

**METROCARE SERVICES**

**BOARD OF TRUSTEES  
MEETING MINUTES OF**

**September 27, 2007**

# METROCARE SERVICES

## REGULAR MONTHLY MEETING of the BOARD OF TRUSTEES

### MINUTES OF September 27, 2007

A Regular Meeting of the Board of Trustees of Metrocare Services convened at 1:30 p.m. on Thursday, September 27, 2007 at 1360 River Bend Drive, Dallas, Texas.

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

Mr. Orr, Vice Chairperson, presided in the absence of the Chairperson, Mr. Cooper. A quorum being present, the meeting was called to order at 1:30 pm.

The following Trustees were present:

Mr. Driver  
Mr. Migl  
Mrs. Noble  
Mr. Orr  
Mrs. Ringle  
Ms. Rodriguez  
Ms. Walton-Brooks

Board Member(s) Absent Excused: Mr. Cooper

**Staff Present:** Dr. Baker, Linda Thompson, Dr. Graves, Kyle Munson 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 August 23, 2007 – Regular Board Meeting:**

**Board Action:** Mr. Orr, vice chairperson, called for any comments or corrections to the meeting minutes of August 23, 2007. There were no comments or corrections presented. Mr. Driver made a motion to approve the minutes. The minutes were approved as read.

##### **Chairman's Report:**

- **Board Liaison Report:** Mr. Orr recommended the MR PAC/NAC report be tabled until the following month in the absence of its Chairperson, Ms. Gracie Sifuentez.
- **Medical School Presentation:** Ms. Noble invited everyone to go and hear Mr. Bob Stewart speak of the Dallas Area mental health delivery system. She said he will be presenting at UT Southwestern medical school on October 3<sup>rd</sup> from 12:00 pm to 1:15 pm. Mr. Stewart is the one leading the grant the county received.

- **Announcement of Visit by Mayor Leppert.** Ms. Ringle said that Mayor Tom Leppert will be meeting with Dr. Baker on October 18th from 10:00 to 11:00 am. Mrs. Ringle invited all those present to come and join them before the Committee meetings begin.
- **Next Committee/Board Meeting:** Mr. Orr announced that the next committee meetings will take place on Thursday, October 18th, 2007 starting at 11:30, and the next full Board meeting will be on October 25<sup>th</sup> at 1:30 pm.

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

**Success Story:** Postponed until next month.

**Consideration of Acceptance of Chief Executive Officer Report:** Dr. Baker referred to page 9974 for the centerwide benchmarks and said that we were able to end the fiscal year on budget at \$1.5 million with approximately a 3% margin. The plan is to put that money into replenishing the fund balance.

Dr. Baker spoke of the negotiations going on for a new contract with ValueOptions. He said this had to be vetted by the state and the local mental health authority. They are preparing an entirely new contract, with Metrocare asking for a fee for service using Medicaid rates.

Autism Treatment Center: Dr. Baker, Mrs. Thompson and legal counsel will travel to Austin in a couple of weeks to try to resolve the Autism Treatment Center issue with the Department of Aging and Disability Services.

Turnover rate: The voluntary turnover for last fiscal year was under 7%. Dr. Baker said he is very appreciative of the hard work done by Mr. Munson and his staff with managers across the organization to attain this level of retention.

In response to Ms. Ringle's question, Dr. Baker said the center is not comfortable with a 9- day cash reserve.

Discussion ensued. There were no other questions posed for this item. (Please refer to the September 27, 2007 Board packet for a detailed account of this report).

**Committee Recommendation/Board Action:** Mr. Orr entertained a motion to accept the CEO's report. Ms. Noble moved to approve. All were in favor, motion carried.

**Board Liaison Report:** Mr. Orr noted that the MR PAC/NAC Chairperson, Ms. Gracie Sifuentez, had arrived and asked her to for the report that had previously been tabled. Ms. Sifuentez said the MR Planning Advisory Committee met on September 11, 2007 with a quorum present. She said the committee was updated about the ICF/MR sale to D&S Residential. The committee received a report on the Request For Proposal (RFP) process and the selection process with family members and staff. The potential buyer has withdrawn their offer. The committee also heard about the Career Design and Development Center (CDDS) application to Texas Industries Blind and Handicap as a provider. This application has been approved. The committee was updated on the Home Community Based Services (HCS) census, currently at 72 (which is their cap, with an additional two consumers approved by DADS for a census of 74. The committee was updated on an external program review by the Arc of Dallas for the foster care providers. Early Childhood Intervention Program update included the high-risk status being removed and an overview of various metrics and their goals. Mental Retardation Authority updates included Service Coordination provider contracts and quality management. The committee approved the recommendation of Mary Lynn Broomfield as an MR PAC/NAC member for Board approval.

There were no questions posed for this item.

**Consideration of Acceptance of Development and Community Education**

**Report:** Ms. Stephens said the center continues its focus on making friends in the community. Tools have been developed to help talk to individuals, corporations and businesses. Ms. Stephens presented some of the brochures translated to Spanish that allows staff to go to community partners they had not been able to visit with before. A bookmark was also design to hand out when visiting with people to remind them of the services this center provides and for staff to remember the mission statement required for JCAHO accreditation. Ms. Stephens spoke of the new banner that showcases our services at community events. The rest of the report presents some of the accomplishments from the last several months. She said the center is well on the way toward renovation of some of the facilities.

In response to Ms. Ringles questions Ms. Stephens said Supported Employment helps our consumers develop skills that make them marketable in competitive employment. It also provides them a coach to help them on job interviews, and it seeks businesses that will offer employment to our consumers.

There were no other questions posed for this item. (Please refer to the September 27, 2007 Board packet for a detailed account of this report).

**Committee Recommendation/Board Action:** Mr. Orr entertained a motion to accept the Development and Community Education Report. Ms. Walton-Brooks moved to approve. All were in favor, motion carried.

❖ **COMMITTEE ACTION ITEMS:**

**Business and Finance Committee**

Mr. Orr said there was no Business and Finance Committee last week so they would present this as a committee of the whole. Mr. Orr asked Mr. Munson to present his report.

**Fiscal Management Reports:**

**Consideration of Approval of Financial Report for August 2007 (unaudited):**

Mr. Munson referred to pages 9983 of his written report and said it contains a summary of the financials. He said for the month of August the center did well. There was a positive margin overall exceeding budget. Mr. Munson said that \$200K was set aside for potential penalties with ValueOptions related to the current performance contract. The offer for the ICF/MR properties was rescinded with a formal notification. There were five offers received and with Board approval the Center would like to pursue the second offer and take it back to the stakeholder committee. The second offer has confirmed they are still interested in acquiring these facilities. In the meantime the Center has put together a work group to take a hard look at the operating costs of this program in case it does not sell. This year the center will lose approximately one million dollars on this program.

There were no questions posed for this item. (Please refer to the September 27, 2007 Board packet for a detailed account of this report).

**Committee Recommendation/Board Action:** Mr. Orr entertained a motion to accept the ~~Development and Community Education Report~~ **Financial Report for August 2007**. Mrs. Noble moved to approve. All were in favor, motion carried.

**Consideration of Acceptance of FY 07 Fourth Quarter Reports on Finance, Human Resources and Information Services:**

Mr Munson summarized the following areas in his report:

- Financial Investments:  
Showed gain of almost \$2.6 million.
- Salary Adjustments > \$5,000:

This period covered one annual merit/contract adjustment and seventeen market salary adjustments.

- Community Services Contracts > \$100,000:  
These are primarily the contracts paid to the GR providers. The Center has spent over \$6.8 million on the external service providers this year.
- Non-Community Services Contracts > \$25,000:  
The only item that applies to the non-community services contracts is the contract with the firm of Scott, Singleton and Fincher for the external audit for \$53.5K.
- Leases > \$25,000:  
Metrocare has one lease whose value exceeds \$25,000. This lease is the Planet, our data center location. This cost approximately \$7,200 a month.
- Legal Expenses: Consistent with prior quarters
- Goods, Supplies, Equipment and Capital Assets > \$15,000:
  - Askesis Annual Maintenance Agreement - \$58,410.00
  - SAN Related Warranty Renewals - \$25,841.70
  - Server Warranty Extensions - \$29,754.81
- Participation by Historically Underutilized Businesses (HUB):  
We follow this by policy and by practice following state guidelines whenever possible. No quotas are required.
- Information Technology Project Update:  
A new IT Director was hired as of last Monday.
- Human Resources:
  - Reduce Employee turnover*  
Voluntary turnover rate was at 6.6% for the year.

There were no questions posed for this item. (Please refer to the September 27, 2007 Board packet for a detailed account of this report).

**Committee Recommendation/Board Action:** Mr. Orr entertained a motion to accept the FY 07 Fourth Quarter Reports. Mr. Migl moved to approve. All were in favor, motion carried.

**Consideration of Approval of Revision to Board Policy 2.07:** Mr. Munson said there were no significant changes to this Board Policy. The primary changes include the name change of the Center and to verify the statutory references were up to date.

There were no questions posed for this item. (Please refer to the September 27, 2007 Board packet for a detailed account of this report).

**Committee Recommendation/Board Action:** Mr. Orr entertained a motion to accept the Revision to Board Policy 2.07. Ms. Walton-Brooks moved to approve. All were in favor, motion carried.

## ❖ COMMITTEE ACTION ITEMS:

### Service and Program Committee

Mrs. Noble, Service and Program Committee Chair asked Dr. Graves to present his report.

### Service Delivery Report:

**Consideration of Acceptance of Service Delivery Report for August 2007:** Dr. Graves said Dr. Baker has already spoken of the anticipation of going into a fee for service arrangement with ValueOptions. Referring to the bottom of his report he said mental health service volume is one of his significant exceptions. He said the mental health is doing a few things organizationally to realign the services to help them get into the volume target.

One of the things mental health is proud of this month is that they have accomplished the minimum of level of care hours for the first time.

Dr. Graves said Dr. Baker and the senior staff met with the North Texas Behavioral Health Authority (NTBHA) and developed a housing reporting procedure as a screening tool to use on each one of our consumers. This tool will screen each one of our consumers regarding their current living situation and if this report is positive for risks in health and safety issues or personal need care is being performed in unlicensed facilities this will all be reported to NTBHA.

There were no questions posed for this item. (Please refer to the September 27, 2007 Board packet for a detailed account of this report).

**Committee Recommendation/Board Action:** Mrs. Noble, Service and Program Committee Chair, reported that the Service and Program Committee recommended the acceptance of the Service Delivery Report for August 2007. The Board approved the Committee recommendation, motion carried.

**Consideration of Acceptance of Appointment to the MR Planning Advisory Committee/Network Advisory Committee (MR PAC/NAC):** Ms. Thompson said the MR PAC/NAC reviewed the application for Ms. Broomfield and recommended her appointment. Ms. Broomfield is a family member and a very strong advocate for individuals with developmental challenges.

There were no questions posed for this item. (Please refer to the September 27, 2007 Board packet for a detailed account of this report).

**Committee Recommendation/Board Action:** Mrs. Noble, Service and Program Committee Chair, reported that the Service and Program Committee recommended the acceptance of the Appointment to the MR Planning Advisory Committee/Network Advisory Committee (MR PAC/NAC). The Board approved the Committee recommendation, motion carried.

**Consideration of Acceptance of FY-07 Fourth Quarter Reports on Service Delivery:** Ms. Thompson said the most significant event this quarter was Senate Bill 27 and the implementation of the community living options. Ms. Thompson referred to page 10010 of her report. Ms. Ringle referred to page 10012 and asked the circumstances in which we respond to subpoenas. Ms. Thompson said medical records and/or testimony from physicians and or clinicians was used in cases involving consumers being served.

There were no other questions posed for this item. (Please refer to the September 27, 2007 Board packet for a detailed account of this report).

**Committee Recommendation/Board Action:** Mrs. Noble, Service and Program Committee Chair, reported that the Service and Program Committee recommended the acceptance of the FY-07 Fourth Quarter Reports on Service Delivery. The Board approved the Committee recommendation, motion carried.

## Quality Management Reports:

Mrs. Noble, Service and Program Committee Chair asked Mrs. Thompson to present her report.

### Consideration of Acceptance of Quality Management Report for August 2007:

Mrs. Thompson said Metrocare is working with the Local DADS Office and members of the AAA (aging agency) to develop better access and to avoid individuals having to go to all three front doors of these agencies for services. The roundtable for this area has been scheduled for October 24th, but the three agencies have agreed to cross-train all of the staff and to develop a common referral and/or screening tool to streamline access across service areas. Regardless of which one of the front doors the individual goes to for an intake, staff can take the basic information and submit it to the other organization. They will in turn contact this person to facilitate actual admission into the services. Deputy Commissioner Gary Jessie will be in attendance as well as other members of his team.

Ms. Ringle asked why does the Safe Haven Program have a waiting list if there are 25 slots available and only 23 are taken. She asked why this was not filled constantly. Ms. Thompson said many of these people leave the facility abruptly. Once discharged, other applicants must be screened for admission. On average they maintain 23 people.

There were no other questions posed for this item. (Please refer to the September 27, 2007 Board packet for a detailed account of this report).

**Committee Recommendation/Board Action:** Mrs. Noble, Service and Program Committee Chair, reported that the Service and Program Committee recommended the acceptance of the Quality Management Report for August 07. The Board approved the Committee recommendation, motion carried.

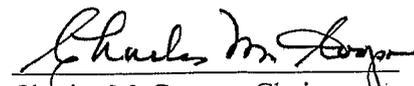
**Consideration of Acceptance of FY 07 Fourth Quarter Reports on Quality Management and Research:** Mrs. Thompson referred to page 10018. She said this report summarizes the activities towards Joint Commission accreditation for the 4<sup>th</sup> quarter. It list state contract targets, which were met. Areas that still require some work are claims and billing.

**Committee Recommendation/Board Action:** Mrs. Noble, Service and Program Committee Chair, reported that the Service and Program Committee recommended the acceptance of the FY07 Fourth Quarter Reports on Quality Management and Research. The Board approved the Committee recommendation, motion carried.

IV. **EXECUTIVE SESSION:** There were no issues to discuss.

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

Minutes approved by:

  
Charles M. Cooper, Chairperson

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

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