

METROCARE SERVICES

**BOARD OF TRUSTEES
MEETING MINUTES OF**

December 4, 2008

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METROCARE SERVICES

REGULAR MONTHLY MEETING

of the

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A Regular Meeting of the Board of Trustees of Metrocare Services convened at 1:30 p.m. on Thursday, December 4, 2008 at 1360 River Bend Drive, Dallas, Texas 75247

I. Call To Order/Roll Call

Mr. Cooper, Chairperson, called the meeting to order at 1:40 pm. A quorum was present.

The following Trustees were present:

Mr. Cooper
Ms. Noble
Mr. Orr
Ms. Walton-Brooks
Ms. Rodriguez
Ms. Ringle
Dr. North
Mr. Jeffery
Mr. Allbright

Staff Present: Dr. Baker, Linda Thompson, Dr. Graves, Kyle Munson, Sandy Stephens and other Metrocare staff.

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:

Approval of the Meeting Minutes of October 23, 2008 – Regular Board Meeting:

Mr. Cooper called for comments or corrections to the meeting minutes of October 23, 2008. Ms. Walton-Brooks moved to approve, seconded by Mr. Jeffery. All were in favor. Motion carried.

Chairman's Report:

- **Mental Health Advisory Committee Report:** Mr. Keesee, the committee chair, said that the MH Advisory Committee convened on October 6, 2008. Mr. Tom Clark provided training on Board Policy 1.08 related to Advisory Committees and Community Involvement. Mr. Clark also reviewed the MH Advisory Committee's Charge. After discussion, the committee agreed to host several town hall meetings to obtain consumer feedback on the services provided by Metrocare, availability, satisfaction and recommendations for improvement. Dr. Graves reviewed with the committee the mental health report he provided to the Board at the last Board meeting and the organization's strategy to recruit advanced nurse practitioners and

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physician assistants to serve as physician extenders, the goal being to provide more services and to cut the wait time for consumers. The committee fully supports the center in this initiative. The committee also recommended Ms. Lynn Pride Richardson to serve in Metrocare's Quality Council.

There were no questions posed for Mr. Keesee.

- **Board Liaison Report:** Ms. Noble presented a written summary of The Texas Council of Community MHMR Centers meeting she attended in Austin, Texas from October 31st through November 1, 2008.

Ms. Noble said that at her last report to the Board, she had described the recommendations made by the Voting Methodology Committee and the proposed bylaw amendments that the Texas Council was working on. She said these are now in printed form. Ms. Noble said the Council will continue to vote one-center, one-vote and the weighted vote will only be used if a center requests it. Ms. Noble explained that the weighted vote gives each of the 39 centers two votes. Then 22 more votes are allocated based upon dues paid.

Ms. Noble said that the committee also recommended restructuring of the committees. Representatives from each center will elect one member to represent the group on the Executive Committee. The Centers will be divided into three different groups: small, medium and the large centers. Each center will also have the opportunity to appoint three committee members to represent the groups on the Business Committee and the Public Policy Committee.

These recommendations will be presented and voted on at the January 17th meeting. Ms. Noble said she would also be presenting this Board's recommendations from the last meeting.

In response to Ms. Ringle's question regarding who can request a weighted vote, Ms. Noble responded that any director has that power.

There were no other questions posed for this item.

- Mr. Cooper announced that this year the Mental Health Association presented Dr. Baker with a Prism Award.
- **CEO Performance Evaluation:** Mr. Cooper handed out the results of Dr. Baker's performance evaluation to the Board members. He said that the CEO performance evaluation was mailed out to several stakeholders including County Commissioners, local advocacy leaders, the Center's senior managers, and members of the Board of Trustees. The return rate was good, with most ratings of excellent and very good. Mr. Doug Barnes, the center's legal counsel, summarized some of the comments received in writing for the Board. Mr. Cooper said that this is the very first time something is received back from the County Commissioners and their ratings were excellent. Mr. Cooper asked for comments.

There were no questions posed for this item.

- **Next Committee/Board Meetings:** The January committee meetings will be held on Thursday, January 15th at their usual times. The Board will meet on Thursday, January 22nd. Committee packets will be mailed out for December, but there are no committee meetings during the month.

Chief Executive Officer's Report:

Consideration of Acceptance of Chief Executive Officer's Report: Dr. Baker referred to page 10821 saying the summary page reflects the discussion of Finance and Administration Committee the prior week regarding the plans to deal with the negative \$650K operational performance in mental health services since the implementation of the revised budget in August, and is intended to document that discussion, per that committee's request.

The center has implemented most of the measures, including all of the measures except those that would reduce positions. He said management has elected to hold off with the lay offs due to some improvements seen in revenues over the last couple of weeks.

Dr. Baker said most of the energy has been focused on these efforts during the last several weeks.

Ms. Ringle commented on the agenda and the center complying with Attorney General's rules. She asked where the agendas require to be posted. Dr. Baker said the ruling now is that the only place they have to be posted is on the center's website, but the center continues to submit a hard copy to the County Commissioners, as well as having a hard copy posted here at the center. In response to Ms. Ringle's question Dr. Baker responded the center had 72 hours to post the agenda.

Mr. Cooper said there is a new ruling on posting emergency agendas and this requires only one hour.

There were additional questions posed for this item.

Mr. Cooper entertained a motion to accept the centerwide benchmark report. Ms. Noble moved to approve, seconded by Mr. Allbright. All were in favor, motion carried.

Finance and Administration Committee

Mr Orr said that the committee met last week and asked Mr. Munson to present the Financial Report for October.

Consideration of Approval of Financial Report for October 2008 (unaudited): Mr. Munson reported that the Finance Committee met and discussed in detail the financials for October 2008. He presented highlights of his report.

Mr. Munson referred to page 10828 and referred to Dr. Baker's report saying that management discussed the financials at length at the Financial and Administrative Committee meeting. During the month of October the center reported a loss of \$287K, the bulk of the loss related to the mental health division. A number of measures have and continue to be implemented to address the revenue shortfall. Mr. Munson said the center is hopeful that the implementations put in place and the improvements being seen to-date will be sufficient to pull the center through.

Ms. Ringle asked what the 186% Budget Variance on other revenues was. Mr. Munson said other revenues are Administrative MAC claims and other funds coming in that are hard to identify and do not fall into general revenue or earned revenues. He said the philanthropy funds are not included in this amount.

There were no additional questions posed for this item. (Please refer to the December 4, 2008 Board packet for a detailed account of this report).

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Mr. Orr said that the Finance and Administration Committee recommended the acceptance of this report. This was a committee recommendation and does not require a second. Motion carried.

Report of the Provider Services Committee

Mr. Cooper asked Ms. Rodriguez to present the Provider Services Committee report. Ms. Rodriguez said that the committee had met the prior Thursday. She asked Dr. Graves to present a summary of his report.

Consideration of Acceptance of Service Delivery Report for October 2008: Dr. Graves spoke of the revenue shortfall in mental health and said that the clinical changes had already been implemented. Front-line clinical managers will provide more direct service, medical director administrative time was decreased, and medical staff, in general, have increased direct service requirements,

Productivity continues to be monitored aggressively for staff not meeting targets.

Responding to Ms. Ringle's question regarding the Safe Haven and Transitional Apartments report, Dr Graves said that the problems reported to state were self-reports regarding the possibility of misconduct toward the consumers in those apartments. An internal investigation resulted in action taken with staff. He said managerial changes were implemented to provide oversight, and that security was hired for staff and resident safety.

Mr. Jeffery asked about staff turnover and vacancies. Dr. Graves said turnover remains high, especially in response to aggressive management of low performers. Mr. Jeffery referred to item number 5 of Dr. Graves report and asked if the center had seen any impact on turnover from the additional week of training after NEO. Dr. Graves said he would look at the info to see if there was a difference and would present that information.

There were no other questions posed for this item. (Please refer to the December 4, 2008 Board packet for a detailed account of this report).

Developmental Disabilities Provider Services: Dr. Graves said that in the developmental disabilities programs each of the census programs is either above or on target.

Career Design and Development Services (CDDS): The program manager will be interacting over the course of next month with medical directors to increase referrals to programs funded by the Department of Assistive and Rehabilitative Services (DARS) for mental health consumers.

There were no questions posed for this item. (Please refer to the December 4, 2008 Provider Services packet for a detailed account of this report).

Ms. Rodriguez said the Provider Services committee recommended the approval of the Service Delivery Report for October 2008. Mr. Cooper said the committee recommended both of these reports for approval. This was a committee recommendation and does not require a second. Motion carried.

Report of the Quality and Authority Services Committee

Mr. Cooper asked Ms. Walton-Brooks to present the Quality and Authority Services Committee report. Ms. Walton-Brooks said that the committee had met the prior week and asked Ms. Thompson to present her report.

Consideration of Acceptance of Quality Management Report for October 2008: Ms. Thompson said that the Quality and Authority staff continues to prepare for audits that are scheduled to come up.

In her report Ms. Thompson referred to the results from a performance evaluation conducted by the Dallas County Juvenile Department (DCJD) for the Treatment Foster Care Program (TFC). The TFC program failed to meet two out of three benchmarks. A corrective action plan has been developed and submitted to DCJD at their request. Staff is working to assure processes are in place to prevent future sanctions.

Metrocare Services has sub-contracted with the Arc of Dallas to monitor the foster homes utilized by the TFC program, but before a person can begin to provide this service he/she is required by the regulatory agency to first submit herself to 380 hours of supervision by the Residential Care Licensing Division to receive a Placement License. The monitoring by the Arc is scheduled to start on March 1st.

Priority Metrics:

Complaints: There were five complaints during the month of October. They have all been resolved.

Serious Injuries: There was one serious injury reported by one of Metrocare's HCS foster homes. The consumer was transported to the ER due to a blister on her foot. An appointment has been set up with a dermatologist, as this has been an on going problem for this consumer.

Other metrics are in compliance.

Other Quality Measures: the service coordination unit continues to struggle to see all consumers within the 90-day timeframe. There were four individuals who were not seen by a service coordinator in the month of October. Most recent week's revenues were below target. There are plans in place for team leaders to work with staff.

In response to Ms. Ringle question, Ms. Thompson said that the children in our TFC program have mental illness and have not been successful in traditional foster care placement due to the higher level of care they require. Dr. Baker said TFC has two primary sources, CPS and DCJD.

Ms Thompson clarified a report made at the committee meeting: the center was in compliance with the DCJD target of a 78% rate of success in discharge.

There were no other questions posed for this item. (Please refer to the December 4, 2008 Quality and Authority packet for a detailed account of this report).

Ms. Walton-Brooks said the committee recommended the approval of the Quality Management Report for October 2008. Mr. Cooper said this was a committee recommendation and does not require a second. Motion carried.

Report of the Philanthropy Committee

Mr. Cooper asked Ms. Ringle to present the Philanthropy Committee report. Ms. Ringle said that the committee had met the prior week and asked Ms. Stephens to present her report.

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Consideration of Acceptance of Development and Community Education Report for October 2008: Ms. Stephens said that during the last month two more proposals were submitted, one to the Hogleund Foundation and the other to the Rosewood Foundation, which provided \$2500 last year for consumers that could not afford to pay for all of their medications. This year the center received a check in the amount of \$5000.

Ms. Stephens said that the dollars raised at the 40th Anniversary Luncheon are being used for education and information. Some of these dollars were used to participate in The Special Needs Kids Directory called "Connections." All of the resources in the Metroplex needed by a parent for a special-needs child can be found in this one directory. Ms. Stephens flagged all the pages where Metrocare Services ads can be found.

The dollars were also used to purchase ads in the Hispanic Yellow Pages for the Center services and for its Human Resources department, Ms. Stephens presented two pages with samples of the ads.

The development team also participated in the Grand Opening for Los Barrios Unidos new satellite public health care clinic in Grand Prairie, which includes a room for Metrocare to provide behavioral health services.

Ms. Stephens said that the last page of her report shows the aggressive effort to attend more meetings out in the community.

Ms. Stephens said as they move to improve the monitoring and the implementation of grant funds received by the center, they want to be sure the center is a good steward of those funds and is meeting all of the criteria set forth in the contract agreements. At the last Grants Committee meeting, the committee selected the HUD housing grants for closer review in order to assure that all of the requirements of these grants are being met.

Ms. Noble asked if a bilingual person is available to answer calls when people call in response to the ads in the Hispanic Yellow Pages. Ms. Stephens said the front desk has a list of the bilingual staff proficient in Spanish, as well as other languages.

Ms. Ringle suggested that she be made aware ahead of time the next time Ms. Stephens works on another proposal for the Hogleund and Rosewood Foundations. She said that she might be able to help increase the funding.

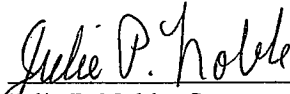
There were no questions posed for this item. (Please refer to the December 4, 2008 Board packet for a detailed account of this report).

Ms. Ringle said the committee recommended the approval of the Development and Community Education Report for October 2008. Mr. Cooper said this was a committee recommendation and does not require a second. Motion carried.

EXECUTIVE SESSION: There were no issues requiring an executive session.

IV. MEETING ADJOURNMENT: There being no further business to come before the Board, on motion duly made, seconded and carried, the meeting adjourned at 2:15 pm.

Minutes approved by:


Julie P. Noble, Secretary

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