

**METROCARE**  
**SERVICES**

**Local Service Area Plan**  
**FY 2012**

Texas Department of Aging and Disability Services

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## **I. INTRODUCTION**

Metrocare's Intellectual and Developmental Disabilities Local Service Area Plan is comprised of various components that come together to support the Local Plan. These are the Business Plan and Quality Management Plan. Revisions to the plan occur throughout the year with updates completed as changes occur. The Quality Management Plan has been updated as part of the FY 2012 contract process with the Department of Aging and Disability Services. The Jail and Detention Diversion Action Plan is from the Authority Plan developed by the North Texas Behavioral Health Authority (NTBA) and Value Options.

The Local Planning Process is outlined in the Plan in conjunction with the data that was received through the information gathering that occurred this past year.

The plan identifies and addresses the local needs and priorities for persons with Intellectual and Developmental Disabilities in Dallas County. It reflects the participation of consumers, families, advocates and stakeholders in the Local Service Area. Included in the Plan are descriptions of services provided by Metrocare Services.

The Business Plan provides a framework for the Center to provide superior stewardship of limited public funds.

The Provider Network Plan provides the framework for the development of our network of providers. The process is included in the Plan.

Finally, the Quality Management Plan is to ensure Metrocare Services will provide oversight and deliver quality services and take effective action when improvement is needed. The focus is to prevent or eliminate barriers to good consumer services and supports.

The Plan is a continuous work that is updated as changes occur and needs are identified.

## **II. MISSION, OBJECTIVE AND STRATEGY**

### **Mission:**

To serve our neighbors with developmental or mental health challenges by helping them fine lives that are meaningful and satisfying.

### **Objective:**

To achieve the highest standards of care by increasing access to services, improving quality, reducing costs and providing options along an integrated continuum of services; by offering a coordinated network of providers, systems, processes, assets, and solutions, both internal and external, to effectively deliver value to the customer at the lowest cost.

### **Strategy:**

To establish 1) a local Intellectual and Developmental Disability Authority structure that plans, develops policy, coordinates services, allocates and develops resources within the designated area; 2) a customer focused infrastructure, which provides effective access and availability to Intellectual and Developmental Disability services and meets the customers' requirements for accessibility, quality, choice and cost effectiveness; 3) a flexible variety of services and supports structured to meet the needs of customers and families; and 4) a seamless mechanism for delivering and managing services for each customer.

### **III. LOCAL PLANNING PROCESS**

The planning process for individuals with Intellectual and Developmental Disabilities begins with the needs of the consumers it services and realities of funding resources. The Center gathers information from consumers, families, advocacy groups, internal groups and the community at large to assist in the planning process.

Once this information is gathered and analyzed, it is presented to the Planning/Network Advisory Committee (PNAC) for final prioritization. The PNAC meets on a quarterly basis. Once this is completed the information is presented to the Provider Services Committee, an ad hoc committee of the Board of Trustees before the final review.

The Board receives reports from the Senior Management Team regarding the recommendations for service delivery, program improvements, expenditures, cost reports and budgets. All board meetings present an opportunity for public comment.

Prior to development of the annual budget, the program staff meets with financial services to identify program needs, changes and contract requirements to build the budget.

Annually, Center employees present the annual budget to the PNAC prior to board approval. The FY11 Budget was presented to the PNAC prior to the Board's approval.

Due to limited funding and resources the Center has strived to enhance and maintain their current services.

Metrocare's Local Plan review is ongoing and part of the activities that review progress of contract requirements. The total process for review incorporates the PNAC, Provider Services Committee, Quality Management Division, as well as the involvement of staff, consumers, board and community stakeholders.

The PNAC meets quarterly for updates and reviews as well as special meetings. The PNAC Chair makes a quarterly update to the Board. External and internal auditors conduct additional reviews.

#### **IV. LOCAL AUTHORITY AND SERVICE COMPONENTS**

Metrocare Services, formerly Dallas County Mental Health and Mental Retardation Center is a public, non-profit organization. The Center was established in 1965 by the Community MHMR Center Act of the 1965 legislation to provide comprehensive mental health and mental retardation services to the citizens of Dallas County. A nine-person board of trustees appointed by the Dallas County Commissioners Court governs the Center. The board has financial and policy responsibilities through the Center's Chief Executive Officer, whom the board hires.

In July of 1999, the Mental Health Services Division for the Center became part of the NorthSTAR Medicaid carved out waiver for seven counties in the North Texas area. Funding for NorthSTAR is managed by ValueOptions a Behavioral Managed Care organization. The Texas Department of Aging and Disability Services (DADS) contracts with the Center to function as the Local Authority for Dallas County. The Center also contracts with private providers for developmental disability services as well as being a provider of services. Mrs. Linda Thompson, Deputy CEO provides oversight for the Authority Services and Dr. James Baker is the interim Director of Developmental Disability Provider Services.

The Center's main administrative offices are located at 1380 River Bend Drive, Dallas, Texas 75247. There are additional program sites located throughout the county. The Center serves approximately 32,000 individuals in Adult Mental Health, Children/Adolescent Mental Health Services and approximately 6,000 in Developmental Disabilities each year. Historically the Center exceeds service category targets as required by the Performance Contract.

Developmental Disabilities Services include the following programs: Eligibility and Determination, Service Planning and Coordination, Behavioral and Psychiatric Services, In Home Family Support, Supported Employment, Vocational and Training Services, Home Community Based Services, Supported Home Living Services, Texas Home Living Waiver Services, Early Childhood Intervention Services, and Center for Children with Autism. Funding for the Center is provided by county funds, state contracts, state and federal grants and fees for services paid by consumers and third party payers such as Medicare, Medicaid and private insurance carriers. Additional funds are procured by the Development Department to enhance services and improve capital needs.

Metrocare Services provides mental retardation services to the following individuals who possess one or more of the following conditions:

1. Mental Retardation, as defined by section 591.003 (13), Title 7, Health and Safety Code.
2. Autism as defined in the current edition of the Diagnostic and Statistical Manual.

3. Pervasive Developmental Disorder (PDD) as defined in the current edition of DSM.
4. Eligibility for Early childhood Intervention Services.
5. Eligibility for OBRA '87 mandated services for mental retardation or a related condition.

The Center serves children ages 0-3 in Early Childhood Intervention Services through a contract with the Interagency Council on Early Childhood Intervention Services. Other individuals may receive services through full fee payment arrangements, including third party payers.

### **Eligibility Determination**

The Eligibility Determination Unit (EDU) serves as the central intake for mental retardation services. This is the entry point for services for all residents with mental retardation, autism or other pervasive developmental disorders of Dallas County. Intake Specialists are available to process calls or walk-ins Monday through Friday from 8:00am to 5:00pm.

The unit provides the following services: processes intake requests, determines eligibility for services and initiates referrals to the Service Planning and Coordination Unit.

For information contact: Dr. Jason Mishalanie, 214.333.7000

### **Service Planning and Coordination**

Service Planning is accessed through a referral from the Eligibility Determination Unit (EDU). A person seeking service planning must first have been determined eligible to receive services. Once a Service Coordinator is assigned, a comprehensive self-assessment is conducted and a service plan is developed. The service philosophy uses Person Centered Planning and empowers the consumer to achieve life goals.

It is also here that a consumer takes the service plan just developed and begins working with the Service Coordinator (formerly known as a caseworker or case manager) to achieve identified outcomes and eventually life goals. This service is accessible upon completion of an eligibility determination by EDU.

For information contact: Wendell Owens, 214.948.9950

## **Home and Community Based Services (HCS)**

HCS is a Medicaid waiver program designed to build support services based on an individual's needs. Services may be provided in the natural home or within an alternative living residence. An individual must be eligible for Medicaid and have a diagnosis of mental retardation. A full array of habilitative and support services are provided including: respite care, supervised residential services, supported home living services, psychological services, nursing services and foster/companion care services.

For information contact: Keisha Manahan, 214.948.9950

## **Supported Home Living, Respite and Texas Home Living Waiver**

Supported Home Living provides support services consistent with the individual person centered plan. The service provides habilitation or support activities that foster improvements of or facilitate an individuals' ability to perform functional living skills and other daily living skills. Respite services are provided to families and individuals to maintain the individual in the family home.

The Texas Home Living Program provides a core of services ranging from habilitation, respite, supported employment and select specialized therapies. These services may be accessed through Service Planning and Service Coordination.

For information contact: Keisha Manahan, 214.948.9950

## **Behavioral Psychiatric Services**

The Behavioral and Psychiatric Services (BPS) program is designed to provide support to people over the age of three who have mental retardation and mental illness or severe behavioral challenges, so they may successfully live and work in the community.

Evaluation Services – All new referrals receive evaluation services to identify primary areas of need. Further assessment is available when a need exists such as a significant change in behavior or functioning capacity.

Crisis Services – A clinical staff member is available for consultation 24 hours per day, seven days per week.

Outpatient Services – Clinic visits with the consumer's team members and psychiatrist are available for psychiatric evaluation and psychoactive medication monitoring.

Behavior Services - Behavioral training and support is available for families and consumers to assist with identifying and reducing rates of maladaptive behaviors. Behavioral recommendations are developed and families/caregivers trained to carry out the recommendations in the home, work, or school setting.

Counseling Services – Individual, family, and group counseling are available to those identified as able to benefit from this service.

The goals of BPS are:

- To promote individuals and their families to stay together in order to maintain the family unit,
- Minimization of placement loss and number of re-hospitalizations,
- Assistance to school districts and other areas of Metrocare, and
- Efficient and quality clinical services to a difficult to serve population.

For information contact: Dr. Amanda Smith, 214.743.6188

## **Vocational and Supported Employment**

Career Design and Development Services (CDDS) offers vocational services to adults (age 18 and older) with mental retardation, a pervasive developmental disorder, or any disability who desire to work.

The Service Center provides an array of services designed to meet the unique needs of adults who are diagnosed with developmental disabilities. Training in the areas of Daily Living Skills, Work Adjustment, Personal/Social Adjustment and Job Readiness is achieved using paid work experience.

Community Inclusion Services provides individuals with experiences in social, civic, leisure and recreational settings. Individuals participate in a wide variety of activities designed to identify and strengthen personal interests and ultimately integrate these into their daily lives.

Work Experience Group participants are supervised by CDDS staff.

Employment Services develop career opportunities in the competitive work force for people with disabilities by focusing on the choices of the individual. Preferences in the areas of interest, goals, abilities and skills are matched with an employer's needs. Job coaching and follow along services are also provided.

This service is accessed through a referral from Service Planning and Coordination, Texas Rehabilitation Commission, school districts in Dallas County and NorthSTAR.

For information contact: Carrie Parks, 214.333.7000

## **Early Childhood Intervention Services**

This program provides Early Childhood Intervention (ECI), a state and federally funded program through the Individuals with Disabilities Education Act. ECI supports families to help their children reach their potential through developmental services. ECI of Metrocare provides a home and community based program of supports and services for eligible families and children ages birth through two years old. Core services include an array of direct treatment to the child, family support services, and linking services. Eligible children are children under the age of three with a developmental delay, a physical or mental condition that will probably result in a delay, and those children whose developmental is “atypical”. Services are provided in the child’s natural environment (where the child lives, grows and plays) and include, but are not necessarily limited to:

- Family Support and Training Services
- Linking Services
- Direct Services
- Screening and Assessment
- Specialized Therapies
- Instructional Services

ECI is provided at no cost to families, regardless of income.

For information contact: Dr. Amanda Smith, 214.331.0109

## **Contracted Services**

Metrocare contracts with a number of private providers in the community for various services. These services include:

- Respite
- Supported Home Living
- Day Habilitation
- Supported Employment
- Vocational
- Specialized Therapies (physical, occupational & speech therapy)
- Dietary Services
- Audiological Services
- Nursing, dental and other medical services
- Behavioral services

For information contact: Shannon Brent, 214.743.1200

## **V. RESOURCE DEVELOPMENT AND ALLOCATION**

In September 2003 fiscal year 2004, Intellectual and Developmental Disability Services implemented a Fee for Service Model for internal and external providers. The model has a utilization process similar to other managed care models. Funding for Metrocare's Developmental Disability Services comes from the State's General Revenue Fund and Medicaid earned revenue. The county provides limited funding for Behavior Psychiatric Services supported home living and day care services. Funding for "discretionary" spending for implementing new programs or enhancing current services is limited as general revenue dollars and reduced Medicaid rates provide the funding stream.

Developmental Disability Services strives to provide its current level of services, seek ways to maximize revenues, and look for creative and new means of revenue enhancement.

The Fee for Service Model has allowed the Center to provide services to individuals on the Home and Community Based Services Interest List who otherwise would not receive any services. This model has increased the number of individuals receiving services substantially from previous years.

## VI. COMMUNITY NEEDS AND PRIORITIES

Metrocare has used a number of methods to gather community input. Needs and Priorities are identified below and information gathering outlined in chart.

### ADULTS WITH DEVELOPMENTAL DISABILITIES

#### Community Needs and Priorities

1. Service Coordination (Case Management)
2. Respite
3. In Home Support
4. Other Therapies
5. Psychology/Counseling
6. Day Programming

#### Local Authority Service Priorities

Same

### CHILDREN WITH DEVELOPMENTAL DISABILITIES

#### Community Needs and Priorities

1. Service Coordination (Case Management)
2. Medical/Dental
3. Transportation
4. Nursing
5. In Home Support
6. Other Therapies

#### Local Authority Service Priorities

Same

Forum	# Participants	Surveys	Participants	Meetings	Participants
Garland ISD	20	Consumer/Family Survey	569	Board	4
				CRCG	15
				Live Dream Expo	20
				PNAC meetings for planning	6
				Provider	30

The above methods were used to gather input from the community. Once the information was gathered and formatted, it was reviewed by the Planning/Network Advisory Committee, Provider Services Committee and presented to the Board as part of the Local Plan supplement.

## **VII. PROVIDER NETWORK**

Metrocare Services endeavors to fulfill its mission to provide a network of professional and paraprofessionals to support, treat, and assist people who live with the challenges of mental illness and mental retardation.

For over 40 years Metrocare Services has provided services for individuals with Intellectual and Developmental Disabilities. Currently Metrocare provides services over strategically located and accessible sites. The Center is committed to providing quality services and supports at the most reasonable cost possible. Service access is simple, and consistently meets or exceeds the expectations of the people we serve and their families. Our employees are highly skilled and proficient in the most current diagnostic, treatment, and support technologies, and are energized by the work environment.

The development of a network essentially means that we bring together a number of providers that offer the various services needed by the consumers in our community and keep them coordinated and interconnected.

For guiding principles for the network development are:

- Development of network
- Evaluate for Best Value
- Prioritize services to be obtained
- Use objective mechanisms and criteria
- Regularly evaluate the network and the providers
- Provide access, choice, and quality of services for best value
- Objectivity and the avoidance of conflict of interest
- Identification of service needs and criteria for selection service provision
- Maintain performance expectations of network providers'
- Monitor/evaluate services of the network providers.

Currently Metrocare is involved in the development and execution of its network. The following is an outline of the network development process and network management process.

### Network Development Process

#### Current Providers

#### Planning/Network Advisory Committee (PNAC)

The Network Development Process begins with public input based upon needs to the PNAC. Once the PNAC has evaluated for Best Value and other criteria, recommendations are made to the Board of Trustees.

Three processes are used to develop the network of providers. These are *Open Enrollment, Request for Proposal (RFP Process) and Sole Source*.  
 Network Management and Oversight

The Quality Management Plan ensures that Metrocare Services will provide oversight to deliver quality services and take effective action when improvement is needed. The focus is to prevent or eliminate barriers to good consumer services and supports.

Additional processes included in the Network Management are:

- Utilization Management
- Contract Monitoring
- Sanctions
- Stakeholders

The policy of Metrocare is to provide equal access to all potential providers to become part of the network. We currently accept new providers year-round.

<b>Event</b>	<b>Who</b>
Open Enrollment packets available to potential providers	Metrocare Services (MS)
Completed packets returned to MS	Provider
Application review	MS, PNAC
Contracts awarded and composed	MS
Contracts distributed to eligible providers	MS
Signed contracts due to MS	Providers
Signed contracts presented to the PNAC	MS
MS signs and returns copies of executed contracts	MS

#### Developmental Disability Services

The following has been identified as priority population:

- Persons with Mental Retardation (Intellectual and Developmental Disabilities)
- Persons with Pervasive Developmental Disorder (PDD)/Autism
- Transition Population (Persons leaving the school system)

The following services are provided by the Local Authority:

- Authority Services
- Eligibility Determination
- Service Coordination

#### Provider and Contract Services

- Behavioral Psychiatric Services
- Community Living Support
- Early Childhood Intervention

- Home and Community Based Services (HCS)
- Specialized Therapies
- Supported Home Living
- Texas Home Living
- Vocational Supports (Supported Employment)

## NETWORK DEVELOPMENT

A network is an interwoven, interrelated system, resembling a web that consists of many parts that interconnect. Developing a network of mental retardation services essentially means that we coordinate the connecting of a number of service agencies that will provide supports and services needed by the consumers of Dallas County.

Metrocare Service stakeholders, Board of Trustees, Chief Executive Officer (CEO) and PNAC members believe in the importance of network development. Developing a network is necessary to increase accessibility and availability of services, increase choices for consumers, improve the quality of services and decrease the cost of services by increasing competition.

### The Planning/Network Advisory Committee

The Planning/Network Advisory Committee (PNAC) is appointed by the Board of Trustees and is composed of at least nine members, of whom a minimum of 50% is made up of consumers and/or family members. Recruitment of the PNAC members is an on-going process, which includes active outreach to consumers, family members, advocates, providers and other interested citizens. Recruitment of membership encompasses efforts to include broad-based ethnic and cultural representation.

The Board of Trustees recognizes the fact that community involvement in planning and policy development is essential to Metrocare's role as the Local Authority. Easy and accessible avenues for communication exist to encourage broad advocate, professional, cultural, and ethnic stakeholder participation.

The role of the PNAC is to:

- A. Assist the Board of Trustees in an advisory capacity.
- B. Make recommendations concerning local service delivery, reflecting the perspectives of consumers and their families on the provision of services and supports.
- C. Make recommendations concerning the development of the local strategic plan and the network plan.
- D. Review reports regarding Local Plan implementation
- E. Report to the Board on issues related to the needs and priorities of the local serviced area and implementation of plans and contracts.
- F. Respond to special assignments from the Board of Trustees.

## Developmental Disability Planning Advisory Committee

Planning Advisory Committee	*Sub-committee forms Network Advisory Committee	Occupation
Marylynne Broomfield	PAC	Parent
Quinelle Dalton	PAC	Consumer
Agnes Ann Keller	PAC	Consumer
Ralph Long*	PAC	Parent/Professional
Mary Patterson	PAC	Grandparent
Gracie Sifuentez*	NAC	Parent/Professional
Marian Bradley	PAC	Parent
Gloria Stuart*	NAC	Sibling/Professional
Drew Dixon*	NAC	Advocate

### Network Advisory Committee (NAC)

The Board of Trustees appoints the PNAC members with the NAC being a sub-committee. The NAC must have at least 50% consumer and family member representation. Additional community representatives are recruited on an ad hoc basis by the Chair to complete the membership.

The NAC is required to have representation by persons knowledgeable and experienced in the following:

- Purchasing and proposal review
- Contract review
- Budgeting and financial analysis
- Quality reviews of services
- Policy and program development
- Resource development
- Community based services
- Advocacy and consumer needs
- Governmental processes
- Knowledge and experience in developmental disabilities

In selecting the Committee, the Board of Trustees considers the individual's expertise. Recruitment of the PNAC members is an on-going process, which includes active outreach to consumers, family members, advocates, providers and other interested citizens.

## Network Advisory Committee Membership

Name	Representation	Occupation/Employer
Ralph Long*	Family –(Adult)	Professor
Gracie Sifuentez*	Family – (Adult)	Para-Legal
Gloria Stuart*	Family-(Adult)	Counselor
Drew Dixon*	Advocate	Dallas County Probate Court

### Process for Network Development

The process used by Metrocare to develop its network involves input from community agencies, and the Denton State Supported Living Center. It also includes the utilization of internal initiatives and procurement processes.

Metrocare Services has a relationship with many agencies located within Dallas County and nationwide. These agencies assist Metrocare with obtaining public input and other support used in developing our network. A few of the agencies are listed below:

- The Arc of Dallas
- Padres Latinos Ayudando a Niños Especiales (P.L.A.N.E.S.)
- Educational Providers, All Dallas County Independent School Districts
- State Supported Living Center linkage through Service Coordination Unit
- Community Living and Support Services
- Self-Advocacy Groups
- Contract Providers

### DENTON STATE SUPPORTED LIVING CENTER

The Denton State Supported Living Center (DSSLC) currently serves the Dallas County catchment area, providing residential supports when required by residents. Referrals have been made to other state supported living centers when DSSLC is unavailable to provide services. DSSLC reports their emphasis for the next biennium will include:

- Provision of beds for residents of state hospitals with a Developmental Disability diagnosis
- Emergency admissions
- Transfers from other state supported living centers

For Metrocare, the development of new community placements is dependent on the availability of new appropriated funds. State Supported Living Center residents recommended for community placement will continue to be considered for openings as they become available.

Initiatives that have been taken to improve access to services include the commitment to hiring bilingual employees through the system, inter-agency collaborations, and decreasing the average amount of time between a consumer's initial point of contact and entry into the service delivery system.

## OPEN ENROLLMENT

The open enrollment process allows for the expansion of the provider network. The Department of Aging and Disability Services (DADS) has modified the contracts rule to add open enrollment as a form of procurement of contractors. This has enabled the Local Authority to more efficiently add providers to its Network. Open enrollment is a systematic process that may assist with determining "best value" needs for further network development.

## REQUEST FOR PROPOSAL

Request for Proposals (RFP) requires information from the applicant. The RFP includes:

- A. RFP identification number so that suppliers can refer to the number when making inquiries and purchasing employees may be able to trace all transactions to determine their status.
- B. A brief description of the goods or services to be provided.
- C. The closing date and hour for receiving bids. This shall state that the time is determined by a designated time source, such as the purchasing office's clock.
- D. The place where bids are to be sent, including the address and office.
- E. Information on where specifications may be obtained if not in the package.
- F. Information on person to contact.

## INVITATION TO BID

The Invitation to Bid (ITB) is the cover form for the bid package. It requires information from the bidder. The ITB includes:

- A. ITB identification number so that suppliers can refer to the number when making inquiries and purchasing employees may be able to trace all transactions to determine their status.
- B. A brief description of the goods or services to be provided.
- C. The closing date and hour for receiving bids. This shall state that the time is determined by a designated time source, such as the purchasing office's clock.
- D. The place where bids are to be sent, including the address and office.
- E. Information on where specifications may be obtained if not in the package.
- F. Information on person to contact.
- G. Instructions to bidders.

\*Notice of advertisement of Invitation to Bid- all contracts requiring formal sealed competitive bids will be advertised in a newspaper of general circulation in the county and in two or more minority newspapers.

**SOLE SOURCE**

Sole source refers to the situation when there is only one provider of a desired service in the area. The interested party must provide proof and meet the established criteria for service delivery to be selected.

**Current Network of Providers**

<p><b>Aborigine Solutions, LLC</b>          Barbara Grayson          P.O. Box 2924          Desoto, Texas 75123          Phone: 972-298-5350 or 214-424-3053          Fax: 972-293-3760          Bagrayson75123@yahoo.com</p>	<p>Respite          Community Support          Employment Assistance</p> <p>** Provides caregivers for services</p>
<p><b>Access Medical Supply</b>          Moses Madubuike          2307 Oak Lane #205          Grand Prairie, TX 75051          Phone: 972-237-9066          Fax: 972-237-9056          accessmedical3829@sbcglobal.net</p>	<p>Durable Medical Equipment          Adaptive Aids          Incontinence Supplies          Nutritional Supplies</p>
<p><b>Affirmative Business Group</b>          Jon Kennedy          2716 Cullen Street</p>	<p>Day Habilitation</p>

Ft. Worth TX 76107  
Phone: 817-569-4800  
Fax: 817-569-4830  
Jonathan.kennedy@mhmrtc.org

**All Saints Care Injury and Rehab Clinic, Inc.**

Jackson Ehioguh  
606 Oriole Blvd. Suite 102  
Duncanville, TX 75116  
Phone: 972-708-9191  
Fax: 972-708-9292  
asrci@sbcglobal.net

Respite  
Community Support  
Employment Assistance  
Supported Employment  
Physical Therapy  
Occupational Therapy  
Speech Therapy

**Above & Beyond Quality Care**

Satonya Norris  
105 Lion St. Suite A  
Desoto, TX 75115  
Phone: 972-746-6743  
Aboveandbeyond11@yahoo.com

Respite  
Community Support

\*\* Provides caregivers for services

**Autistic Treatment Center**

Carolyn Garver  
10503 Metric Drive  
Dallas, TX 75243  
Phone: 972-644-2076  
Fax: 972-644-5650  
ttomilli@atcoftexas.org

Employment Assistance  
Supported Employment

mroy@atcoftexas.org  
cgarver@atcoftexas.org

**Behavioral Healthcare Solutions, Inc. dba LoneStar Solutions**

Dana Daniels, BCBA  
P.O. Box 13517  
Arlington, TX 76094-0517  
Phone: 817-265-2344 Ext 5061  
Fax: 817-227-5610  
danadaniel@rvbh.com

Vocational Training  
Employment Assistance  
Job Coaching

\*\* Community support is provided by BS/BA staff under the BCBA

**Berry Family Services**

Andy McLane- Cell: 214-316-9514  
4702 Rowlett Road  
Rowlett, TX 75088  
Phone: 972-412-4707  
Fax: 972-202-0314  
Brad Aldridge- Cell: 214-288-8180  
andy@berryfamilyservices.com  
brad@berryfamilyservices.com

Behavior Intervention  
Community Support

\*\* Must provide own caregiver

**Brown Consultants and Associates, Inc.**

Bettina Brown or Wanda Johnson  
307 Center Street  
Grand Prairie TX 75050  
*[Mail: P.O. Box 530652, Grand Prairie, TX 75053]*  
  
Phone: 972-263-8223  
Fax: 972-237-2931  
bbrownsims@yahoo.com  
wanda@brownconsultantsassoc.com

Respite  
Community Support  
Day Habilitation (601 N Beltline Rd Irving, TX  
214-596-0275)

<p><b>CAPE Services, LLC</b>  Michael Becerra, PhD, CRE</p> <p>811 S. Central Expressway Suite 410  Richardson, TX 75080  Phone: 214-843-1435  Fax: 214-764-9797  michael.becerra@capeservicestx.com</p>	<p>Respite  Community Support Services  Supported Employment</p> <p>Employment Assistance</p>
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<p><b>C-3 Christian Academy</b>  Tricia Evans-Davis  1966 Ephriham Ave.  Fort Worth, TX 76164  Phone: 817-707-5296</p> <p>Fax: 214-377-8453  c3_academy@yahoo.com  www.c3christianacademy.com</p>	<p>Respite  Community Support Services  Day Habilitation  Employment Support Assistance</p>
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<p><b>Citizens Development Center (CDC)</b>  Diane Jones  8800 Ambassador Row  Dallas, TX 75247  Phone: 214-637-2911 Ext 110</p> <p>Fax: 214-637-2929  djones@cdcdallas.org  www.cdcdallas.org</p>	<p>Vocational Training,  Day Habilitation  Transportation  Employment Assistance  Supported Employment</p>
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<p><b>Comforcare Senior Services</b>  Vikas Shyam  3400 Silverstone Dr. Ste.134</p>	<p>Community Support  Respite</p>
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Plano TX 75023  
Phone: 469-361-1330  
Fax: 469-361-1332  
northdallas@comforcare.com

**Community Homes For Adults, Inc. (CHAI)**  
Lea Rosenthal-Bond or Mary Ann Quimby  
634 Preston Royal Shopping Center, Suite 214  
Dallas, TX 75230-3856  
Phone: 214-373-8600  
Fax: 214-373-8601  
lbond@chai18.net  
mquimby@chai18.net

Community Support-Heather Canteberry

Residential Living,  
Community Support,  
Supported Employment  
Habilitation Training  
Respite

**Consulting 4 the Spectrum, LLC.**  
Nikki Moses, M.Ed., BCBA  
P.O. Box 250543  
Plano, TX 75025  
Phone: 214-498-3778  
Fax: 972-346-8036  
nmoses@4thespectrum.com  
www.4thespectrum.com

Behavioral Intervention  
ABA Therapy

**Dallas Center For Developmentally Disabled (DCDD)**  
Gayle Stinson  
8550 Cadenza Lane  
Dallas, TX 75228-4999  
Phone: 214-328-4309  
Fax: 214-328-7486  
gstinson@dallascenterfordd.org  
dallascenter@dallcenterfordd.org  
www.dallascenterfordd.org

Day Habilitation,  
Vocational Services,

<p><b>Dallas Sigma Counseling Services, Inc.</b>  Pyeong-Soo Jung, LPC  3530 Forest Lane, Suite 255  Dallas, TX 75234  Phone: 214-358-7533  Fax: 214-358-6433  sigmacounseling@gmail.com  www.sigmacounseling.com</p>	<p>Counseling  Respite  Community Support</p>
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<p><b>Dr. Annette Jerome, Licensed Psychologist</b>  6407 Daisy Dr.  Denton, TX 76208  Phone: 940-594-8487  Fax: 940-271-0909  annette.jerome@gmail.com</p>	<p>Behavior Intervention  Counseling</p>
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<p><b>Easter Seals North Texas, Inc.</b>  Mike Shillings  4443 N. Josey Ln. Ste#100  Carrollton, TX 75010  Phone: 972-939-3919  Fax: 972-394-6266  mshillings@ntx.easterseals.com</p>	<p>Respite  Community Support</p>
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<p><b>Empower Me, Inc.</b>  David Howard  5516 E. Rosedale St.  Ft. Worth, TX 76112  Phone: 817-657-9445  Fax: 817-451-9823</p>	<p>Respite  Community Support  Employment Assistance  Supported Employment  Day Habilitation</p>
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Empowerme5199@yahoo.com

**Envision Home Health Services**

Chinasa Madumere  
777 S. Central Expressway, Suite 6D  
Richardson, TX 75080  
Phone: 214-881-3633  
Fax: 972-918-9229  
Chinasa2000@hotmail.com

Community Support,  
Respite,  
Supported Employment,  
Speech, Occupational and Physical Therapies  
Medical Equipment, Adaptive Aids, Incontinent,  
Nutritionals  
External Supplies

**Equest Therapeutic Horsemanship**

Susan Liepins  
3800 Troy Road  
Wylie, TX 75098  
*[Mailing address: P.O. Box 461571, Garland, TX 75046]*  
Phone: 972-412-1099  
Fax: 972-412-5040  
sliepins@equest.org  
www.equest.org

Therapy

**Family Faith Residential Care**

LaTonia Jennings  
7104 Cloverglenn Dr.  
Dallas, TX 75249  
Phone: 972-523-5043  
Fax: 972-227-9068  
Familyfaithresidentialcare@msn.com

Respite  
Community Support  
Employment Assistance  
Supported Employment

<b>Genesis Mental Health and Group Home</b>	
<p>Gregory B. Olu  10990 Switzer Ave. Suite 302  Dallas, TX 75238  Phone: 214-221-0277  Cell: 214-418-9915  Fax: 214-221-0858  genesishlth@msn.com</p>	<p>Community Support  Respite  Supported Employment  Vocational Training  Residential Living  Adaptive Aids, Dart Services  Speech &amp; Occupational &amp; Physical Therapies  ** Provides caregivers for services</p>

<b>Gifted Hands Day Habilitation Center</b>	
<p>Joy Darden  1101 Stonewall Dr. Suite 601  Garland, TX 75043  Phone: 972-840-8176  Fax: 972-840-8528  Giftedhands50@yahoo.com</p>	<p>Respite  Day Habilitation</p>

<b>Goodwill Industries of Dallas, Inc.</b>	
<p>Kamala Kannan or Josh Burrell  3020 N. Westmoreland  Dallas, TX 75212  Phone: 214-638-2800  Fax: 214-638-7926  KKannan@goodwilldallas.org  JBurrell@goodwilldallas.org</p>	<p>Vocational Training  Supported Employment</p>

<b>Helping Restore Ability (HRA)</b>	
<p>Emily Price or Vicki Niedermayer  1635 A.W. Division  Arlington, TX 76012-3821  Phone: 817-469-1977 x 122</p>	<p>Community Support  Day Habilitation</p>

Fax: 817-461-2334  
eprice@hratexas.org  
vniedermayer@hratexas.org

\*\* Must provide own caregiver

**Higher Dimensional Fellowship**

Doris Smith  
4230 Rosehill Rd. Suite 8  
Garland, TX 75043  
Phone: 972-205-9810  
Fax: 972-205-9221  
Smith.doris123@yahoo.com

Day Habilitation  
Respite  
Community Support

**Hope Horizon, LLC**

Luke Kelly  
709 Lingco Dr. Suite 101  
Richardson, TX 75081  
Phone: 972-234-9001  
Fax: 972-234-9008  
Leoluke775@yahoo.com

Respite  
Day Habilitation

\*\* Provides caregivers for services

**1<sup>st</sup> Heritage Way Adult Day Center**

Vicky Michaels  
13521 Method St.  
Dallas, TX 75243  
Phone: 972-699-7700  
Fax: 972-600-1200  
Vicky@1stheritageway.com

Respite  
Day Habilitation

<p><b>Jobifa Group, Inc.</b>  Beverly Collins  606 Las Brisas Drive  Mesquite, TX 75149  Phone: 972-329-6125  Fax: 972-288-1914  Bjcollins_35@yahoo.com</p>	<p>Respite  Community Support  Employment Assistance  Supported Employment</p>
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<p><b>L &amp; N On Site Habilitation</b>  Deloris Nash  104 Lion St. Suite A  Desoto, TX 75115  Phone: 469-245-4012  Deloris_nash2@yahoo.com</p>	<p>Respite  Community Support</p> <p>** Provides caregivers for services</p>
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<p><b>Mary's House Inc.</b>  Michelle Mills  1611 W. Sanford St.  Arlington, TX 76012  Phone: 817-226-1022  Fax: 817-274-8311  michelle@maryshouseinc.org</p>	<p>Respite  Day Habilitation</p>
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<p><b>Medco Medical Supply</b>  Andrew Wallick  4360 Western Center Blvd. #170  Fort Worth, TX 76137  Phone: 866-956-1435  Fax: 866-956-1435</p>	<p>Medical Supplies</p>
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awallick@e-medco.com  
www.e-medco.com

**Metrocare Services- BPS**

Brenda Cosens  
1340 River Bend Drive  
Dallas, TX 75247  
Phone: 214-743-1216  
Fax 214-743-6194  
Brenda.Cosens@metrocareservices.org

Behavioral Intervention  
Counseling

**Metrocare Services- Career Design and Development Services (CDDS)**

Carrie Parks  
1353 N. Westmoreland, Building C  
Dallas, TX, 75212  
Phone: 214-331-011  
Carrie.Parks@metrocareservices.org

Day Habilitation, Vocational Training  
Employment Assistance  
Job Coaching

**Metrocare Services- Community Support -**

Keisha Manahan  
101 N. Zang  
Dallas, TX 75208  
Phone: 214-948-2416  
Fax: 214-948-2475  
Keisha.Manahan@metrocareservices.org

Community Support  
Respite

\*\* Provides caregivers for services

**Millrose Center**

Respite

<p>Samir Naja  4242 Rosehill Road  Garland, TX 75043  Phone: 214-703-3737    Fax: 214-716-7408  <a href="mailto:millrosecenter@gmail.com">millrosecenter@gmail.com</a>  www.millrosecenter.com</p>	<p>Day Habilitation</p>
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<p><b>M. Pritchett &amp; Associates</b>  Marquita Pritchett or Brenda Ford  9413 Sandyland Blvd.  Dallas, TX 75217  Phone: 214-448-4609  Fax: 214-484-8418  Marquita_pritchett_mpa@yahoo.com</p>	<p>Respite  Community Support  Employment Assistance  Supported Employment</p>
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<p><b>My Possibilities</b>  Robin LeoGrande  1301 Custer Rd. Ste#616  Plano, TX 75075  Phone: 469-241-9100    Fax: 469-241-9020  director@mypossibilities.org</p>	<p>Day Habilitation  Respite    **Respite is provided between 3pm-6pm at the day habilitation</p>
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<p><b>North Texas Rehabilitation Services, Inc</b>  Stacey Rogers  3910 Cavalier <b>OR</b> 1467 LeMay Ste 108  Garland, TX 75042      Carrollton, TX 75007  Phone: 972-272-6526      972-323-1220  Fax: 972-245-6645      972-272-4809  srogers@ntrsinc.com</p>	<p>Day Habilitation  Vocational Training  Supported Employment</p>
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<p><b>Our Hearts Day Center</b>  Sonia Cornish  3241 Danieldale Rd.  Lancaster, TX 75134  Phone: 972-228-0960  Fax: 972-228-0961  Sonia_cornish@yahoo.com</p>	<p>Day Habilitation  Respite  Community Support  Employment Assistance  Supported Employment</p>
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<p><b>Pettis &amp; Associates, Inc</b>  Rilda Lemons  1231 E. Pleasant Run Suite. 111  Desoto, TX 75115  <i>[Mail: 5956 Sherry Lane #1000 Dallas, TX 75225]</i>  Phone: 469-567-2100 Ext 305  Fax: 469-567-2102  rlemons@pettisinc.com</p>	<p>Community Support  Respite  Employment Assistance  Job Coaching</p> <p>** Provides caregivers for services</p>
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<p><b>Quest Counseling Services</b>  Kathryn Wall, M.Ed, LPC  1221 Abrams Rd. Suite. 235  Richardson, TX 75081  Phone: 972-234-5770  Fax: 972-234-2503  kquest1@juno.com</p>	<p>Counseling</p>
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<p><b>Ratcliff Youth &amp; Family Services</b>  Tammi Abney  619 Mercury #105</p>	<p>Community Support  Respite  Day Habilitation</p>
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Duncanville, TX 75137  
[Mailing Address: P.O. Box 380391, Duncanville, TX 75138]  
Phone: 972-298-0200  
Fax: 972-298-0248  
Ryfs1@aol.com

Vocational Training  
Employment Assistance

\*\* Provides caregivers for services

**Rodcor. LLC**  
Sheryl Jones  
4545 Fuller, Suite 415  
Irving, TX 75038  
Phone: 972-650-3527  
Fax: 972-650-6835  
Rodcorenterprise@yahoo.com  
www.rodcor.com

Community Support  
Respite

\*\* Provides caregivers for services

**Sarver, Keri**  
557 Edgeview Dr.  
Grand Prairie, TX 75052  
Phone: 972-264-8216  
Keri.Sarver@GPISD.org

Speech Evaluation  
Speech Therapy

**2nd Chance Rehabilitation & Behavioral Service, Inc.**  
Dwanna Swan  
3309 Sedona Lane  
McKinney, TX 75070  
Phone: 214-552-8128  
Spanish Phone: 214-558-0413  
Fax: 972-542-8799  
dwannals@msn.com

Community Support  
Respite  
Occupational Therapy  
Speech Therapy  
Physical Therapy

\*\* Provides caregivers for services

Scrabs05@yahoo.com  
2ndchanceservice.com

**Speechcare, Inc.**  
Kristi Robertson  
14911 Quorum Drive Ste#150  
Dallas, TX 75254  
Phone: 972-934-2807  
Fax: 972-934-9349  
Speechcare@msn.com

Speech Therapy

**Steadfast Mental Health Service**  
Bibiana Morgan  
10990 Switzer Ave. Suite 303  
Dallas, TX 75238  
Phone: 214-221-7575  
Cell: 214-924-2030  
Fax: 214-221-0858  
steadfasthlth@hotmail.com

Community Support  
Respite  
Employment Services  
Adaptive Aids  
Occupational Therapy  
Physical Therapy  
Speech Therapy

\*\* Provides caregivers for services

**Stellar Healthcare**  
Laura Stellar  
2100 N. Highway 360, Suite 1105  
Grand Prairie, TX 75050  
Phone: 214-412-3528  
Fax: 214-412-3548  
lsstellarhealthcare@gmail.com

Day Habilitation  
Respite  
Community Support  
Behavioral Intervention  
Counseling  
Physical Therapy  
Occupational Therapy  
Speech Therapy  
Employment Assistance

\*\* Provides caregivers for services

**The ARC of Dallas**  
April Allen  
12700 Hillcrest, Ste 200  
Dallas, TX 75230

Respite  
Community Support  
Day Habilitation

Phone: 214-634-9810  
Fax: 214-634-9815  
aallen@arcDallas.org  
www.arcDallas.org/eart.htm

**The Brent Woodall Foundation for Exceptional Children**

Carley Waltenburg, BCBA  
3021 Gateway Dr. Suite #295  
Irving, TX 75063  
Phone: 972-756-9170  
Fax: 972-893-4604  
carley@woodallkids.org  
www.woodallkids.org

Respite  
Speech Therapy  
Behavioral Intervention

\*\* Provides caregivers for services

**The Wesley Place**

Kamel Wesley  
2200 East Ledbetter  
Dallas, TX 75216  
Phone: 214-376-7050  
Fax: 214-372-1434  
thewesleyplace@yahoo.com

Community Support  
Respite  
Day Habilitation  
Vocational Training  
Employment Assistance  
Supported Employment

**Victory Health Services**

Victoria Obasuyi-Oguntula  
3342 Broadway Blvd. Ste.#124  
Garland, TX 75043  
*[Mailing Address: 5704 Stowell Dr, Frisco, TX 75035]*  
Phone: 972-271-8000  
Fax: 972-271-6000  
After Hours 214-454-6086

Community Support  
Respite  
Day Habilitation  
Employment Assistance  
Job Coaching  
Supported Employment  
Physical Therapy  
Speech Therapy

victoryhealth1@aol.com

Transportation

\*\* Provide caregivers for services

**VTO Inc**

Victoria Johnson  
3243 Bellville Dr.  
Dallas, TX 75228  
Phone: 214-405-8523  
Fax: 214-660-9098  
vto8827@yahoo.com

Respite

Community Support

**NETWORK MANAGEMENT AND OVERSIGHT**

**Quality Management**

Metrocare Services' principal goal in the Quality Management (QM) process is to facilitate the improvement of those processes that most affect consumer outcomes. To this end, the Center will work toward improving the appropriateness and effectiveness of its services, outcomes, and satisfaction of consumers.

The QM Plan serves as a blueprint for Metrocare's System wide effort to assess and improve the quality of its service delivery. The system-wide improvement process assists in increasing promoting the role of employees and leaders in the assessment and improvement of service delivery and consumer outcomes. It effectively evaluates the quality of consumer services and supports through a continuous, coordinated, integrated process that identifies opportunities to improve consumer services and outcomes.

Metrocare continues to implement system changes that will support outcomes, input and ongoing learning. This is accomplished by hiring and retaining qualified employees, there by reducing turnover. Organizational performance measures include practices that promote continuity and security.

**Contract Monitoring**

Monitoring of contracts to be conducted in accordance with DADS Performance Contract by the Local Authority.

Sanctions (As identified in the DADS Performance Contract and Center contracts)

Oversight – Oversight is accomplished by a collaborative effort involving all stakeholders in conjunction with Metrocare’s Quality Management Department.

- Stakeholders
- All consumers
- Family members
- Advocates
- Employees
- Board of Trustees
- Planning/Network Advisory Committee
- Contracted Agencies
- Any and all others interested in the care of our consumers.

#### BOARD OF TRUSTEES 2012

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Dr. Juan R. Perez

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Clay Jenkins, County Judge  
Mike Cantrell  
Maurine Dickey  
Elba Garcia  
John Wiley Price

**VIII. BUSINESS PLAN**  
(Exhibit A.)

**IX. QUALITY MANAGEMENT PLAN**  
(Exhibit B.)

**X. JAIL AND DETENTION DIVERSION ACTION PLAN**  
(Refer to Authority Plan by NTBHA and Value Options)