



Quarterly Report

Prepared for our Stakeholders in March 2009

Second Quarter, Fiscal Year 2009

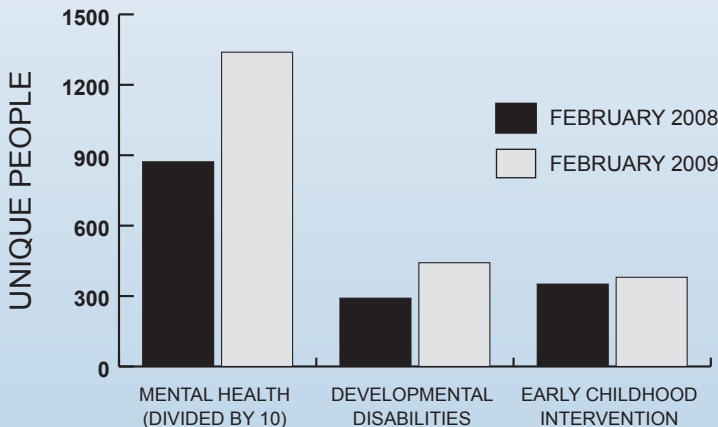
Meeting the growing need for mental health care

A Gallup-Healthways poll published in March 2009 produces an Emotional Health Index (EHI), weighing depression, worry and stress among those surveyed. Because it follows people on a day-to-day basis, it captures the impact of the bad economic news. The survey shows that the emotional well-being of Americans has dropped across the board, but especially for the poorest people surveyed.

Metrocare has witnessed this dramatic change in our nation's mental wellness first-hand. Comparing February of 2008 to February of 2009, the need for help has increased in every area, demanding an increase in services. The growth is consistent with growth in enrollment in NorthSTAR overall. Anecdotal evidence suggests that more people are turning to the public sector for mental health care because of lost jobs, or because small businesses are reducing the availability of health insurance.

Access to public mental health care could not be more precious. At no time in history could it be more important for mental health services to be available for all those in need.

GROWTH IN PERSONS-SERVED



In February 2009, the Center's unique consumers-served in mental health increased 54% from February 2008. Unique consumers-served by our developmental disabilities provider units increased by 52% over one year ago. Babies served in our Early Childhood Intervention program were up by 8% over the same period.

Changes on the Board of Trustees

2009 Board of Trustees

- Mrs. Julia "Julie" P. Noble (Board Chair)
- Ms. Elsa L. Rodriguez, RN (Vice Chair)
- Ms. Verlean Walton-Brooks (Secretary)
- Mr. Greg Allbright
- Mr. Charles M. Cooper
- Mr. Craig Jeffery
- Carol S. North, M.D.
- Mr. Fred R. Orr
- Mrs. Sue Ringle

The Board of Trustees elected new officers at its February 2009 meeting. Ms. Julie Noble was elected Board Chair: Ms. Elsa Rodriguez, Vice-Chair: Ms. Verlean Walton-Brooks, Secretary-Treasurer. Ms. Noble has a long history of advocacy for the people served by our Center, including service as President of NAMI-Dallas from 2004 until 2006. She is the recipient of the Ruth Altshuler Prism Award from Mental Health America of Dallas in 2006.

Mr. Charles Cooper stepped down as Chair after serving since 2002, when the Texas Department of Mental Health Mental Retardation asked him to step in during a particularly difficult time in the Center's history. While Mr. Cooper was Chair, the Center nearly doubled the number of persons-served with mental health needs, tripled the number served with developmental disabilities, and improved its financial position by over \$5 million.

Positive financial progress

The second quarter of FY09 showed steady progress in the Center's financial performance in its mental health division. Metrocare increased its efforts to serve more clients, improve customer relations, and streamline business operations to become more fiscally sound under the NorthSTAR managed care company's fee-for-service model.

Our mission

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

Julie Noble, Board Chair
James G Baker MD MBA, Chief Executive Officer