

METROCARE SERVICES

**BOARD OF TRUSTEES
MEETING MINUTES OF**

March 26, 2009

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REGULAR MONTHLY MEETING of the BOARD OF TRUSTEES

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A Regular Meeting of the Board of Trustees of Metrocare Services convened at 1:30 p.m. on Thursday, March 26, 2009 at 1360 River Bend Drive, Dallas, Texas 75247

I. Call To Order/Roll Call

Ms. Noble, Madame Chair, called the meeting to order at 1:30 pm. A quorum was present.

The following Trustees were present:

Ms. Noble, Madame Chair
Ms. Rodriguez, Vice Chair
Ms. Walton-Brooks, Secretary
Mr. Allbright
Mr. Cooper
Mr. Jeffery
Dr. North
Mr. Orr
Ms. Ringle

Staff Present: Dr. Baker, Linda Thompson, Kyle Munson, Sandy Stephens, Tom Clark, Brenda Cosens 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 February 26, 2009 – Regular Board Meeting: Ms. Noble called for ~~comments~~ or corrections to the meeting minutes of February 26, 2009. None being presented the minutes were approved as presented.

Madame Chair's Report:

❖ **Consideration of Approval of Longevity Resolutions:** At Ms. Noble's request, Ms Ringle read a Resolution of Appreciation. Ms. Noble presented plaques to the following individuals:

- Marvin J. Williams (35 years)
- Lorrie Jackson (25 years)
- Carlos Bernal (25 years)
- David Herrera (25 years)
- Eva Chow (25 years)
- Jeannie Rapp (20 years)

- Cynthia Ridge (15 years)
- Patricia Branche (15 years)
- Mark Edery (15 years)
- Rolanda Williams (15 years)

Ms. Chow, Ms. Branch and Mr. Edery were not present to receive their plaques.

Ms. Ringle made a motion to approve the Resolution of Appreciation for the staff being honored today. Mr. Allbright seconded. All were in favor, motion carried.

Ms. Noble thanked Ms. Sam Clark for her work and everyone present for taking time off their busy workday to be here today.

Board Liaison Report:

Mr. Tom Clark presented the MH Advisory Committee (MHAC) report in the absence of its Chairman, Mr. Leonard Keese. Mr. Clark said that the MH Advisory Committee met on March 2009 and at that time it was determined that the committee would like to host a series of Town Hall meetings throughout the organization. The purpose of these Town Hall Meetings is to get feedback from consumers of their own experiences and to hear what they consider gaps in services and their ideas on how to improve these services.

The first Town Hall meeting was hosted at the Pathways Clinic on March 2nd with a quorum of the committee in attendance. Approximately 15 consumers attended. The meeting was held from 6:00 to 7:00 pm and everyone present was allowed to voice his or her experiences and concerns.

Several of the issues identified are as follows:

- Many reported that they found the clinic was clean and inviting
- They reported feeling that they were being treated with dignity and respect

Issues raised as concerns include the following:

- Long wait time to see the prescriber
- No flyers describing the symptoms or symptom management of Schizophrenia
- Our pharmacy not carrying primary care medications. The consumers said that it would be convenient if this were a one-stop shop.
- Comments were made that the Westmoreland clinic is less inviting and the pharmacy less user friendly. This is especially true to families with children.
- There was a request for a wall clock in the wait area.
- Expressed a preference for a "warm" line. Something similar to a "hotline" but would not require a very serious reason to use this line. This would be more of a preventive measure for people who believed that symptoms were beginning to worsen or just needed someone to touch base with now and then, this would help them stay stable.

- Several consumers with dual diagnosis (substance abuse and mental illness) expressed a preference for a consumer lead group for dual diagnosis. The vision was that a group would be lead by peers.

Mr. Clark said the committee and staff are taking these suggestions very seriously and looking at what can be done to respond to all of them. The next Town Hall meeting has been planned for May 6 at the Altshuler Clinic from 12:30 – 1:30 pm. Other Town Hall meetings will follow including C&A Services and The Bridge.

Ms. Noble requested a copy of Mr. Clark's report for the Board and thanked Mr. Clark for filling in for Mr. Keesee.

There were no questions posed for Mr. Clark.

❖ **Announcement of Committee Appointments in Accordance with Board Policy 1.06:** Ms. Noble referred to each of the Board members folder and said that inside each folder is a list of the committee assignments and responsibilities. Ms. Noble made the following appointments:

- Provider Services Committee: Mr. Clark will be the staff liaison. Elsa Rodriguez will continue as Chair of this committee and the members of this committee will be Mr. Cooper and Mr. Jeffery. Ms. Noble will serve ex officio.
- Finance and Administration Committee: Mr. Munson will be the staff liaison. Mr. Orr has agreed to continue as Chair of this committee as long as he is with Metrocare and the Vice Chair will be Mr. Jeffery who will step up once Judge Foster appoints someone else to replace Mr. Orr. The other members will be Mr. Cooper, Ms. Rodriguez, and Mr. Albright. Ms. Noble will serve ex officio.
- Quality and Authority Committee: Ms. Thompson will be the staff liaison. Ms. Walton-Brooks has agreed to continue as Chair of this committee and the members of this committee will be Mr. Orr, Ms. Ringle, and Dr. North. Ms. Noble will serve ex-officio.
- Philanthropy Committee: Ms. Stephens will be the staff liaison. Ms. Ringle has agreed to continue as Chair of this committee and the members of this committee will be Dr. North and Mr. Albright. Ms. Noble will serve ex officio.
- Texas Council of Community MHMR Centers representative: Ms. Noble will continue in this position.
- Intellectual and Developmental Disability Planning Advisory Committee and Network Advisory Committee (IDD/PAC-NAC). Ms. Walton-Brooks has agreed to stay on as the Board Liaison.
- Mental Health Advisory Committee (MHA Committee): The Board Liaison position is still open. Ms. Noble said she hopes to fill this position within the month.

❖ **Affirmation of CEO's Continued Employment:** Ms. Rodriguez made a motion:

In order to clarify any misunderstandings and interruption of Dr. Baker's employment contract arising out of his tendered resignation and retraction thereof, I move that this Board decline to accept his tendered resignation, affirm his retraction thereof, and affirm his continued

employment pursuant to the terms and conditions of the CEO contract dated July 1st, 2008.

Mr. Allbright requested that Ms. Rodriguez re-read her presentation noting that he had missed the first part. She did so. There was no discussion.

Mr. Jeffery seconded Ms. Rodriguez's motion. Ms. Ringle abstained from voting. The remainder voted in favor. Motion carried.

Chief Executive Officer's Report:

Consideration of Acceptance of Chief Executive Officer's Report: Dr. Baker referred to page 11092 of the Board packet and said that his report primarily discusses the significant growth in mental health services, Developmental Disabilities Provider Services, and in the Early Childhood program (ECI).

He said that there is some concern regarding there being adequate funding for the growth seen in mental health services in NorthSTAR. There have been several meetings regarding approaches to the Legislature that would bring more money into the NorthSTAR system. At the same time, the managed care company has threatened numerous changes in policies that have the potential to negatively impact our patients, as well as our center. The center is already seeing an increase in the number of clinical denials from ValueOptions (V/O). V/O has also threatened to reduce rates, similar to 2003-2004.

The center will continue to plan based upon worst-case scenarios if the MCO does make changes. Management will continue to emphasize the impact this would have on our patients.

Grand Prairie has resumed services and the new site has had to double the number of hours within the first month of services there.

Dr. Baker said he received a letter from the Department of Assistive and Rehabilitative Services (DARS) this morning stating the ECI program was out of High Risk Status.

There were no questions posed for this item.

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

Finance and Administration Committee

Mr. Orr referred to Mr. Munson to present the Financial Report for February.

Consideration of Approval of Financial Report for February 2009 (unaudited): Referring to page 11101 of the Statement of Revenues and Expenses Mr. Munson said the center reported a positive net income of \$221K for the month. He said that there has been a consistent increase in our revenues from services funded by ValueOptions. March is looking very positive, as well, with a steady growth.

Mr. Munson said this was presented in detail at the committee meeting and asked if there were any questions.

There were no questions posed for this item. (Please refer to the March 26, 2009 Board packet for a detailed account of this report).

Mr. Orr said this was a committee recommendation. Ms. Noble said a second is not required, as the recommendation to approve came from the committee. Motion carried.

Consideration of Approval of FY09 Second Quarter Reports on Finance and Information Systems:

Mr. Munson said the reports were presented in detail and discussed at the Finance Committee and asked if anyone had any questions. There were no questions posed for this item. (Please refer to the March 26, 2009 Board packet for a detailed account of this report).

Mr. Orr said this was a committee recommendation. Ms. Noble said a second is not required coming from a committee. Motion carried.

Review of Internal Audit Activities: Mr. Munson said that several months ago the Internal Auditors completed a draft copy of the HIPAA (Health Insurance Portability and Accountability Act) compliance audit. Ms. Thompson and he met with the auditors this past week to finalize management's responses. The center already has policies, procedures and processes in place to safeguard and protect the personal information of our consumers, and based on the audit the auditors feel comfortable we are following these.

Mr. Munson said that the kickoff meeting for the next audit, the network security audit, is scheduled for tomorrow. This will look at the security of our network from outside intrusion. It then will move into an audit of the security of the PsychConsult System (the primary clinical charting tool) and of Munis (the financial reporting system).

Mr. Munson's report included a copy of the HIPAA audit.

Ms. Ringle asked if this was the same firm used last year. Mr. Munson said it was.

There were no other questions posed for this item. (Please refer to the March 26, 2009 Board packet for a detailed account of this report.)

Recommendation of Approval of Revision to Board Policy 4.07 on Property/Facility Acquisition: Mr. Munson said that he verified references to the Texas Administrative Code and the Texas Health and Safety Code and there were no changes to the code related to this policy. Minor revisions to this policy include changes to reflect the current name of the center and the relationship to the mission.

There were no questions posed for these two items. (Please refer to the March 26, 2009 Board packet for a detailed account of this report).

Mr. Orr said this was a committee recommendation. Ms. Noble said a second is not required. Motion carried.

Update on Hillside Campus Sale Inquiry: Mr. Munson said that he had previously reported that an appraisal had been completed for this property at the request of the Board. Now the center is working with an external firm to complete a replacement cost analysis. The firm is making a determination of the kind of space needed, the replacement cost for the same kind of facility, and the best areas for the program in the community. Once a true replacement cost is submitted, conversations will resume with the interested party.

In response to Ms. Ringle's question Mr. Munson said the Hillside Campus sits on about 10 acres of land.

He responded to Ms. Noble's question saying that there are some programs that need to stay in that area of town, and other programs that can move elsewhere. He said ECI needs to stay in its catchment area, and buildings A & B need to stay within the community.

Mr. Orr said that the Board requested an appraisal as part of its due diligence. He said this is really just a formality. It is a replacement cost to get us back into the same business in a different location that is critical.

There were no questions posed for this item. (Please refer to the March 26, 2009 Board packet for a detailed account of this report).

Report of the Provider Services Committee

Ms. Noble asked Ms. Rodriguez to present the Provider Services Committee report. Ms. Rodriguez said that the committee had met the prior Thursday. She asked Ms. Cosens to present a summary of her report.

Recommendation of Acceptance of the Home and Community Based Service Proposal: Ms. Cosens said that last year the Intellectual and Developmental Disability Planning/Network Advisory Committee (IDD PAC/NAC) requested the center to explore the possibility of opening a Home and Community Based Service (HCS) group home. The Department of Aging and Disability Services (DADS) is encouraging programs to provide all the components of the service array available to HCS consumers, and that includes group homes.

A workgroup was developed to look at two different home options. This workgroup was made up of staff from fiscal, facilities, and philanthropy, as well as two parent representatives.

The two homes were a level of need 1 home (an Intermediate Level of Need) for individuals who are fairly independent, and a mixed levels of need 5 and 8 home which would require 24-hour care.

The proposed homes will be three-bedroom group homes and they can be based in an apartment, a duplex or a leased home. Ms. Cosens referred to pages 11139 and 11140 which outlined each of these proposals, including the budgets. These two reports show that the center is going to break even using the rates that become effective in September of this year. The home will be situated in a location to meet all of the needs of the consumers close to bus lines, Metrocare clinics, medical clinics and community activities.

Ms. Ringle asked if DADS was requiring Metrocare to have a group home. Ms. Thompson said that DADS has just recently decided that if a parent selects you as a provider and tells you that they would like to have a group home, the center is obligated to provide them with what they are asking for.

There were no other questions posed for this item. (Please refer to the Board packet of March 26, 2009 for a detailed account of this report).

Ms. Rodriguez said this came as a recommendation from the committee. Ms. Noble said a second is not required. Motion carried.

Consideration of Acceptance of Service Delivery Report for February 2009: Mr. Clark referred to page 11141 of his report and said that very little has changed since he presented his report last week at the committee meeting.

Mental health revenues continue to improve. This trend began in the month of January and has continued through the month of March. In the month of February the division exceeded target by \$18K. Mr. Clark said that the workforce is relatively stable. Changes in new employee orientation are proving to be helpful for the new hires by providing a sense of permanence and a sense that they can do the job when they go out in the field.

Unauthorized services are proving to be a challenge. A new tool in our medical record software will help with this problem. Now when caseworkers write their notes and they hit the save button, if there is an issue with the authorization they will receive an error message.

Clinical Outcomes:

Mr. Clark said in the month of January he reported that stable housing had shown a slight improvement. This was sustained in February. An improvement of 1% was seen on the number of medication appointments kept in the adult population, and a 2% improvement was seen for children keeping medication appointments. There was a 1% decline in "people wanting jobs find jobs." Mr. Clark said that the deteriorating job economy has had an impact on our consumers securing employment. Career Design and Development Vocational Services is providing training to staff on how to access the Department of Assistive and Rehabilitative Services (DARS) to help qualify consumers for vocational services.

Safe Haven: Mr. Clark referred back to the fall when he had reported on the criminal activity going on at the Safe Haven location. The solution was to find other apartments and that is what staff did. The successful move was made on March 6th.

Ms. Ringle asked if any people were left at the old location and Mr. Clark said no. Ms. Noble asked if the consumers were adjusting to having two consumers to an apartment. Mr. Clark said that they are adjusting well.

Mr. Clark referred to the grant received from The W.W. Caruth Jr. Foundation at the Communities Foundation of Texas to provide housing assistance to the homeless population currently residing at the Bridge. He said there are 10 consumers already residing there and it is hoped that all 50 slots will be filled by the first of May. All the staff for the Assertive Community Team (ACT) model have been hired and are going through new employee orientation this week. They will be out in the field next week.

The Grand Prairie location continues to expand services for children. Mr. Clark said that the space is being outgrown quickly. He said services started with half a day and next week the hours will be extended to a full day. Negotiations for more space are taking place with Los Barrios Unidos.

The center completed and submitted a proposal to ValueOptions for an after-hours crisis clinic in South Dallas. It is now working in collaboration with Lifepath of Collin County for an after-hours clinic. Both of these items are pending a response from ValueOptions to fund.

There were no other questions posed for this item. (Please refer to the Board packet of March 26, 2009 for a detailed account of this report).

Ms. Noble said this was a committee recommendation and does not require a second. All were in favor. Motion carried.

Developmental Disabilities Provider Services: Ms. Cosens said that her report was presented last Thursday at the committee.

Ms. Cosens said that the ECI program was removed from High Risk Status. The program managers remain focused on the 28-day, 45-day and transition performance indicators.

Early Childhood Intervention Program (ECI): The program's census remains above contract target. Representatives from the Department of Assistive and Rehabilitative Services (DARS) provided documentation training to therapists and Early Intervention Specialists (EIS's) for two days on site. The Local area DARS representative asked to meet with Ms. Cosens, the Program Manager and the TKIDS responsible parties next week to review billing and programmatic issues to make sure that they are doing everything possible to have adequate data in the system. Between now and August, PsychConsult will contain the DARS ECI form to minimize errors.

Behavioral and Psychiatric Services (BPS) did a community presentation last week describing its services. The program is fully staffed. The initial time for assessments is down to less than 7 days. Actual time to behavioral services is less than 21 days.

Home and Community Based Services (HCS): The current census continues to grow with the release of HCS slots within Dallas County. At the time of this report it was at 93 with a target (cap) of 72.

Career Design and Development Services (CDDS): CDDS's staff did a Webinar training and will continue to do so with the State Employment Leadership Network (SELN) to link both the developmental disability side and the mental health side with the DARS liaison program. Approximately 40 referrals are being received from the clinics each week. The liaisons and the DARS counselors are visiting on site, including at the Bridge.

Center for Children with Autism (CCAM): The census is now 14 with the program receiving referrals from multiple areas including the Mental Retardation Authority, Eligibility Determination Unit (EDU), ECI's, and UTSW. A visit was received from the East Texas Program, as well as the Board members from the Parents of Autistic Children to see the program and to help us get the information out in the community. Ms. Cosens said a meeting has been scheduled to meet with UTSW and their group

to report on outcomes research phase and they have included a doctor from UTD for speech and language pathology to join in. Dr. Mehta from UNT visited last week and she stayed for approximately 4.5 hrs.

There were no questions posed for this item. (Please refer to the March 26, 2009 Board packet for a detailed account of this report).

Ms. Rodriguez said this was a committee recommendation. Ms. Noble said it does not require a second. All were in favor. Motion carried.

Report of the Quality and Authority Services Committee

Ms. Walton-Brooks said that the committee met the prior week and asked Ms. Thompson to present her report.

Consideration of Acceptance of Quality Management Report for February 2009:

Ms. Thompson said that during the month of February the center received 21 referrals from DADS for consumers residing in nursing homes. Staff focused on locating these individuals and coordinating services identified by DADS, as well as on performing assessments to determine if it is appropriate for them to be in a nursing home.

Ms. Thompson said the rest of her report remains unchanged and asked if there were any questions.

There were no questions posed for this item. (Please refer to the March 26, Board packet for a detailed account).

Consideration of Acceptance of FY09 Second Quarter Reports on Service Delivery:

Significant Events this quarter:

Ms. Thompson said staff attended several resource fairs to provide information to families about the services that are available in the community, in anticipation of the number of students who will be transitioning from the school district.

The Aging and Disability Connection (ADRC) Advisory Board website should be up and running by June 1st. The group is working with the AAA to see if they are willing to pay for the ADRC's phone service. The AAA recently received a special grant from the National Aging and Resource Development Center.

There were no questions posed for this item. (Please refer to the March 26, 2009 Board packet for a detailed account).

Consideration of Acceptance of FY09 Second Quarter Reports on Quality Management and Research:

DADS Performance Measures and Outcome Targets: The Center received correspondence from DADS regarding the performance targets for the 2nd quarter. The center was at 100% in all the areas they measured.

The encounter data was at 93% with the corrections and final submission of data to CARE on March 21st. This measure was at 100%.

There were no questions posed for this item. (Please refer to the March 26, 2009 Board packet for a detailed account).

Ms. Walton-Brooks said this comes as a committee recommendation. Ms. Noble moved to approve the Quality Management Report for 2009, the FY09 2nd Quarter Reports on Service Delivery and the FY09 2nd Quarter Reports on Quality Management and Research. She said this was a committee recommendation and it does not require a second. All were in favor. Motion carried.

Report of the Philanthropy Committee

Ms. Noble asked Ms. Ringle to present the Philanthropy Committee report. Ms. Ringle said that the committee had met the prior week, but that she had not been present at that time. She asked Ms. Stephens for a summary of her report.

Consideration of Acceptance of Development and Community Education Report for February 2009: Ms. Stephens referred to Mr. Clark's earlier report on the W.W. Caruth Foundation Grant and spoke of the progress made. Last week Metrocare submitted a very detailed report to the W.W. Caruth Foundation with the anticipation that we could receive a much larger grant, a three-year.

Mr. Allbright requested a copy of the report submitted. Ms. Stephens said she would get everyone a copy.

Ms. Stephens said that much time was spent last month preparing for the Auxiliary Kick-off Open House. So far 37 individuals have paid for a membership. Another 50 – 75 have requested additional information. The goal is to get 100 members to join the Auxiliary Committee to help us put together the fall luncheon.

Ms. Ringle asked if a decision had been made on the amount for a Lifetime Membership. Ms. Stephens said that it would be \$300.

Ms. Stephens said that on May 20th the center will have the opportunity to work with the Communities Foundation during a one-day event, the Donor Bridge. This is an on-line form for making donations to your favorite charity and they will process this for you. Ms. Stephens said for individuals interested in joining the Auxiliary as a Lifetime Member, this is a perfect way to double the amount donated, but only if you do so on-line. The Communities Foundation will match any donations made that day.

Grants Management Worksheet: Ms. Stephens said this report presents all of the grants that the Center is presently working with, and asked if there were any questions.

Calendar of Events: Ms. Stephens said that there are many regular meetings with other stakeholder groups, as well as job fairs and other activities that may come along, and that representatives attend each.

Ms. Stephens spoke of the opportunity been given to two of Metrocare's Consumer Advocates, Mr. Frank Delgado and Mr. Lee Hawkins to role play in a film for the

Dallas Police Department (DPD) which is going to be used throughout the country for training purposes. The video will be shown for the first time at a Police Department Conference to be held in San Francisco, California during the summer. Metrocare and the Dallas Police Department will be mentioned.

There were no questions posed for this item. (Please refer to the Board packet of March 26, 2009 for a detailed account of this report).

Ms. Ringle said this report comes as a committee recommendation. Ms. Noble said this was a committee recommendation and does not require a second. All were in favor. Motion carried.

Meeting Dates:

Mr Noble announced that the next committee meetings will be held on April 16, 2009 starting at 11:30 with the Provider Committee. The next board meeting will be held on April 23rd starting at 1:30.

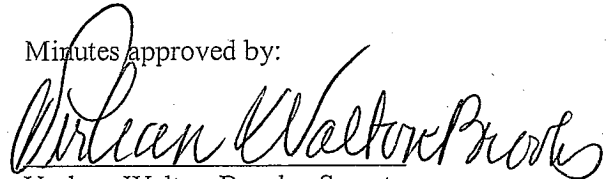
Ms. Noble reminded everyone of this Saturday's March for Respect event which will start with registrations at 9:00 am, followed by the march at 11:00.

The Board retreat will be Saturday, April 11th at the Radisson Hotel from 12 – 2 pm with lunch being provided.

The 24th Annual Texas Council of Community MHMR Center's Conference will be held in Fort Worth from June 24 – 26th. Ms. Noble said that our Board meeting is on the 25th, but if there is enough interest among the Board, perhaps the Board meeting could be rolled into the committees to give everyone an opportunity to participate. She said this could be decided on at next month's meeting.

- IV. MEETING ADJOURNMENT:** There being no further business to come before the Board, on motion duly made, seconded and carried, the meeting adjourned at 2:40 pm.

Minutes approved by:



Verlean Walton-Brooks, Secretary

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