



Quarterly Report

Prepared for our Stakeholders in February 2010

First Quarter, Fiscal Year 2010

Two new programs take flight

The first quarter of FY2010 brought the start of two new programs for individuals with developmental disabilities. The first is the new **Behavioral Treatment Center (BTC)** located at the Hillside campus on Westmoreland. The second is the **Home and Community-Based Services (HCS) Group Home** located in north Oak Cliff. Both improve the lives of those living with developmental disabilities and bring comfort and peace to their families.

The BTC is a safety net service for families caring for an individual with both a developmental disability *and* a mental illness or behavioral disorder. Parents or caregivers, usually feeling desperate for help, turn to the BTC for guidance and relief when they can no longer provide for the client's health or safety due to the client's behavior. Often the client is at risk of being placed in a more restrictive setting such as a state school or hospital. Instead, the client attends the BTC and is given individualized care based on their specific needs. If necessary, the client can stay at a respite house. While the client is learning to behave in healthy and appropriate ways, the family or caregivers are learning skills to better care for their loved-one during times of trouble.

The BTC began serving clients in October 2009. As of January 2010, eight families have avoided the trauma of a more restrictive setting because of the assistance of the BTC.

In the fall of 2009, Metrocare opened an HCS Group Home based on a new service model. The ultimate goal is to allow individuals with developmental disabilities to live as independently as possible. Three residents share the responsibilities of the home including cooking, cleaning and other basic chores. The three-bedroom home is leased in the Kings Highway Conservation District and is staffed during most of the hours tenants are home to provide guidance when needed. The residents have taken great pride in their home and enjoy working together to care for it. They have become involved in the neighborhood association and are excited to be hosting next month's meeting at their home.

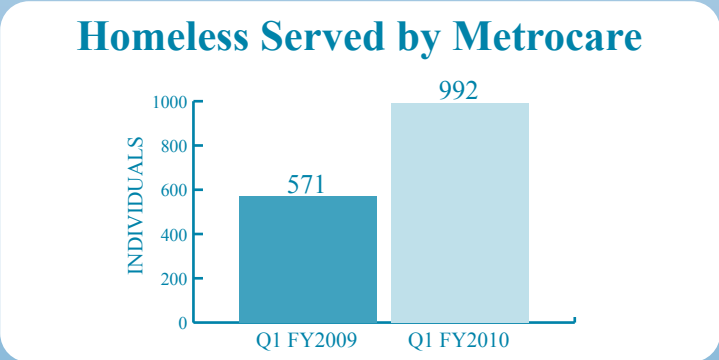
Taking strides to end homelessness

Over the past year, the Dallas community has done a noble job of focusing on the issue of homelessness in our community, especially through its support of The Bridge. Surveys suggest that as many as 70-80% of people who are homeless also have mental health or substance use challenges. So it is no surprise that the number of people Metrocare serves, who are also dealing with homelessness, has grown over the past year. In the first quarter of fiscal 2009, Metrocare's homeless services provided care to 571 people. For the same period in fiscal 2010, we served 992 people.

Metrocare serves the homeless where they are. We have affiliations with Salvation Army and Turtle Creek Manor in addition to our full-time services at The Bridge. In 2010, we anticipate new relationships with The Family Place and with Dallas Life Foundation, as well. In addition, a state grant allows us to literally go look on the streets and under bridges for people who are homeless and mentally ill.

Last year, Metrocare placed over 150 people with severe, persistent mental illness into permanent, housing-first programs. Only 4 ended up back on the streets.

Once a homeless person is identified as also having a mental illness, no one does a better job than Metrocare in keeping people off the streets. Thanks to the addition of 75 beds this fiscal year, we now have 240 transitional and permanent supportive housing beds for people who used to live on the streets, and last year we moved 300 people from the streets into our housing. Over 90% of the homeless individuals that Metrocare placed in permanent supported housing last year are still successfully living in their housing.



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