



## NOTICE

Metrocare Services, Board of Trustees, will meet in Regular Session at approximately 1:30 pm on Thursday, March 25, 2010. The meeting will be held at 1360 River Bend Drive/Dallas, Texas 75247 (Charles M. Cooper, Board Room). Prior to the regular session, beginning at 11:00 am, a Board Training Tour will be held at the Safe Haven Program located at the Mountain View Apartments, 5319 Monmouth Lane/Dallas, Texas 75211.

If you need additional assistance to effectively participate in or observe this meeting, please notify the Administrative Office at 214.743.1201, at least 72 hours prior to this meeting, so that reasonable accommodations can be made to assist you.

A portion of the meeting may be closed pursuant to Chapter 551 of the Texas Government Code to receive advise from counsel; to deliberate the purchase or lease of real estate; to deliberate the contract for a gift; to deliberate personnel issues; or, to deliberate regarding security.

Julia P. Noble, Madame Chair  
Metrocare Board of Trustees

By: Martha L. Toscano  
Assistant to the CEO/Board

# AGENDA

## METROCARE SERVICES

March 25, 2010

### TRAINING

“Tour of the Safe Haven Program”

Jesse Aguilera, *presenter*

(11:00 am)

REGULAR MEETING OF THE BOARD OF TRUSTEES

starting at 1:30 pm (Charles M. Cooper, Board Room)

1360 River Bend Dr/Dallas, TX 75247-4914

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#### I. Call to Order & Roll Call

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#### II. Citizen Comments (Limited to 3 minutes)

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#### III. Issues to be Considered

Mrs. Noble



Consideration of Approval of February 25, 2010 Board Meeting Minutes

##### Madame Chair Report:

Board Liaison reports:

- Intellectual and Development Disability Planning/Network Advisory Committee (Chairman: Ralph Long, Board Liaison: Verlean Walton-Brooks).
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Announcement of Advisory Committee Board Liaison Appointments in Accordance with Board Policy 1.08



Announcement of Appointment of Committee Chairs in Accordance with Board Policy 1.06

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#### Chief Executive Officer Report

Consideration of Acceptance of Chief Executive Officer Report

Dr. Baker



The chief executive officer will present a summary of the performance of the center that includes its financial performance, its performance on clinical outcomes, its performance on strategic measures, its contract compliance, its performance on governance measures, and its performance on measures related to stakeholder relationships, as well as management's plans to address deficiencies therein.

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Mr. Jeffery

Report of the Finance and Administration Committee

Consideration of Acceptance of Financial Report for February 2010 (Unaudited)

Kyle Munson



The chief financial officer will review the income statement, cash flow, receivable and payables report for the prior month and describe plans to address deficiencies therein relative to plan

Consideration of Acceptance of the FY10 Mid-Year Budget

Kyle Munson



The chief financial officer will review proposed mid-year adjustments to the FY10 budget

Consideration of Acceptance of FY10 Second Quarter Reports on Finance, Human Resources, and Information Systems

Kyle Munson



The chief financial officer will present the following quarterly reports in accordance with specific Board Policies

- Financial Investments
- Salary Adjustments > \$5,000
- Community Services Contracts > \$100,000 & Non-Community Service Contracts > \$25,000
- Leases > \$25,000
- Legal Expenses
- Goods, Services and Equipment > \$15,000
- Participation by Historically Underutilized Businesses
- Information Technology Project Update
- Human Resources

Consideration of Approval for Center to Serve as Fiscal Agent for Meadows Foundation Construction Bridge Loan for Center of Excellence Supported Housing Project

Kyle Munson



The chief financial officer will present the contract under which the Center serves as fiscal agent for a bridge loan for the construction of a permanent supported housing project for consumers of Metrocare

Consideration of Approval of Resolution Authorizing the Chief Executive Officer and the Chief Financial Officer to execute a Commercial Card Agreement with JPMorgan Chase Bank, N.A.

Kyle Munson



The chief financial officer will review the proposed resolution with JPMorgan Chase Bank, N.A.

**Dr. North**

**Report of the Provider Services Committee**

Consideration of Acceptance of Medical Staff Services Report for February 2010

Dr. Hunter



The executive medical director will present the performance of medical staff services and the clinical outcome measures, including management plans to address deficiencies therein.

Consideration of Acceptance of Behavioral Health Service Delivery Report for February 2010

Tom Clark



Management will present the performance of the behavioral health provider division of the center, including its financial performance and its clinical performance, as well as management plans to address deficiencies therein.

Consideration of Acceptance of Developmental Disability Provider Service Report for February 2010

Brenda Cosens



Management will present the performance of the developmental disabilities providers division of the center, including its financial performance and its clinical performance, as well as management plans to address deficiencies therein.

**Ms. Walton –  
Brooks**

**Report of the Quality and Authority Services Committee**

Consideration of Approval of Quality Management Report for February 2010

Linda Thompson



The deputy chief executive officer will present the performance of the Dallas County Mental Retardation Authority (MRA), a part of the Center, including its financial performance, its clinical performance, and its performance on quality oversight, and also management plans to address deficiencies therein.

Consideration of Acceptance of FY10 Second Quarter Reports on Service Delivery

Linda Thompson



Board policy calls for regular reports on programs and services implemented as part of the local plan. It also calls for regular reports on records management. The deputy chief executive officer will present information regarding activities occurring during the first quarter in the following reports.

- Local Plan
- Medical Records

Consideration of Acceptance of FY10 Second Quarter Reports on Quality Management and Research:

Linda Thompson



The deputy chief executive officer will present information regarding Quality Management activities in meeting identified performance measures and targets identified in the Department of Aging and Disability Services Performance Contract pertaining to the MRA and to the Mental Health Division around Resiliency and Disease Management Fidelity occurring during the first quarter.

- DADS Performance Contract requirements
- Compliance
- Research activities



- Marian Bradley

**Mrs. Ringle**

**Report of the Philanthropy Committee**

Consideration of Approval of Development and Community Education Report for February 2010

Sandy Stephens



The director of philanthropy will present a report on the performance of the department with regard to development, community education, and oversight of grant funding, and also present management plans to address deficiencies therein.

Consideration of Approval of Revision to Board Policy 1.12

Sandy Stephens



The director of philanthropy will present recommended changes to the Policy on Board Membership and Terms of Membership to assure that the policy conforms to statutory references and actual practices.

**Mrs. Sheehan**

**Report of the Legislative Action Committee**

Consideration of Approval of Legislative Action Report for February 2010

John Luna



The director of public affairs will present a report on community and stakeholder education activities during the reporting month.

**Mrs. Noble**

**Annual Election of Officers**

Annual Election of Officers in Accordance with Board Policy 1.06



- Chairman
- Vice-Chairman
- Secretary

**IV.**

**Executive Session:** This portion of the meeting may be closed pursuant to a specified section of Chapter 551 of the Texas Government Code including:

- A. Section 551.071, to receive advice from counsel about pending or contemplated litigation and/or settlement
- B. Section 551.072, to deliberate the purchase, exchange, lease, or value of real property
- C. Section 551.073, to deliberate on a contract for a prospective gift
- D. Section 551.074, to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public officer or employee, or
- E. Section 551.076, to deliberate regarding security devices.

**V.**

**Return to Open Session**

**VI.**

**Meeting Adjournment**

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

**METROCARE SERVICES**

**BOARD OF TRUSTEES  
MEETING MINUTES OF**

**February 25, 2010**

# METROCARE SERVICES

## REGULAR MONTHLY MEETING of the BOARD OF TRUSTEES

### MINUTES OF February 25, 2010

A Regular Meeting of the Board of Trustees of Metrocare Services convened at 1:35 p.m. on Thursday, February 25, 2010 at 1360 River Bend Drive, Dallas, Texas 75247.

#### **I. Call To Order/Roll Call**

Ms. Noble, Madame Chair, called the meeting to order at 1:35 pm. A quorum was present.

The following Trustees were present:

Ms. Julia P. Noble, Madame Chair  
Ms. Verlean Walton-Brooks, Secretary  
Mr. Craig Jeffery  
Dr. Carol S. North  
Ms. Sue Ringle  
Ms. Candy Sheehan

The following Trustee(s) were not present: Mr. Greg Allbright

**Staff Present:** Dr. James Baker, Linda Thompson, Kyle Munson, Dr. Judith Hunter, Sandy Stephens, Tom Clark, Sandy Stephens, John Luna and other Metrocare staff.

**Guest Present:** Marilyn Little-Commissioner Mayfield's office.

**II. CITIZENS' COMMENTS:** The procedure for public comments was available at the meeting for those interested. No public comment was received.

#### **III. ISSUES TO BE CONSIDERED:**

**Consideration of approval of the Minutes of the Metrocare Services Board meeting for January 28, 2010.** Mr. Jeffery moved to approve the meeting minutes of January 28, 2010. Ms. Walton-Brooks seconded the motion. The motion carried.

#### **Madame Chair's Report**

##### **Announcement of Appointment of Mr. Herbert Kamm to the Metrocare Board:**

Ms. Noble introduced Mr. Herbert Kamm to the Metrocare Board. Mr. Kamm is a joint appointment and will fill the void left by Mr. Charles Cooper.

**Board Presentation to Mr. Charles M. Cooper:** Ms. Noble presented a plaque from the staff and Board members of Metrocare to Mr. Cooper in honor of his years of timeless commitment to the Center and the people we serve. Ms. Noble said that Metrocare wanted to further honor Mr. Cooper by renaming the Board Room to "The Charles M. Cooper, Board Room". Mr. Cooper thanked the Board and staff from

Metrocare for the opportunity given to him to serve on this board and for the honor bestowed on him by renaming the Board room.

**Board Liaison reports:**

**MH Advisory Committee (Chairman: Mr. Leonard Keesee; Board Liaison: Mr. Greg Allbright):** Mr. Keesee presented a recap of the Mental Health Advisory meeting which convened on February 1<sup>st</sup>, 2010. He said Dr. Susana Mendez joined the committee for the first time. Dr. Mendez is responsible for the oversight of the Homeward Bound Crisis clinic and has over eleven years experience. Ms. Fee, another member of this committee, discussed in detail her experience at the Pathways clinic and said the most effective model she has experience in this Center was the “Mindy Model”. She said the flow in consumer care with this model was effective. Mr. Clark provided the committee with a report of the Behavioral Health Programs.

**Texas Council of Community MHMR Center’s Meeting (Board Liaison: Ms. Noble):** Ms. Noble presented a written report of the activities that she took part of at the Texas Council meeting on February 5<sup>th</sup> and 6<sup>th</sup>. Included in her report was information on the April 16-17 Texas Council Conference and the upcoming Legislative Directions Committee. This committee will begin work on legislative priorities for the 82<sup>nd</sup> legislative session. Ms. Noble included a second report on the “Top 10 Ideas for Building a Relationship” with elected officials which was handed out at the Texas Council meeting.

**Announcements:**

Ms. Noble said that on February 16<sup>th</sup> the County Commissioners reappointed Mr. Craig Jeffery, Dr. Carol North and Mrs. Noble to serve for two-year terms that will run from February 16, 2010 through January 31, 2012.

**Next month’s meetings:**

Tuesday, March 16, 2010 here at the River Bend facility in the Board Room

- 11:30 am - Provider Services Committee
- Immediately follow at approximately 12:15pm by the Finance and Administration Committee.

Thursday, March 23<sup>rd</sup> (this should read as the 25<sup>th</sup>) Committee and Board meetings here at the River Bend facility in the Board Room.

- 1:15 pm - Quality and Authority Committee
- 1:30 pm - Board meeting. The Philanthropy Committee and the Legislative Committee will be presented as committees of the whole during the Board meeting.

**The Source:** Ms. Noble referred to the book “The Source”, and asked if the Board members had had an opportunity to read Chapter 8. At the request of the Board the discussion on this chapter was postponed until the next Board meeting.

Behavioral Health System Redesign Task Force. Ms. Ringle referred to the Mental Health Task Force with Commissioner Price as its Chairman. She said the main target of this Task Force is to have one voice to address the under funding problems that exists in the North Texas area as the next Legislative Session approaches. She asked for input which she will share at the next Task Force meeting. Ms. Noble said

this is another opportunity to unified as a single voice and present a stronger message with input from doctors, staff, family members and consumers.

#### **Chief Executive Officer's Report:**

**Consideration of Acceptance of Chief Executive Officer's Report:** Dr. Baker presented a verbal summary of his report.

A motion was made by Ms. Walton-Brooks to accept the Chief Executive Officer's Report for January 2010. Mr. Jeffery seconded. The motion carried.

#### **Finance and Administration Committee**

**Consideration of Approval of the Financial Report for January 2010 (unaudited):** Mr. Munson presented a verbal summary of the written financial statements for the month of January 2010.

Mr. Jeffery said acceptance of the Financial Report for January 2010 comes as a committee recommendation. Ms. Noble said a second is not required. Motion carried.

#### **Report of the Provider Services Committee**

**Consideration of Acceptance of Medical Staff Services Report for January 2010:** Dr. Hunter presented a verbal summary of the Medical Staff Services report for January 2010.

Dr. North moved for the acceptance of the Medical Staff Services Report for January 2010. Ms. Noble said a second is not required, as the recommendation came from the committee. Motion carried.

**Consideration of Acceptance of Behavioral Health Service Delivery Report for January 2010:** Mr. Clark presented a verbal summary of the Behavioral Health Service Delivery report for the month of January 2010.

Dr. North said the committee recommended the acceptance of the Behavioral Health Service Delivery Report for January 2010. Ms. Noble said a second is not required, as the recommendation came from the committee. Motion carried.

**Consideration of Acceptance of the Developmental Disabilities Provider Services Report for January 2010:** Dr. Baker presented a verbal summary of the Developmental Disability Provider Services report for January 2010.

Dr. North said the committee recommended the acceptance of the Developmental Disabilities Provider Services Report for January 2010. Ms. Noble said a second is not required, as the recommendation came from the committee. Motion carried.

#### **Report of the Quality and Authority Services Committee**

**Consideration of Acceptance of the Quality Management Report for January 2010:** Ms. Thompson said this report was presented in its entirety at the Quality and

Authority Committee. She asked if there were any questions. There were no questions posed for Ms. Thompson.

Ms. Walton-Brooks said this comes as a committee recommendation. Ms. Noble said a second is not required, as the recommendation comes from the committee. Motion carried.

**Consideration of Approval of Revision to Board Policy 2.03:** Ms. Thompson said there are no changes except for the date this was reviewed.

Ms. Walton-Brooks said this comes as a committee recommendation. Ms. Noble said a second is not required, as the recommendation comes from the committee. Motion carried.

### **Report of the Philanthropy Committee**

**Consideration of Acceptance of the Development and Community Education Report for January 2010:** Ms Stephens presented a verbal summary of her written report for January. She said grant applications continue to be submitted. The center is approaching several foundations for funds to help in the renovations taking place at the Altshuler clinic. These renovations are for both the new Child and Adolescent clinic at the front of the building and the Adult Clinic being relocated to the back of the building. On Saturday, January 30<sup>th</sup> Metrocare was host to the Altrusa International Women's Chapter and eight women from our own Transitional Housing program. These two women's group helped prepare approximately 70 bedding packets with fresh linens, towels, blankets and pillows to be given to every woman transitioning into our Transitional Housing program. This program helps women diagnosed with mental illness and who have been incarcerated stay focus and find a goal for themselves. We also try to help them find jobs and apartments of their own. Ms. Stephens spoke of the grand opening of the Kids Kloset. A ten thousand dollar gift was received from Speedway's Children's Charities to stock the Kids Kloset with uniforms bought at the Levine's store at a reduced price. Other children stores are also donating cloths. Volunteers from the Auxiliary Committee are manning the store. The Kids Kloset will help families in a low-income bracket to dress their children warmly and receive a supply of school uniforms. Ms. Stephens thanked Mr. Allbright in his assistance in obtaining access to materials for the Census 2010. She said Mr. Frank Delgado is the point person at Metrocare educating staff in assisting consumers with questions regarding this process. Ms. Stephens invited everyone to next Thursday's event at the Whimsey Shop, she also handed out information on the upcoming March for Respect event taking place at the West End on Saturday, March 27<sup>th</sup>.

Ms. Ringle moved for the approval of the Development and Community Education Reports for January 2010. Mr. Jeffery seconded. Motion carried.

### **Report of the Legislative Committee**

**Consideration of Acceptance of the Legislative Action Report for January 2010:** Ms. Sheehan provided this report in Mr. Luna's absence. Ms. Sheehan said that on February 1<sup>st</sup> Mr. Luna and Ms. Noble met with State Representative Kirk England. On February 8<sup>th</sup> Dr. Baker, Ms. Noble and Mr. Luna met with State Senator Robert Deuell. On February 9<sup>th</sup> Mr. Luna communicated with State Representative

candidate Eric Johnson's media staff person. A decision was made to hold the Legislative Breakfast on November 16<sup>th</sup> and this will be held from 7:30 – 9:30 am at the Sterling Hotel in Dallas, this is located off of Regal Row. An invitation for a round table was received from Representative Angie Chen Button to help on health and human activities and issues. Mr. Sheehan said Mr. Luna plans to continue to set meetings with elected officials after the primary elections.

Ms. Sheehan moved for the approval of the Legislative Action Report for January 2010. Ms. Walton-Brooks seconded. Motion carried.

**IV. EXECUTIVE SESSION:** Ms Noble announced that a Closed Session would be held in Accordance with Subchapter D, Section §551.072 of the Texas Open Meetings Act (Chapter 551 of the Government Code) to deliberate the purchase, exchange, lease, or value of real property; specifically, Metrocare property at 1353 North Westmoreland, Dallas, Texas 75211 because deliberation in an open meeting would have a detrimental effect on the position of the center in negotiations with a third person. The Board went into closed session at 2:42 pm.

**V. RECONVENE INTO OPEN SESSION:** At 3:08 pm the presiding officer reconvened the Board into Open Session and said that no action requiring a vote was taken during Closed Session.

**Consideration of Acceptance of Board Resolution Authorizing the Agreement between Grubb & Ellis and Metrocare Services Concerning the Hillside Campus.** Mr. Jeffery moved for the approval of the Board Resolution Authorizing the Agreement between Grubb & Ellis and Metrocare Services. Ms. Noble said a second is not required, as the recommendation comes from the committee. Motion carried.

**Consideration of Approval of Board Resolution to Accept the Engagement of Grubb and Ellis to Assist in the Location of Replacement Space for the Hillside Campus.** Mr. Jeffery moved for the approval of the Board Resolution to Accept the Engagement of Grubb and Ellis to Assist in the Location of Replacement Space for the Hillside Campus. Ms. Noble said a second is not required, as the recommendation comes from the committee. Motion carried.

**VI. MEETING ADJOURNMENT:** There being no further business to come before the Board, the meeting adjourned at 3:10 pm.

Minutes approved by:

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Verlean Walton-Brooks, Secretary

Minutes recorded, transcribed and distributed by:  
Martha L. Toscano  
Assistant to the CEO and Metrocare Board of Trustees

**❖ Consideration of Acceptance of Centerwide Indicators for February 2010**



## BOARD COMMUNICATION

<b>AGENDA ITEM</b> Centerwide Indicators	<b>BOARD MEETING DATE</b> March 25, 2010
<b>PREPARED BY</b> James Baker, MD	<b>DATE PREPARED</b> March 18, 2010
<p>February showed poor performance in mental health in spite of exceeding revenue target by \$52K due to a vacancy rate that was only 5%, which is one-half of the budgeted rate. The mid-year budget revision presented this month accounts for the recent vacancy rate, as well as for the recent rate of unauthorized service provision (although that rate improved to 94% in February from the 7-8% range in prior months).</p> <p>HCS enrollment remains above plan and so developmental disabilities services remains better than plan overall, so that the Center overall was positive for the month and is about \$250K to the positive year-to-date, or about 1% of net revenue.</p> <p>The mid-year budget also includes discontinuing our intensive outpatient program for children, the family preservation program. Discussions are underway with ValueOptions regarding its resumption.</p> <p>The provider consortium involved in our WW Caruth Jr housing project has been offered a program-related investment loan to allow purchase of land and other predevelopment costs. As fiscal agent, the formal agreement is with the Center, and this agreement is presented this month.</p> <p>In March, hiring will begin for the expanded service coordination staff related to assumption of HCS service coordination responsibilities.</p> <p>Ms Noble met with Dr Bob Deuell during February to discuss mental health funding.</p> <p style="text-align: right;">Respectfully submitted,</p> <p style="text-align: right;"><u>James Baker, MD, Chief Executive Officer</u></p>	

# **CENTERWIDE INDICATORS**

## **Through the end of February 2010**

### **STRATEGY 1: ASSURE ADEQUATE FUNDING FOR OUR MISSION**

**Diversify our income sources to decrease the dependence of our mission on managed care**

- 1) Indicator: Grow active unique private donors by 25% during the year  
Goal: Add 100 new private donors during the fiscal year  
Progress: 85 new donors fiscal year to date
  
- 2) Indicator: Pilot a self-pay medical services model  
Goal: Improved on FY09 average of 337 consumers & \$25K in billings each month  
**Progress: Feb self-pay consumers: 297; billings \$15K**
  
- 3) Indicator: Open four new provider sites: S Dallas, Collin, 2<sup>nd</sup> nursery, group home  
Progress: group home opened; Collin on hold; some increased interest in a S Dallas site from VO; nursery on hold

### **Assure a positive impact of healthcare reform upon our consumers**

- 4) Indicator: communication with elected officials to urge that client services are maintained, expanded, adequately funded.  
Progress: Ms Noble met with Sen Deuell.

### **Improve the overall level of public awareness of our Center and its mission**

- 5) Indicator: Board members and staff educating the community through presentations or publicity  
Progress: Rafael Anchia recorded promo for Metrocare, and it was sent to all Hispanic TV and radio stations in Dallas area; 2 articles in the newsletter of the North Texas Society of Psychiatric Physicians; press release: "Metrocare Extends Behavioral Health Care to Homeless with Family Place and Dallas Life;" "Connect to Care" ad in Dallas Seniors' Guide

## Other business plan measures

- 6) Indicator: Net income (memo) year-to-date, Centerwide  
Goal: \$ 997K  
**Actual: \$ 248K**
- 7) Indicator: Net income this month, MH  
Goal: \$ 56K  
**Actual: (\$ 187K)**
- 8) Indicator: Revenue this month, DD Provider Services  
Goal: \$713K  
**Actual: \$686K**
- 9) Indicator: Net income this month, MR Authority Services  
Goal: \$ 14K  
**Actual: (\$ 34K)**
- 10) Indicator: Days Center could go without further funding  
(Cash, Cash Equivalents & Investments / Avg daily outflows)  
Goal: 18 days at year end  
End-month actual: 30 days
- 11) Indicator: Percentage of bills that are over 60 days old at end-month  
Goal: 0% of dollars due  
**End-month actual: <1% (\$630)**
- 12) Indicator: Percentage of MH services provided that are billed and paid  
Goal: 95% of services provided are paid within 90 days of end of service-month  
**Sep 09 – Nov 09: 94%**
- 13) Indicator: Percentage of DD provider services provided that are billed & paid  
Goal: 95% of services provided are paid within 90 days of end of service-month  
Sep 09 – Nov 09: 96%
- 14) Indicator: Percentage of MR Authority Services that are billed and paid  
Goal: 95% of services provided are paid within 90 days of end of service-month  
Sep 09 – Nov 09: 99%

## STRATEGY 2: ASSURE THAT OUR FOCUS IS ON OUR CONSUMERS

**Assure that our services are known and available to anyone in the community who is in need, regardless of culture**

- 15) Indicator: Ease of appointment availability in EDU  
Goal: EDU appointment available within 5 working days  
Actual: 5.0 days average last month
- 16) Indicator: Expenditure rate for GR+IHFS-funded services  
Goal: \$ 0 reserved for return to DADS  
This month: \$ 0 (YTD: \$25K)
- 17) Indicator: Ease of appointment availability in MH sites  
Goal: 90% of psych evals seen less than seven days from inquiry  
This month: 92% seen in less than 7 days
- 18) Indicator: Unique DDP consumers served, month (BPS+CS+HCS+Voc+ATC+BTC)  
Goal: 700 consumers served  
This month: 917 served
- 19) Indicator: Unique ECI consumers served, month (all payors)  
Goal: ECI end-month census of 532  
This month: 755 end-month census
- 20) Indicator: Unique MH consumers served, month (all payors)  
Goal: 14,000 consumers served  
This month: 15,946 served

**Assure that our future service delivery model meets the needs of our mission**

- 21) Indicator: Quarterly improvements in identified outcomes  
Goal: 5 of 8 outcomes improved over last quarter  
This month: 6 of 7 measurable goals achieved
- 22) Indicator: Scores on quarterly Center-conducted satisfaction surveys  
Goal: mean "overall" MH and DD survey scores above 4.0  
Most recent quarter (1st): MH: 4.22 +/- 0.04 DD: 4.44 +/- 0.04
- 23) Indicator: Scores on internal medical record audits  
Goal: >90% score on medical records audits for quarter  
**Last qtr: MH Provider - 86%; DD Provider - 87%; MRA - 88%**
- 24) Indicator: Progress toward JCAHO accreditation  
Goal: Meet 2% more standards each month  
**This month: 1% more met (53% total completed)**
- 25) Indicator: Progress toward CLAS standards

Goal: 100% of staff trained in standards by year's end  
Year-to-date: 52%

26) Indicator: Expanded availability of physical healthcare services in MH clinics  
Progress: Meeting held with Los Barrios to facilitate foster program referrals

27) Indicator: Development of a Center of Excellence  
Progress: Met with UTSW to discuss expanded joint research

**Assure that our capital assets adequately support our mission**

28) Indicator: facilities are adequate to provide services and in geographically-convenient locations  
Progress: Ongoing renovations at Altshuler; collaborating with Los Barrios on one-stop-shops for mental and healthcare for foster care and ECI consumers

**Assure a quality, service-driven workforce to achieve our vision for the people we serve**

29) Indicator: Vacant positions  
Goal: 75% of all vacated positions filled within 30 days; and  
100% of vacated licensed-staff positions filled in 120 days  
**Year-to-date: 45% of all vacated positions filled in 30 days**  
**75% of vacated licensed-staff positions filled in 120 days**

30) Indicator: Annualized employee turnover rate  
Goal: 20% annualized turnover  
**This month: 25%**

31) Indicator: Percentage of staff up-to-date on required training  
Goal: 90% of staff up-to-date  
This month: 93%

32) Indicator: Staff participation in benefits programs  
YTD Goal: 70% of staff enrolled in health and retirement programs  
**Actual: 67%**

**Assure that our staff has the technology to achieve our mission**

33) Indicator: software compatible with reporting, security and confidentiality requirements, and which disallows incomplete, duplicate, overlapping documentation; online mechanisms to improve Board communication

Progress: continue to report compliance efforts on proper documentation reported to Board quarterly.

**Improve the availability of affordable housing for our consumers**

34) Indicator: expand available housing for the people we serve

Progress: working with Meadows and Caruth on outreach to more partners for permanent housing project support; continue to grow stimulus-funded housing program census

**Other business plan measures**

35) Indicator: MR Authority Services attain 100% of performance targets

Progress, most recent qtr:	Service coordination service target:	184%
	DD Consumers served:	173%
	HCS enrollment timeliness:	95%
	Permanency Plan completion rate:	98%
	Community placement timeliness:	100%
	Interest list contacts:	67%

36) Indicator: Succession plan in place for CEO and senior management positions

Progress: short-term plan approved by Board during January; training is next

**STRATEGY 3: ASSURE THE VISIBILITY OF OUR MISSION THROUGH OUR BOARD**

**Apply the skills on our Board to increase public awareness and appreciation of the service done at Metrocare**

37) Indicator: Board members actively representing Metrocare in the community

Progress: Ms Noble met with Sen Deuell

**Apply the skills on our Board to increase community awareness and knowledge of various aspects of mental illness and developmental disabilities**

38) Indicator: Quarterly reports from DD planning/advisory committee

Progress: presented at Dec meeting

39) Indicator: Evidence of working relationships with Arc, NAMI, MHA, NTBHA

Progress: Sponsoring NAMI Walks and March for Respect again this year; continued regular attendance at meetings of both local

NAMI chapter meetings; attend COMI and NTBHA board meetings regularly; recruiting for NTBHA self-directed care initiative in our clinics; participate in homeless providers group (MDHA); participate in MHA boarding home workgroup.

40) Indicator: Active participation in provider groups

Progress: Met with other NorthSTAR centers regarding NorthSTAR issues; ongoing participation in ECI provider group; participating with other providers in Caruth/Communities grant development; active in local psychiatric workgroup on public psychiatry; voting member in the NTBHA provider committee; active in new NTBHA physician advisory panel; active in adult, child and homeless CRCG (community resource coordination) meetings; attend MDHA member meeting monthly; active in local supported employment coalition and in developmental disabilities provider organization; attend ValueOptions SPN meetings.

**Apply the skills on our Board to increase the awareness of the needs of the people we serve, especially within our legislative delegation**

41) Indicator: Evidence of educational activities and working relationships with Commissioners Court, legislators and others

Progress: Met with Comm Mayfield on Hillside project; continue to participate in county jail mental health committee meetings weekly; participate in Court's mental health steering committee; working with UTSW and UNT on outcomes research; continuing to offer resident training, now at three sites; consumer advocates continue presentations to local organizations.

42) Indicator: Board members develop strong working relationships with the local delegation from Board member districts

Progress: Ms Noble met with Sen Deuell

**Apply the skills on our Board to increase interest among, and encourage participation from, businesses, foundations and individual donors to assist with our mission**

43) Indicator: Grow contact list by 50% during the fiscal year

Goal: 2000 additions to contact list by year's end

Progress: 866 added to contact list

- 44) Indicator: Develop an outreach initiative that reaches 12 corporations during the year  
Goal: reach out to 12 corporations during the fiscal year  
Progress: 7 to-date

**Other business plan measures**

- 45) Indicator: Each board policy reviewed at least every five years; center plan reviewed every three years; local service plan and succession plan reviewed annually  
Progress: New five-year policy review cycle initiated this year. Center plan revised in August 2008. Latest DD local service plan posted in August 2009. Short-term succession plan approved in January 2010.
- 46) Indicator: Each Board member averages six training experiences per year  
Progress: Two trainings in 2010; tour offered this month

**Action plans:**

- 2) This initiative has suffered as the staff focuses on optimization of workflow under need managed care contract
- 6) Reflects underperformance in mental health; see division-specific plans, below
- 7) Significant progress on reducing unauthorized services by addressing clinical and IT issues; mid-year budget revised to address overstaffing vs budget.
- 8) Mid-year budget adjustments made to reflect income.
- 9) Reflects timing of administrative (MAC) payments, which occur quarterly and offset losses in two prior months.
- 11) Employee tardy in supplying documentation to support center payment of license fee.
- 12) Reflects the unauthorized services addressed in #7; improved from pervious month.
- 23) Essentially steady from last quarter; continue aggressive management of low performers
- 24) Progress continues at about 1% per month due to competing issues requiring staff time
- 29) Reflects posted vacancies that were not filled during position freeze related to budget issues.
- 30) Transitioning to behavioral interview questions for high-turnover positions. Reviewing exiting employee hiring process.
- 32) Reflects difficulty engaging new employees in retirement planning. Have tied automatic enrollment to merit raises.
- 43) Continued focus on cleaning the contact list database.