0-3 in Early Childhood Intervention Services through a contract with the Interagency Council on Early Childhood Intervention Services. Other individuals may receive services through full fee payment arrangements, including third party payers.

Eligibility Determination

The Eligibility Determination Unit (EDU) serves as the central intake for mental retardation services. This is the entry point for services for all residents with mental retardation, autism or other pervasive developmental disorders of Dallas County. Intake Specialists are available to process calls or walk-ins Monday through Friday from 8:00am to 5:00pm

This unit provides the following services; processes intake requests, determines eligibility for services and initiates referral to the Service Planning and Coordination Unit.

For information contact: Dr. Jason Mishalanie 214 333-7000

Service Planning and Coordination

Service Planning is accessed through a referral from the Eligibility Determination Unit (EDU). A person seeking service planning must first have been determined eligible to receive services. Once a Service Planner is assigned, a comprehensive self-assessment is conducted and a service plan is developed. This program operates under the concept of person directed planning and empowers the consumer to achieve life goals.

It is also here that a consumer takes the service plan just developed and begins working with an Individual Service Coordinator (ISC) [*formerly known as a caseworker or case manager*] to achieve identified outcomes and eventually life goals. This service is accessible upon completion of an eligibility determination by EDU.

For information contact: Wendell Owens, 214 948-9950

In Home Family Support

In FY-04 the In Home Family Support Program was integrated into the Service Coordination Unit. This service is a consumer driven program, which provides a maximum of \$2,500 per fiscal year to eligible individuals and/or their families, to assist with the purchase of goods and services related to a disability. To be eligible, an individual must:

- Have a diagnosis of mental retardation, autism or other pervasive developmental disorders or a mental illness
- Reside in Dallas County
- Meet the sliding scale income criteria
- Exhibit a need for assistance

Examples of specific services include:

- Medical, dental or therapeutic services

- Counseling
- Attendant/home health care
- Transportation assistance
- Caregiver relief (Respite)
- Special adaptive equipment and architectural modifications
- Other unique services related to a disability

For information contact: Wendell Owens, 214 948-9950

Home and Community Based Services (HCS)

HCS is a Medicaid waiver program designed to build support services based on an individual's needs. Services may be provided in the natural home or within an alternative living residence. An individual must be eligible for Medicaid and have a diagnosis of mental retardation. A full array of habilitative and support services are provided including: respite care, supervised residential services, supported home living services, psychological services, nursing services, case management and foster/companion care services.

For additional information contact: Carrie Parks, 214 948-2416

Supported Home Living, Respite and Texas Home Living Waiver

Supported Home Living provides support services consistent with the individual person directed plan. The service provides habilitation or support activities that foster improvements of or facilitate an individual's ability to perform functional living skills and other daily living skills. Respite services are provided to families and individuals to maintain the individual in the family home.

The Texas Home Living Program provides a core of services ranging from habilitation, respite, supported employment and select specialized therapies. These services may be accessed through Service Planning and Service Coordination.

For additional information contact: Montrula Johnson, 214 948-9950

Behavioral Psychiatric Services

The Behavioral and Psychiatric Services (BPS) program is designed to provide support to people over the age of three who have mental retardation and mental illness or severe behavioral challenges, so they may successfully live and work in the community.

Evaluation Services - All new referrals receive evaluation services to identify primary areas of need. Further assessment is available when a need exists such as a significant change in behavior or functioning capacity.

Crisis Services - A clinical staff member is available for consultation 24 hours per day, seven days per week. Outpatient Services - Clinic visits with the consumer's team members and psychiatrist are available for psychiatric evaluation and psychoactive medication monitoring.

Behavior Services - Behavioral training and support is available for families and consumers to assist with identifying and reducing rates of maladaptive behaviors. Behavioral recommendations are developed and families/caregivers trained to carry out the recommendations in the home, work, or school setting.

Counseling Services - Individual, family, and group counseling are available to those identified as able to benefit from this service.

The goals of BPS are: to promote individuals and their families to stay together in order to maintain the family unit, minimization of placement loss and number of re-hospitalizations, assistance to school districts and other areas of DMS, and efficient and quality clinical services to a difficult-to-serve population

For additional information contact: Dr. Amanda Smith, 214 743-6188

Vocational and Supported Employment - CDDS

CDDS offers vocational services to adults (age 18 and older) with mental retardation, a pervasive developmental disorder, or any disability who desire to work:

The Service Center provides an array of services designed to meet the unique needs of adults who are diagnosed with developmental disabilities. Training in the areas of Daily Living Skills, Work Adjustment, Personal/Social Adjustment and Job Readiness is achieved using paid work experience.

Community Inclusion Services provides individuals with experiences in social, civic, leisure and recreational settings. Individuals participate in a wide variety of activities designed to identify and strengthen personal interests and ultimately integrate these into their daily lives.

Work Experience Group participants are supervised by CDDS staff.

Employment Services develop career opportunities in the competitive work force for people with disabilities by focusing on the choices of the individual. Preferences in the areas of interest, goals, abilities and skills are matched with an employer's needs. Job coaching and follow along services are also provided.

This service is accessed through a referral from Service Planning and Coordination, Texas Rehabilitation Commission, school districts in Dallas County and NorthSTAR.

For additional information contact: Cindy Pope, 214 333-7000.

Early Childhood Intervention Services

This program provides Early Childhood Intervention, a state and federally funded program through the Individuals with Disabilities Education Act. ECI supports families to help their children reach their potential through developmental services. ECI of DMS provides a home and community based program of supports and services for eligible families and children ages birth through two years old. Core services include an array of direct treatment to the child, family support services, and linking services. Eligible children are children under the age of three with a developmental delay, a physical or mental condition that will probably result in a delay, and those children whose development is “atypical”. Services are provided in the child’s natural environment (where the child lives, grows and plays) and include, but are not necessarily limited to; family support and training services; linking services, direct services, screening and assessment , specialized therapies and instructional services. ECI is provided at no cost to families, regardless of income.

For additional information contact: Yvette Serventi-Aguilar, 214 331-0109

Contracted Services

Metrocare contracts with a number of private providers in the community for various services. These services include:

- Supported home living
- Day habilitation
- Supported employment
- Vocational services
- Residential services
- Texas Home Living Waiver Services
- Additional ancillary services include:
 - Physical, occupational and speech therapy
 - Dietary services
 - Audiological services
 - Nursing, dentistry and other medical services
 - Behavioral services

For additional information contact: Wendell Owens, 214 948-9950

V. Resource Development and Allocation

Beginning in September 2003, FY 04 Mental Retardation Services implemented a Fee for Service model for internal and external providers. The model has a utilization process similar to other managed care models. Funding for Metrocare’s Developmental Disability Services comes from general revenue and Medicaid earned revenue. These services receive a small amount of county funding to support the Behavioral Psychiatric Service and day care services. Funding for “discretionary” spending for implementing new services or enhancing current services is limited as general revenue dollar and reduced Medicaid rates provide the funding stream.

Developmental Disability Services strives to provide it's current level of services and seek ways to maximize revenues and look for creative and new means of revenue enhancement.

The Fee for Service Model has allowed the Center to provide services to individuals on the HCS Waiting List that otherwise would not receive any services. This has increased the number of individuals receiving services substantially from previous years.

VI. Community Needs and Priorities

Metrocare has used a number of methods to gather community input. Needs and Priorities are identified below and information gathering outlined in chart.

ADULTS WITH DEVELOPMENTAL DISABILITIES

Community Needs and Priorities	Local Authority Service Priorities
1. Service Coordination (Case Management)	Same
2. Respite Care	
3. In Home Support	
4. Day Programs	
5. Supported Employment	
6. Transportation	

CHILDREN WITH DEVELOPMENTAL DISABILITIES

Community Needs and Priorities	Local Authority Service Priorities
1. Service Coordination (Case Management)	Same
2. Other Therapies	
3. In Home Family Support	
4. Respite	
5. Transportation	
6. Dual Diagnosis	

Forum	# Participants	Surveys	Participants	Meetings	Participants
Bachman Recreation & UCP	30 20	Consumer/Family Survey	614	Board	4
		Other Advocacy	4	Region 10	5
				PAC/NAC 2 meetings for planning	9
				Arc of Dallas	5
				Provider	40

The above methods were used to gather input from the community. Once the information was gathered and formatted, it was reviewed by the Planning Advisory Committee/ Network Committee, Service and Program Committee and presented to the Board as part of the Local Plan supplement.

VII. Provider Network

Metrocare Services endeavors to fulfill its mission to provide a network of professionals and paraprofessionals to support, treat, and assist people who live with the challenges of mental illness and mental retardation.

For over 40 years Metrocare Services has provided services for individuals with Developmental Disabilities. Currently Metrocare provides services over strategically located and accessible sites. The Agency is committed to providing quality services and supports at the most reasonable cost possible. Service access is simple, and consistently meets or exceeds the expectations of the people we serve and their families. Our staff is highly skilled and proficient in the most current diagnostic, treatment, and support technologies, and are energized by the work environment.

The development of a network essentially means that we bring together a number of providers that offer the various services needed by the consumers in our community and keep them coordinated and interconnected.

The guiding principles for the network development are:

- Development of network
- Evaluate for Best Value
- Prioritize services to be obtained
- Use objective mechanisms and criteria
- Regularly evaluate the network and the providers
- Provide access, choice, and quality of services for best value
- Objectivity and the avoidance of conflict of interest
- Identification of service needs and criteria for selection service provision
- Maintain performance expectations of network providers
- Monitor/evaluate services of the network providers.

Currently, Metrocare is involved in the development and execution of its network. The following is an outline of the network development process and network management process.

Network Development Process

Current Providers

Planning Advisory Committee/Network Committee

The Network Development Process begins with public input based upon needs to the Planning Advisory Committee/Network Advisory Committee. Once the Network

Advisory Committee has evaluated for *Best Value* and other criteria, recommendations are made to the Board of Trustees.

Three processes are used to develop the network of providers. These are *Open Enrollment*, *Request for Proposal* (RFP Process) and *Sole Source*.

Network Management and Oversight

The Quality Management Plan ensures that Metrocare Services will provide oversight to deliver quality services and take effective action when improvement is needed. The focus is to prevent or eliminate barriers to good consumer services and supports.

Additional processes included in the Network Management are:

- Utilization Management
- Contract Monitoring
- Sanctions
- Stakeholders

The policy of Metrocare is to provide equal access to all potential providers to become part of the network. We currently accept new providers year-round:

Event	Who
Open Enrollment packets available to providers	Metrocare Services (MS)
Completed packets returned to MS	Providers
Application review	MS, Network Advisory Committee
Contracts awarded and composed	MS
Contracts distributed to eligible providers	MS
Signed contracts due to DMS	Providers
Signed contracts presented to PAC/NAC	PAC/NAC
MS signs and returns copies of executed contracts	MS

Developmental Disability Services

The following has been identified as priority population:

- a. Persons with Mental Retardation (Developmental Disabilities)
- b. Persons with Pervasive Developmental Disabilities/Autism
- c. Transition Population (Persons leaving the school system)

The following services are provided by Mental Retardation Services:

- a. Authority Services
- b. Eligibility Determination
- c. Service Coordination

Provider and Contract Services

- a. Behavioral Psychiatric Services
- b. Vocational Supports (Supported Employment)
- c. In Home Family Support
- d. Early Childhood Intervention
- e. Community Living support
- f. ICF/MR and HCS services
- g. Texas Home Living Waiver
- h. Supported Home Living
- i. Specialized Therapies

NETWORK DEVELOPMENT

A network is an interwoven, interrelated system, resembling a web that consists of many parts that interconnect. Developing a network of mental retardation services essentially means that we coordinate the connecting of a number of service agencies that will provide supports and services needed by the Dallas County consumers.

Metrocare Services stakeholders, Board of Trustees, CEO, Planning Advisory / Network Advisory Committee members believe in the importance of network development. Developing a network is necessary to increase accessibility and availability of services, increase choices for consumers, improve the quality of services and decrease the cost of services by increasing competition.

The Planning Advisory/Network Advisory Committee

The Planning Advisory/Network Advisory Committee (PAC/NAC) is appointed by the Board of Trustees and is composed of at least nine members, of which a minimum of 50% is made up of consumers and/or family members. Recruitment of the PAC/NAC members is an on-going process; including active out-reach to consumers, family members, advocates, providers and other interested citizens. Recruitment of membership encompasses efforts to include broad-based ethnic and cultural representation.

The Board of Trustees recognizes the fact that community involvement in planning and policy development is essential to Metrocare's role as a Community Mental Retardation Authority. Easy and accessible avenues for communication exist to encourage broad advocate, professional, cultural, and ethnic stakeholder participation.

The role of the PAC/NAC is to:

- a. Assist the Board of Trustees in an advisory capacity.
- b. Make recommendations concerning local service delivery, reflecting the perspectives of consumers and their families on the provision of services and supports.
- c. Make recommendations concerning the development of the local strategic plan and the network plan.
- d. Review reports regarding Local Plan implementation.
- e. Report to the Board on issues related to the needs and priorities of the local service area and implementation of plans and contracts.
- f. Respond to special assignments from the Board of Trustees.

Developmental Disability Planning Advisory Committee

Planning Advisory Committee	*Sub-committee forms Network Advisory Committee	Occupation
Mary Lynne Broomfield	PAC	Parent
Quinelle Dalton	PAC	Consumer
Ralph Long *	NAC	Parent/Professional
Susan Longoria	PAC	Advocate
James (Jim) Markle	PAC	Parent/Professional
Mary Patterson	PAC	Grandparent
Candy Sheehan *	NAC	Parent/Professional
Gracie Sifuentez *	NAC	Parent/Professional

Network Advisory Committee (NAC)

The Board of Trustees appoints the PAC/NAC members with the NAC being a sub-committee. The NAC must have at least 50% consumer and family member representation. Additional community representatives are recruited on an ad hoc basis by the Chair to complete the membership.

The NAC is required to have representation by persons knowledgeable and experienced in the following:

- Purchasing and proposal review
- Contract review
- Budgeting and financial analysis
- Quality reviews of services
- Policy and program development
- Resource development
- Community based services
- Advocacy and consumer needs
- Governmental processes

- Knowledge and experience in developmental disabilities

In selecting the Committee, the Board of Trustees considers the individual's expertise. Recruitment of the PAC members is an on-going process; including active out-reach to consumers, family members, advocates, providers and other interested citizens.

Network Advisory Committee Membership

Name	Representation	Occupation/Employer
Ralph Long*	Family – (Adult)	Professor
Candy Sheehan *	Family – (Adult)	Former Mayor of Coppell
Gracie Sifuentez *	Family – (Adult)	Deloitte & Touche

Process for Network Development

The process used by Metrocare to develop its network involves input from community agencies, and the Denton State School. It also includes the utilization of internal initiatives and procurement processes.

Metrocare Services has a relationship with many agencies located within Dallas County and nationwide. These agencies assist Metrocare with obtaining public input and other support used in developing our network. A few of the agencies are listed below:

The ARC of Dallas
 Padres Latinos Ayudando a Niños Especiales (P.L.A.N.E.S.)
 Educational Providers, All Dallas County Independent School Districts
 Advocacy Incorporated
 State School linkage through Service Coordination Unit
 Community Living and Support Services
 Self-Advocacy Groups
 Contract Providers

DENTON STATE SCHOOL

Denton State School (DSS) currently serves the Dallas County catchment area, providing state school placement when required by residents. Referrals have been made to other state schools when DSS is unavailable to provide service. Denton State School reports that their emphasis for the next biennium will include:

The provision of beds for residents of state hospitals with an MR diagnosis
 Emergency admissions
 Transfers from other state facilities.

For Metrocare, the development of new community placements is dependent on the availability of new appropriated funds. State school residents recommended for community placement will continue to be considered for openings as they become available.

Initiatives that have been taken to improve access to services include the commitment to

hiring bilingual staff throughout the system, inter-agency collaboration, and decreasing in the average amount of time between a consumer's initial point of contact with MR services and entry into services.

Three types of procurement processes are applicable to the Network process: *Open Enrollment*, *Request for Proposal* (a bid process) and *Sole Source*. A descriptions of these processes are as follows:

OPEN ENROLLMENT

The open enrollment process allows for the expansion of the provider network. TXMHMR is modifying the contracts rules to add open enrollment as a form of procurement of contractors. This will enable the Local Authority to more efficiently add providers to its Network. Open enrollment is a systematic process that may assist with determining "best value" needs for further network development.

REQUEST FOR PROPOSAL PROCESS (RFP)

Request for Proposals (RFP). It requires information from the applicant. The RFP includes:

- a. An RFP identification number so that suppliers can refer to the number when making inquiries and purchasing staff may be able to trace all transactions to determine their status.
- b. A brief description of the goods or services to be provided.
- c. The closing date and hour for receiving bids. This shall state that the time is determined by a designated time source, such as the purchasing office's clock.
- d. The place where bids are to be sent, including the address and office.
- e. Information on where specifications may be obtained if not in the package.
- f. Person to contact information.

INVITATION TO BID (ITB)

Invitation to Bid (ITB) is the cover form for the bid package. It requires information from the bidder. The ITB includes:

- a. An ITB identification number so that suppliers can refer to the number when making inquiries and purchasing staff may be able to trace all transactions to determine their status.
- b. A brief description of the goods or services to be provided.
- c. The closing date and hour for receiving bids. This shall state that the time is determined by a designated time source, such as the purchasing office's clock.
- d. The place where bids are to be sent, including the address and office.
- e. Information on where specifications may be obtained if not in the package.
- f. Person to contact information.
- g. Instructions to bidders.

- * Notice of advertisement of Invitation to Bid - all contracts requiring formal sealed competitive bids will be advertised in a newspaper of general circulation in the county and in two or more minority newspapers.

Sole Source refers to the situation when there is only one provider of a desired service in the area. The provider must provide proof and meet the established criteria for service delivery, to be selected.

Current Providers include the following:

<p>A Service That Cares Kelly Lane 606 W. Wheatland #107 Duncanville, TX 75116 <i>[Mailing: 1718 Chadwick Ct., Cedar Hill, TX 75104]</i> Fax: 214-853-4897 Cell: 214.336.8360 aservicethatcares1@yahoo.com</p>	<p>Community Support Respite Site Based Habilitation</p>
<p>Access Medical Supply Moses Madubuike 2307 Oak Lane #205 Grand Prairie, TX 75051 Phone: 972-237-9066 Fax: 972-237-9056 accessmedical3829@sbcglobal.net</p>	<p>Durable Medical Equipment Adaptive Aids Incontinence Supplies Nutritional Supplies</p>
<p>Affirmative Business Group Jon Kennedy 2716 Cullen Street Ft. Worth TX 76107 Phone: 817-569-4800 Fax: 817-569-4830 Jonathan.kennedy@mhmrtc.org</p>	<p>Day Habilitation</p>
<p>Autistic Treatment Center Carolyn Garver 10503 Metric Drive Dallas, TX 75243 Phone: 972-644-2076</p>	<p>Vocational Training Employment Assistance Job Coaching</p>

Fax: 972-644-5650 ttomilli@atcoftexas.org mroy@atcoftexas.org cgarver@atcoftexas.org	
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Berry Family Services Andy McLane- Cell: 214-316-9514 4702 Rowlett Road Rowlett, TX 75088 Phone: 972-412-4707 Fax: 972-202-0314 Brad Alldredge- Cell: 214-288-8180 andy@berryfamilyservices.com brad@berryfamilyservices.com	Community Support Respite ** Must provide own caregiver
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Brain Training Assoc. Inc. Dr. Michelle MacAlpine 2301 Ohio Drive, Suite 130, Plano, TX 75093 <i>[Mailing: 2305 Choctaw Dr., Plano 75093]</i> Phone: 972-964-8510 braintrain@aol.com www.braintraining.com	Cognitive Rehab Sensory Processing Rehab Specialized Therapies
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Brown Consultants and Associates, Inc. Diane Graham 307 Center Street Grand Prairie TX 75050 <i>[Mail: P.O. Box 530652, Grand Prairie, TX 75053]</i> Phone: 972-263-8223 Fax: 972-237-2931 Diane@brownconsultantsassoc.com	GR-Community Support Respite Day Habilitation (601 N Beltline Rd Irving, TX 214-596-0275) HCS- Residential Supported Home Living Foster Companion Nursing Therapy Services
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C-3 Christian Academy Tricia Evans-Davis 6609 Baker, Blvd. Richland Hills, TX 76118 Phone: 817-899-2537 Fax: 214-377-8453 c3_academy@yahoo.com www.c3christianacademy.com	Respite Community Support Services Day Habilitation Employment Support Assistance
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<p>Children's Language Development Center Inc. Elissa Wood 2000 N. Central Expressway, Suite 212 Plano, TX 75074 Phone: 972-422-6968 Fax: 972-422-6575</p>	Speech Therapy
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<p>Citizens Development Center (CDC) Diane Jones 8800 Ambassador Row Dallas, TX 75247 Phone: 214-637-2911 Ext 110 Fax: 214-637-2929 djones@cdcdallas.org www.cdcdallas.org</p>	Vocational Training, Day Habilitation Transportation Employment Assistance Supported Employment
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<p>Comforcare Senior Services Vikas Shyam 3400 Silverstone Dr. Ste.134 Plano TX 75023 Phone: 469-361-1330 Fax: 469-361-1332 northdallas@comforcare.com</p>	Community Support Respite
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<p>Community Homes For Adults, Inc. (CHAI) Lea Rosenthal-Bond or Mary Ann Quimby 634 Preston Royal Shopping Center, Suite 214 Dallas, TX 75230-3856 Phone: 214-373-8600 Fax: 214-373-8601 lbond@chai18.net mquimby@chai18.net Community Support-Heather Canteberry</p>	Residential Living, Community Support, Supported Employment Habilitation Training
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<p>Comprehensive Therapy Services Beverly C. Graff 4702 Rowlett Rd. Rowlett, TX 70038 Phone: 972-475-2400</p>	Speech Therapy
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Fax: 972-475-4343 comptherapy@cts-2007.org	
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Consulting 4 the Spectrum, LLC. Nikki Moses P.O. Box 250543 Plano, TX 75025 Phone: 214-498-3778 Fax: 972-346-8036 nmoses@4thespectrum.com www.4thespectrum.com	In Home ABA Therapy Parent Training School Consultation ARD Guidance IEP Development
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CSP Health Services Shurla Gay, R.N. 606 Oriole Blvd #313 Duncanville, TX 75116 Phone: 972-283-8035 Fax: 972-283-8037 shurla.csphealth@sbcglobal.net	Community Support, Respite Nursing Services
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Dallas Center For Developmentally Disabled (DCDD) Gayle Stinson 8550 Cadenza Lane Dallas, TX 75228-4999 Phone: 214-328-4309 Fax: 214-328-7486 gstinson@dallascenterfordd.org dallascenter@dallcenterfordd.org www.dallascenterfordd.org	Day Habilitation, Vocational Services,
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Dallas Sigma Counseling Services, Inc. Pyeong-Soo Jung, LPC 3530 Forest Lane, Suite 255 Dallas, TX 75234 Phone: 214-358-7533 Fax: 214-358-7533 sigmacounseling@gmail.com www.sigmacounseling.com	Behavioral Support, Counseling, Community Support Respite
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<p>Easter Seals North Texas, Inc. Francy Kragle 4201 Brook Springs Dr. Bldg 2 Dallas, TX 75224 Phone: 817-759-7910 Fax: 817-536-0400 FKragle@ntx.easterseals.com</p>	<p>Community Support Respite</p>
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<p>Envision Home Health Services Chinasa Madumere 777 S. Central Expressway, Suite 6D Richardson, TX 75080 Phone: 214-881-3633 Fax: 972-918-9229 Chinasa2000@hotmail.com</p>	<p>Community Support, Respite, Supported Employment, Speech, Occupational and Physical Therapies Medical Equipment, Adaptive Aids, Incontinent, Nutritionals External Supplies</p>
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<p>Equest Therapeutic Horsemanship Susan Liepins 3800 Troy Road Wylie, TX 75098 [Mailing address: P.O. Box 461571, Garland, TX 75046] Phone: 972-412-1099 Fax: 972-412-5040 Sliepins@equest.org www.equest.org</p>	<p>Therapy</p>
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<p>Evergreen Presbyterian Ministries Alicia Johnson 10810 Sanden Drive Dallas, TX 75238 [Home Office: 2101 Hwy 80 Houghton, LA 71037] Phone: 972-386-4834 Fax: 972-386-9509 ajohnson@epmi.org</p>	<p>Day Habilitation Vocational</p>
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<p>Genesis Mental Health and Group Home Gregory B. Olu 1008 Stonewall Ste A</p>	<p>Community Support Respite Supported Employment</p>
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<p>Garland, TX 75043 <i>[Mailing Address: P.O. Box 461571, Garland, TX 75046]</i> Phone: 214-392-4454 Cell: 214-418-9915 Fax: 214-607-1986 genesishlth@msn.com</p>	<p>Vocational Training Residential Living Adaptive Aids, Dart Services Speech & Occupational & Physical Therapies ** Provides caregivers for services</p>
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<p>GHB Service Group George Chima 9319 LBJ Freeway, Ste.120 Dallas, TX 75243 Phone: 214-779-1093 Cell: 214-212-9712 Fax: 1-866-546-6697 ghbservicegroup@gmail.com</p>	<p>Respite</p>
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<p>Goodwill Industries of Dallas, Inc. Kamala Kannan or Josh Burrell 3020 N. Westmoreland Dallas, TX 75212 Phone: 214-638-2800 Fax: 214-638-7926 kkannan@goodwilldallas.org jburrell@goodwilldallas.org</p>	<p>Vocational Training Supported Employment</p>
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<p>Helping Restore Ability (HRA) Emily Price or Vicki Niedermayer 1635 A.W. Division Arlington, TX 76012-3821 Phone: 817-469-1977 x 122 Fax: 817-461-2334 eprice@hratexas.org vniedermayer@hratexas.org</p>	<p>Community Support Day Habilitation ** Must provide own caregiver</p>
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<p>Hope Horizon Barbara Grayson 2007 S. Ervay St. Ste 100 Dallas, TX 75215 Phone: 214-426-0000</p>	<p>Community Support Respite Employment Assistance</p>
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Fax: 214-426-0002 Bagrayson75123@yahoo.com	** Provides caregivers for services
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Medco Medical Supply Andrew Wallick 4360 Western Center Blvd. #170 Fort Worth, TX 76137 Phone: 866-956-1435 Fax: 866-956-1435 awallick@e-medco.com www.e-medco.com	Medical Supplies
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Metrocare Services- BPS Brenda Cosens 1340 River Bend Drive Dallas, TX 75247 Phone: 214-743-1216 Fax 214-743-6194 Brenda.Cosens@metrocareservices.org	Behavioral Intervention Counseling
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Metrocare Services- Career Design and Development Services (CDDS) Cindy Higgs 1353 N. Westmoreland, Building C Dallas, TX, 75212 Phone: 214-331-011 Cindy.Higgs@metrocareservices.org	Day Habilitation, Vocational Training Employment Assistance Job Coaching
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Metrocare Services- Community Support - Carrie Parks 101 N. Zang Dallas, TX 75208 Phone: 214-948-2416 Fax: 214-948-2475 Carrie.Parks@metrocareservices.org	Community Support Respite ** Provides caregivers for services
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My Possibilities Robin LeoGrande 1301 Custer Rd. Ste#616	Day Habilitation Respite
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Plano, TX 75075 Phone: 469-241-9100 Fax: 469-241-9020 director@mypossibilities.org	**Respite is provided between 3pm-6pm at the day habilitation
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North Texas Rehabilitation Services, Inc Stacey Rogers 3910 Cavalier OR 1467 LeMay Ste 108 Garland, TX 75042 Carrollton, TX 75007 Phone: 972-272-6526 972-323-1220 Fax: 972-245-6645 972-272-4809 srogers@ntrsinc.com	Day Habilitation Vocational Training Supported Employment
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Pettis & Associates, Inc Rilda Lemons 1231 E. Pleasant Run Suite. 111 Desoto, TX 75115 <i>[Mail: 5956 Sherry Lane #1000 Dallas, TX 75225]</i> Phone: 469-567-2100 Ext 305 Fax: 469-567-2102 rlemons@pettisinc.com	Community Support Respite Employment Assistance Job Coaching ** Provides caregivers for services
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Ratcliff Youth & Family Services Tammi Abney 619 Mercury #105 Duncanville, TX 75137 <i>[Mailing Address: P.O. Box 153927, Irving, TX 75015]</i> Phone: 972-298-0200 Fax: 972-298-0248 Ryfs1@aol.com	Community Support Respite Day Habilitation Vocational Training Employment Assistance ** Provides caregivers for services
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Rodcor. LLC Sheryl Jones 4545 Fuller, Suite 415 Irving, TX 75038 <i>[Mailing Address: P.O. Box 153927, Irving, TX 75015]</i>	Community Support Respite
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Phone: 972-650-3527 Fax: 972-650-6835 Rodcorenterprise@yahoo.com www.rodcor.com	** Provides caregivers for services
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Sarver, Keri 557 Edgeview Dr. McKinney, TX 75070 Phone: 214-552-8128 Keri.Sarver@GPISD.org	Speech Evaluation Speech Therapy
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2nd Chance Rehabilitation & Behavioral Service, Inc. Dwanna Swan 3309 Sedona Lane McKinney, TX 75070 Phone: 214-552-8128 Spanish Phone: 214-558-0413 Fax: 972-542-8799 dwannals@msn.com Scrabs05@yahoo.com 2ndchanceservice.com	Community Support Respite Occupational Therapy Speech Therapy Physical Therapy ** Provides caregivers for services
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Speechcare, Inc. Kristi Robertson 14911 Quorum Drive Ste#150 Dallas, TX 75254 Phone: 972-934-2807 Fax: 972-934-9349 Speechcare@msn.com	Speech Therapy
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Steadfast Mental Health Service Bibiana Morgan 10118 Bent Tree Drive Rowlett, TX 75089 Phone: 214-924-2030 Fax: 214-607-1986 steadfasthlth@hotmail.com	Community Support Respite Employment Services Adaptive Aids Occupational Therapy Physical Therapy Speech Therapy ** Provides caregivers for services
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<p>Teach Me, LLC Regina Crone 3320 Castlewood Blvd. Highland Village, TX 75077 Phone: 972-704-4410 Crone_r@teachmebec.com</p>	<p>Behavioral Support (Analysis) Behavior Therapy Home Living Support</p>
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<p>The ARC of Dallas April Allen 12700 Hillcrest, Ste 200 Dallas, TX 75230 Phone: 214-634-9810 Fax: 214-634-9815 aallen@arcdallas.org www.arcdallas.org/eart.htm</p>	<p>Drop In Respite</p>
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<p>The Behavior Exchange, Inc Tammy Cline 7777 Forest Lane, Ste B326 Dallas, TX 75230 [Mailing: P.O. Box 140406, Dallas, TX 75214] Phone: 469-831-8521 Cell: 972-312-8733 tammylynncline@yahoo.com info@behaviorexchange.com</p>	<p>Behavior Therapy Parent/Staff Training Early Intervention for Children with Autism Functional Assessment for Behavior Advocacy ARD Meeting Support Behavior Intervention Plans</p>
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<p>The Brent Woodall Foundation for Exceptional Children Katherine Grimmett 870 S. Denton Tap Rd., Ste 250 Coppell, TX 75019 Phone: 972-906-9157 Fax: 972-893-4604 k.grimmett@woodallkids.org www.woodallkids.org</p>	<p>Respite Speech Therapy Behavioral Support</p> <p>** Provides caregivers for services</p>
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<p>The Wesley Place Kamel Wesley 2200 East Ledbetter Dallas, TX 75216</p>	<p>Community Support Respite Day Habilitation Vocational Training</p>
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Phone: 214-376-7050 Fax: 214-372-1434 thewesleyplace@yahoo.com	Employment Assistance Supported Employment
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Trinity Rehabilitation Outpatient Bev Graf 400 S. Zang Blvd. #600 Dallas, TX 75208 Phone: 214-946-6200 Fax: 214-946-6201 trinityrehabilitation@yahoo.com	Occupational Therapy Physical Therapy
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United Cerebral Palsy Teresa Wilson 8802 Harry Hine Dallas, TX 75235 Phone: 214-247-4512 Fax: 214-351-2610 TeresaWilson@ucpdallas.org	Day Habilitation Supported Employment **Currently not accepting new referrals
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Victory Health Services Victoria Obasuyi-Oguntula 4617 S. Buckner Blvd. Suite J Dallas, TX 75227 <i>[Mailing Address: 5704 Stowell Dr, Frisco, TX 75035]</i> Phone: 214-381-9700 Fax: 214-381-9702 After Hours 214-454-6086 victoryhealth1@aol.com	Community Support Respite Day Habilitation Employment Assistance Job Coaching Supported Employment Physical Therapy Speech Therapy Transportation ** Provide caregivers for services
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NETWORK MANAGEMENT AND OVERSIGHT

Quality Management

Metrocare Services' principal goal in the Quality Management (QM) process is to facilitate the improvement of those processes that most affect consumer outcomes. To this end, the agency will work toward improving the appropriateness and effectiveness of its service, outcomes, and satisfaction of consumers.

The QM plan serves as a blueprint for the Dallas Metrocare Services' System-wide effort to assess and improve the quality of service delivery. The system-wide improvement process assists in increasing/promoting the role of staff and leaders in the assessment and improvement of service delivery and consumer outcomes. It effectively evaluates the quality of consumer services and supports through a continuous, coordinated, integrated process that identifies opportunities to improve consumer services and outcomes .

DMS continues to implement system changes that will support outcomes, input and ongoing learning. This is accomplished by hiring and retaining qualified staff, thereby reducing staff turnover. Organizational performance measures include practices that promote continuity and security.

Contract Monitoring

Monitoring to be conducted in accordance with TXMHMR Contract by Local Authority.

Sanctions (As noted per state and center contracts)

Oversight - Oversight is accomplished by a collaborative effort involving all stakeholders in conjunction with Metrocare's Quality Management Department.

- Stakeholders
- All Consumers
- Family members
- Advocates
- Staff
- Board of Trustees
- Planning Advisory Committee/NAC
- Contracted Agencies
- Any and all others interested in the care of our consumers

BOARD OR TRUSTEES 2010

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Jim Foster – County Judge
Mike Cantrell
Maurine Dickey
Kenneth Mayfield
John Wiley Price

VIII. Business Plan

(Exhibit A.)

IX. Quality Management Plan

(Exhibit B.)

X. Provider of Last Resort Plan

(Exhibit C.)

XI. Jail and Detention Diversion Action Plan

(Refer to Authority Plan by DANSA and Value Options)