



"OUR HOUSE...ES SU CASA."

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DALLAS METROCARE SERVICES

THIRD QUARTER REPORT—FY06

PREPARED FOR THE DALLAS COUNTY COMMISSIONERS COURT
JULY 11, 2006

"OUR MISSION IS TO PROVIDE QUALITY SERVICES, TREATMENT AND ASSISTANCE TO PEOPLE WHO LIVE WITH THE CHALLENGES OF MENTAL ILLNESS AND MENTAL RETARDATION"

PRINCIPLES

- Ethical Conduct
- Stakeholder Focus
- Superior Stewardship
- Win-Win Partnerships
- Process Approach to Operations
- Systems Approach to Management
- Fact-based, Best-Value Approach to Decision-making
- Involvement of Staff
- Continuous Improvement

GOALS

MANAGING OUR RESOURCES

- Regionalization with Diversification
- Community Partnerships

RUNNING OUR BUSINESS

- Efficient Clinical Services

SERVING OUR CONSUMERS

- Excellent Clinical Outcomes

DEVELOPING OUR EMPLOYEES

- Invest in Our Human Assets

Third Quarter Highlights

- **The Center showed a net income (memo) of just under \$1.0M through the third quarter of the fiscal year, or 3.2%**
- **The Center anticipates its fiscal performance to remain positive at year-end of FY06**
- **Negotiations continue with ValueOptions regarding changes to the March 1st performance contract amendment, which could have significantly hampered the Center's fiscal performance if left unchanged**
- **Clinical outcomes for mental health consumers are exceeding State targets year-to-date: 32% of adults and 52% of children show improved functioning**
- **The Center has eliminated its wait list for mental retardation services funded by the Center's State grant-in-aid**
- **Consumer satisfaction scores on overall satisfaction remain above 4 (on a 5-point scale) in**

The "provider of last resort" provision to House Bill 2292 emphasized the distinction between DMS as a provider of services and DMS as a local authority to manage state dollars for people with mental retardation. The provision emphasizes that DMS can provide MR services only if there is no other willing provider. But there is a problem. Provider-of-last-resort means that DMS cannot meet another authority requirement: serving as a "safety net." It is not financially viable to provide an infrastructure solely for services that no one else wants to provide. And, DMS already provides both choice and a safety net through a clear separation of authority and provider functions, and through fair treatment of over thirty network providers. Plus, DMS has no wait list for state-funded services in Dallas County. We recommend making it State law to follow the process that DMS already uses by: 1) repealing the provider-of-last-resort rule, 2) requiring organizational separation between authority and provider functions; 3) requiring local authorities to assemble a network of providers; and 4) requiring that "in house" providers and contractors be treated equitably.

Charles M Cooper, Chairman
James G Baker MD MBA, Chief Executive Officer