



BOARD MINUTES
February 22, 2018

METROCARE SERVICES
Board Meeting Minutes
February 22, 2018

A Regular Meeting of the Board of Trustees met on Thursday, February 22, 2018.

Board Members Present: Jill L. Martinez, Madame Chairman
Dr. Leslie H. Secrest, Vice chairman
Corey Golomb, Secretary
Dee Salinas Gutierrez.
Terry James
Jasmine Crockett
Dr. Irie L. Session
Lane Conner

Board Members Absent: Jane Hamilton

Staff Present Linda Thompson, COO
Judith Hunter, M.D., CMO
Richard Buckley, CAO
Kelli Laos, VP of Provider Services
Ratana K. DeLuca, CCO
Charlene Stark, VP of Marketing and Development
Norma Allen, HR Director

Others Present: Joel Geary, General Counsel
Michael Carr, Aide to Dr. Theresa Daniel, Commissioner
Brooks Love, Aide to Dr. Elba Garcia, Commissioner
Walter Taylor from NTBHA
Kevin Boyd

CALL TO ORDER:

Ms. Jill Martinez welcomed everyone and called the meeting to order at 1:30 pm.; a quorum of Board members was present.

CITIZEN COMMENTS: There were no citizen comments.

ISSUES TO BE CONSIDERED:

Consideration of Acceptance of the Minutes of January 25, 2018 Regular Board Meeting -
The minutes were included in the board packet.

Motion: Made by Ms. Salinas Gutierrez and seconded by Ms. Golomb for Acceptance of the board meeting minutes as presented. The motion was approved by unanimous consent.

Consideration of Acceptance of the November 21, 2017 Clinical Services Committee Meeting Minutes – The minutes were included in the board packet.

Motion: Made by Mr. James and seconded by Ms. Salinas Gutierrez for the Acceptance of the Clinical Services committee minutes as presented. The motion was approved by unanimous consent.

Consideration of Acceptance of the November 21, 2017 Finance and Administration Committee Meeting Minutes – The minutes were included in the board packet.

Motion: Made by Dr. Secrest and seconded by Mr. James for the Acceptance of the Finance and Administration committee minutes as presented. The motion was approved by unanimous consent.

Consideration of Acceptance of the November 21, 2017 Marketing and Development Committee Meeting Minutes – The minutes were included in the board packet.

Motion: Made by Ms. Salinas Gutierrez and seconded by Ms. Golomb for the Acceptance of the Marketing and Development committee minutes as presented. The motion carried by unanimous consent.

COMMENTS FROM CHAIRMAN:

Ms. Martinez provided a handout of this report and provided a brief summary of the same.

- The Ad hoc committee on the CEO Evaluation and Compensation will meet after today's board meeting.
- The Ad hoc committee for the Meal for the Minds still needs recruits. Contact Jane Hamilton if you would like to volunteer for this committee.
- The committee chairs will present a report at the March board meeting.
- Update on the 1115 Waiver Renewal program and the five year extension through September 30, 2022. Included in the report was a table describing the Delivery System Reform Incentive Payment Program (DSRIP) funding for remaining demonstration years.

CALENDAR OF EVENTS:

- **Board meeting** - Thursday, March 22, 2018. Board training will begin at 1:00 pm and the board meeting will follow at approximately 1:30 pm. Same site. Ms. Martinez emphasize the importance of attending the board trainings.
- **Texas Council Annual Conference** – Wednesday, June 20, 2018 – Friday, June 22, 2018. The meeting will be held at the Sheraton, Dallas. Metrocare will be the hosting this year's event.

CHIEF EXECUTIVE OFFICER REPORT:

Linda Thompson presided in Dr. Burruss absence.

Services Presentation - Ms. Thompson referred to Kelli Laos for the introductions. Ms. Laos introduced Peter Mburu and Jennifer Torres from the Samuel Adult Outpatient Clinic.

Mr. Mburu presented the success story of a young woman that came to the United States from Africa. Ms. Torres said that Mr. Mburu has been very instrumental in this young woman's recovery. She said the young lady did not speak English and Mr. Mburu was able to communicate with her in her own language.

The board and Ms. Thompson thanked Mr. Mburu and Ms. Torres for their presentation.

Consideration of Acceptance of Chief Executive Officer Report for FY18 Key Performance Indicators through January 2018: This report was made a part of the board packet. Ms. Thompson said the CEO report is on page 144296 and asked if anyone had any questions. There were no questions posed for this item.

Motion: Made by Mr. James and seconded by Ms. Golomb to Accept the Chief Executive Officer Report for January 2018. The motion carried by unanimous consent.

FINANCE AND ADMINISTRATION REPORT:

Dr. Secrest referred to Mr. Buckley for this report.

Consideration of Acceptance of the Financial Reports for December 2017 and January 2018 (unaudited): This report was made a part of the board packet. Mr. Buckley referred to pages 144301 – 144304 and provided a verbal summary of the Overall Year-To-Date (YTD) Financial Performance for December 2017 and January 2018.

Mr. Conner asked if pharmacy was the number one revenue driver. Mr. Buckley said not revenue, but margin. The pharmacy area has improved their profit margin by almost 1%. They were budgeted at \$40M annual revenue which we are going to reduce to \$36M. The loss in pharmacy margin is approximately \$150K. Mr. Conner asked if we had a head count increase of how our medical claims have increased over the past four year trend. The response was that three years ago we were in the low 700's. In 2013 we had 550 employees and now we have over 900.

Mr. Conner asked how do we ensure that we have the money to go buy the drugs for our biggest margin driver? He said the last thing you do is to cut off your profit source. Mr. Buckley said that right before Christmas he negotiated a short term financing agreement with McKesson, our pharmacy supplier. During the month of December pharmacy was shy from Prior Year by almost \$600K in revenue. In January, they exceeded Prior Year by almost \$700K. Mr. Buckley said protecting the Pharmacy services is secondary to maintaining workforce because patients are able to secure medications elsewhere. That being said, Metrocare staff go to extreme lengths to have the drugs that our patients will need.

Ms. Salinas Gutierrez asked how we function with two different systems and when will this be made into one system? Mr. Buckley said that we were informed that it would be done in two weeks. A decision was made to get a new HR system and after speaking with the head of the IT department it was also decided that we are starting fresh and getting rid of the previous accounting system.

He said we are going back to basic accounts. PsychConsult is where we get our data for fee for services. As part of the Netsmart billing agreement we have outsourced billing to them. Working with them we get weekly sales reports to track and measure the productivity they're supposed to be achieving.

Mr. Conner asked if these reports were being done inside a system or if we're doing that ourselves. Mr. Buckley replied that these are being done inside the PsychConsult system.

Ms. Martinez asked if Munis will merge and become one in a couple of weeks. Mr. Buckley said the old system will go away. Ms. Martinez said she would like to see a flow chart for the systems to show what feeds into what and what reports we are getting out of where. Ms. Thompson said that we will bring this next month.

Mr. Conner asked if the new system is going to alleviate the burden from us and if we're going to get more accurate figures. Mr. Buckley provided information on the different systems we use to obtain our information for grants, fee for service, pharmacy, payroll and accounting. Ms. Martinez said this is exactly what she wants to see in this flow chart.

Ms. Crockett referred back to Mr. Buckley's report and his mention of Excel information being manually input into the Munis system. She said this leaves a lot of room for human error. She asked if we will have a system available that can pull our numbers from the different streams of revenue and seamlessly bring them together without having human involvement.

Ms. Golomb referred to Ms. Crockett's question and said that it is the manual entries that leave room for inaccuracy.

Dr. Secrest said there are many things in this report that are encouraging, one is that the old system is going away and that we are addressing that. He said the other thing the board wants to know is the cycle spending on the self-insured. He said they've been through this before, whether it is a high cycle. We then came back and addressed this and it changed the underwriting level beginning to balance out, but what is a good balance. He said sometime in the future we're going to have to address this again in terms of what is the right balance based on the number of employees.

Dr. Secrest requested the definition of a "Grant" because this is one of the things that is showing up on this report. Mr. Buckley said a "grant" is a federal, government program like HUD. We receive a certain amount of dollars to spend on housing for our consumers to provide housing for them. Every month we submit a report with the expense to be reimbursed to us. We spend the money first and we get a dollar back for each dollar we spend.

Motion: Made by Dr. Secrest and second by Mr. James for Acceptance of the Financial Report for December 2017 and January 2018 (unaudited).

Consideration of Acceptance of Revision to Board Policy 4.02 on Administration, Purchasing of Goods, Supplies, Service Equipment and Capital Assets: This report was

made a part of the board packet. Mr. Buckley said there were no substantive changes to this policy except for the use of people first language.

Motion: Made by Dr. Secrest and second by Mr. James for Acceptance of the Revision to Board Policy 4.02. The motion carried by unanimous consent.

Consideration of Acceptance of the Human Resource Report for January 2018: This report was made a part of the board packet. Ms. Allen referred to the HR report and provided a verbal summary of the same.

Ms. Martinez asked about XenatiX and where those positions are. Ms. Allen said she did not have the answer to that and would bring that back.

Ms. Golomb asked about the Bilingual staff and how that compares to our demographics. Ms. Thompson said this is low compared to the demographics we serve.

Motion: Made by Dr. Secrest and seconded by Ms. Golomb for Acceptance of the Human Resource Report for January 2018. The motion carried by unanimous consent.

Consideration of Acceptance of Revision to Board Policy 5.06 on Productive Work Environment: Tabled until next month.

CLINICAL SERVICES REPORT:

Mr. James referred to Dr. Hunter for this report. Dr. Hunter introduced Kelli Laos who will be providing the mental health report.

Consideration of Acceptance of the Clinical Services Division Reports for January 2018: This report was made a part of the board packet. Dr. Hunter said she wanted to present the following update and informed the board that all medical staff positions are filled. She said for the first time in a long time all psychiatric and primary care positions are filled. Next, Dr. Hunter referred to the Clinical Services Report and provided a verbal summary. Specifically, she noted that the Stephen A. Cohen Military Family Clinic cut back two of its four outreach staff as an expectation from central Cohen offices in May.

Dr. Hunter referred to the Metrocare Veterans Services Expansion Program and said this is supported by Senate Bill 55 (SB55). Metrocare staff screen from a 39-county area for veterans and their loved ones in need of services such as emergencies, temporary housing, or financial needs that may be hindering their ability to go look for employment. As an example, if a veteran's car has mechanical problems this program can assist with repairs so that the veterans lives may be more functional. SB55 staff can refer directly into the Cohen clinic when needed. In their first full month of operation in January, they served 45 people and referred eight to the Cohen clinic

Dr. Hunter announced the Altshuler Center for Education [ACER] Spring event. This event will focus on Schizophrenia and will be held on April 4th at the Scottish Rite Hospital. The event is

being co-sponsored by NAMI and will take place from 1:30 – 3 p.m. More details will be provided at next month's board meeting.

Ms. Laos referred to page 144342 of the board packet and presented a verbal summary of the monthly measures for the mental health division.

In reply to Mr. James question, Ms. Laos said once we hit our target of 446 individuals in housing we can go over this target without any penalties as long as we meet our contract with HUD.

Ms. Crockett provided a brief outline of a client she has and requested information on how to get her services through Metrocare. Ms. Laos presented information on what ACT does. Ms. Martinez suggested that Ms. Crockett send an e-mail to Dr. Burruss and he will reach out to our team.

Motion: Made by Mr. James and seconded by Ms. Salinas Gutierrez for Acceptance of the Clinical Services Report for January 2018. The motion carried by unanimous consent.

QUALITY & AUTHORITY REPORT:

Ms. Salinas Gutierrez referred to Ms. Thompson for this report.

Consideration of Acceptance of the Quality Management Report for January 2018: This report was made part of the board packet. Ms. Thompson referred to her report and provided a verbal report. She said Metrocare has met with two of the providers that responded to the state's Request for Proposals (RFP) and they are interested in services offered by Metrocare. Metrocare is looking to make proposals for some specialty services that our provider division can make available.

Motion: Made by Ms. Salinas Gutierrez and seconded by Mr. James for Acceptance of the Quality Management Report for January 2018. The motion carried by unanimous consent.

Consideration of Acceptance of Revision to Board Policy on Support of Recipients and Family Members Serving on Center committees 1.09: This report was made part of the board packet. Ms. Thompson said the change was to move the references from consumers and moving to People First Language (either service recipient and/or individuals).

Motion: Made by Dr. Secrest and seconded by Mr. James for the Acceptance of Revision to Board Policy 1.09. The motion carried by unanimous consent.

MARKETING & DEVELOPMENT REPORT:

Ms. Martinez referred to Ms. Stark for this report.

Consideration of Acceptance of the Marketing and Development Report for January 2018: This report was made a part of the board packet. Ms. Stark referred to her report and provided a verbal summary. Metrocare submitted two grants during the month and the Center participated

in a check presentation from United Healthcare in the amount of \$7,500.00. She said NAMI has also been promoting the Altshuler Center's upcoming event using social media.

Ms. Martinez said she is concerned on how the media is referring to describe the shooter from the last school shooting. She said the terminology they used was "Sicko and Deranged" and how Metrocare will respond to this. She said this terminology is going to define how we are looking at people. Ms. Stark said we had an opportunity to work with NBC-5 in response to President Trump's remarks. She said there will be many opportunities for us to respond in a positive way.

Ms. Stark said we use our Meal for the Minds as a way to bring people together to fight stigma. Metrocare is in the final states of finalizing a contract with Congressman Patrick Kennedy for the 2018 Meal for the Minds. He is Ted Kennedy's son and he has been extremely courageous in speaking about his family's struggle with substance abuse and mental illness.

Motion: Made by Ms. Salinas Gutierrez and seconded by Dr. Secrest for Acceptance of the Marketing and Development report for January 2018. The motion carried by unanimous consent.

REPORT OF THE LEGISLATIVE ACTION COMMITTEE:

Ms. Martinez referred to Ms. Stark to present this report.

Consideration of Acceptance of the Legislative Action Report for January 2018. This report was made a part of the board packet. Ms. Stark referred to her report and provided a verbal summary of the same.

Motion: Made by Ms. Golomb and second by Ms. Crockett for Acceptance of the Legislative Action report for January 2018. The motion carried by unanimous consent.

Meeting Adjournment: There being no further business to come before the Board, Ms. Martinez adjourned the meeting at 3:24 p.m.

Minutes approved by:



Ms. Corey Golomb, Secretary

Minutes distributed by:
Martha L. Toscano
Executive Assistant to the CEO/Board Liaison