



## NOTICE

Metrocare Services, Board of Trustees, will hold a meeting of the **Service and Program Committee on Thursday, March 20, 2008 at 11:30 a.m.** The meeting will be held at 1360 River Bend Drive - Dallas, Texas (Board Room).

The attached agenda items will be discussed/acted upon. A portion of the meeting may be closed as allowed by Subchapter D, Sections 551.071 - 551.075 to discuss personnel matters, litigation, acquisition of real property, for the purpose of discussing negotiated contracts for prospective gifts or donations to the Center when such discussions would have a detrimental effect on the negotiating position of the Center and a third person, firm or corporation, and to receive information from and/or question employee(s) without deliberating on the subject matter.

Julie Noble, Chairperson  
Service and Program Committee

Charles M. Cooper, Chairperson  
Board of Trustees

By: Martha L. Toscano  
Assistant to the CEO

# AGENDA

## METROCARE SERVICES

Service and Program Committee Meeting  
Thursday, March 20, 2008 at 11:30 AM  
Board Room

Julie Noble, Chairperson  
Verlean Walton-Brooks  
Elsa L. Rodriguez  
Charles M. Cooper, ex officio

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### I. CALL TO ORDER

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### II. CITIZEN COMMENTS (Please limit to 3 minutes)

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### III. ISSUES TO BE CONSIDERED

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Mrs. Noble

1. ❖ Approval of the February 21, 2008 Service and Program Committee Meeting Minutes
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### SERVICE DELIVERY REPORTS

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Dr. Graves

2. ❖ Recommendation of Acceptance of Service Delivery Report for February 2008
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Linda Thompson

3. ❖ Recommendation of Acceptance of Quarterly Reports on Service Delivery
- Local Plan
  - Medical Records
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Dr. Graves

4. ❖ Recommendation of Approval of Revision to Board Policy 1.09
- Policy on Support of Families and Consumers Serving on Center Committees
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### QUALITY MANAGEMENT REPORTS

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Linda Thompson

5. ❖ Recommendation of Acceptance of Quality Management Report for February 2008
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Linda Thompson

6. ❖ Recommendation of Acceptance of FY 08 Second Quarter Reports on Quality Management and Research:
- DADS Performance Contract requirements
  - Compliance
  - Research Activities
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### IV. MEETING ADJOURNMENT

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- ❖ *Designates items on which the Board may take action*
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