

METROCARE SERVICES

**BOARD OF TRUSTEES
MEETING MINUTES OF**

September 25, 2008

METROCARE SERVICES

REGULAR MONTHLY MEETING of the BOARD OF TRUSTEES

MINUTES OF September 25, 2008

A Regular Meeting of the Board of Trustees of Metrocare Services convened at 1:35 p.m. on Thursday, September 25, 2008 at 1360 River Bend Drive, Dallas, Texas 75247

I. Call To Order/Roll Call

Mr. Cooper, Chairperson, called the meeting to order at 1:35 pm. A quorum was present.

The following Trustees were present:

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

Board Members not Present: Mr. Orr

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

II. **CITIZENS' COMMENTS:** The procedure for public comments was available at the meeting for those interested. No public comment was received.

III. ISSUES TO BE CONSIDERED:

Approval of the Meeting Minutes of August 28, 2008 – Regular Board Meeting:

Mr. Cooper called for comments or corrections to the meeting minutes of August 28, 2008. Ms. Ringle referred to the next-to-last paragraph on page 10694 of the minutes and pointed out that her comments were recorded inaccurately. She asked that her comments be re-transcribed and the corrections put into the record of the minutes.

Mr. Cooper entertained a motion to accept the minutes as amended. Ms. Walton-Brooks moved to adopt the minutes as amended. Ms. Ringle seconded. All were in favor. Motion carried.

Chairman's Report:

Mr. Cooper said that he had no specific announcements.

Chief Executive Officer's Report:

010765

Consideration of Acceptance of Chief Executive Officer's Report: Dr. Baker referred to a handout with information pertaining to the upcoming Legislative Breakfast that Metrocare will host on November 13th. He said this is an opportunity to educate legislators on issues important to the Center. Dr. Baker issued invitations to all of the Board members.

Dr. Baker referred to page 10603 of the centerwide benchmarks. This page presents three items that management proposes to focus upon (amongst the ten community-consensus issues) in educating legislators for the coming session:

1) With DSHS, the importance of continuing the crisis redesign dollars allocated in the last session. The programs put in place in Dallas County has been helpful in reducing emergent psychiatric needs, and they need to stay in place.

2) With DADS, the importance of continuing the efforts the legislature started during the last session to comply with the McCarthy v. Hawkins settlement, which requires that the legislature allocates enough money for HCS services to decrease the statewide wait list. The allocations of last session helped remove approximately 250 people off the Dallas County waitlist last year, but the waitlist continues to grow.

3) With DARS, the Early Childhood Intervention program's desire to offer more intensive services for the infants it serves; and the request for an increase of \$6M for supported employment to allow a draw-down of \$23M in federal funds.

Dr. Baker said that the Center finished the fiscal year with an unaudited +\$2.1M bottom line. Most of this is related to the sale of the group home facilities. The center's operations just broke even for the year.

There were no other questions posed for this item. (Please refer to the September 25, 2008 Board packet for a detailed account of this report).

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

Finance and Administration Committee

In Mr Orr's absence, Mr. Cooper asked Mr. Munson to present the Financial Report for August.

Consideration of Approval of Financial Report for August 2008 (unaudited): Mr. Munson reported that the Finance Committee met and discussed in detail the financials for August 2008. He presented highlights of his report. He said that August's reported loss is attributed to a number of year-end adjustments, including \$900K due to the repayment of the debt related to the sale of the Intermediate Care Properties (ICF/MR), the reversal in the accrual of \$300K in general revenue dollars for return to the state, and a loss related to payoff of accrued staff leave. Gross revenues were also below plan approximately by \$120K. Dr. Graves' team and the financial team are working to hire staff to ramp them up for the new-year.

Overall the year-to-date shows a positive margin of \$2.1 million. He said once the center goes through the audit process there might very well be some adjustments to be made.

In response to Ms Ringle's question, Mr. Munson said that Davis Kinard and Company from Abilene is the external auditing company, taking over from Scott, Singleton and Fincher. The external auditors were at Metrocare this week and will return on the second week of

October. The year-end audit reports will be presented in January in order to meet the February deadline for their receipt in Austin.

Ms Ringle asked why the fee-for-service has not worked out. Mr. Munson said that the FY08 budget had relied heavily on medical staff and that they are in very short supply. Dr. Graves said in the contract negotiations with ValueOptions, medical services were emphasized in the fee structure, as a way to try to reduce the hospitalization rate. He said the center found it hard to recruit psychiatrists. In the FY09 budget, the center changed the psychiatrist positions to mid-level positions and expanded the number of qualified mental health positions. These positions are easier to fill. Mr. Munson noted the impact of the staff turnover rate and the time it takes to ramp up a new staff member.

Discussion ensued. There were no additional questions posed for this item. (Please refer to the September 25, 2008 Board packet for a detailed account of this report).

Mr. Cooper asked if there were any questions that the Board should have asked but did not, or if there are any other issues that need to be brought to the Board's attention. Mr. Munson said that there are not.

Consideration of Acceptance of FY 08 Fourth Quarter Reports on Finance, Human Resources and Information Systems: Mr. Munson said these are standard quarterly reports and were presented at the Finance and Administrative committee last week. There were no changes to his report and it stands as presented. He asked if there were any questions.

Mr. Jeffery asked for the criteria used for reviewing salaries. Mr. Munson said the human resource (HR) department uses market reviews and salary surveys. HR does salary surveys of competitors and other MHMR Centers. HR does a market review of the Metroplex, especially with schools and hospitals. Mr. Jeffery said that some of the salary increases reported this quarter were quite substantial, and asked if the positions had been that far below the market salary. Dr. Baker said that the two most substantial increases were made at his request, following consultation with the Board. He said that an MHMR Center salary survey had shown the center to be significantly below market in those two positions, and that the change brought them up to the median for all centers statewide. Mr. Jeffery said he understood that the center had to have its team in place, but other county level employees are not receiving any raises this year and he was concerned about how Commissioners Court would react to this.

There were no other questions posed for this item. (Please refer to the September 25, 2008 Board packet for a detailed account).

Recommendation of Approval of Revision to Board Policy 5.07 on Drug Free Workplace/Drug Abuse: Mr. Munson said that there were minor modifications to this board policy, including changes to reflect the current name of the Center. References to the Texas Administrative Code were verified. It now requires that all new hires subject to a drug screen prior to their employment. This policy allows for random screenings as a situation may warrant.

Recommendation of Approval of Revision to Board Policy 5.08 on Policy on Employee-at-Will: Mr. Munson said that there were minor revisions to this policy, including changes to reflect the current name of the center and to reflect its current mission statement and goals. Statutory references were verified.

There were no questions posed for this item. (Please refer to the September 25, 2008 Board packet for a detailed account of this report).

Mr. Cooper said that the Finance and Administration Committee recommended the acceptance of these reports (the financials for August 2008, the FY08 Fourth Quarter Reports, and policies 5.07 and 5.08). This was a committee recommendation and does not require a second. Motion carried.

Chairman Report:

Mr. Cooper referred back to the Chairman Report and said he had forgotten to ask Ms. Noble for a report on the Texas Council Voting Methodology Committee. Ms Noble said that she had been asked to serve on this committee, and that it held a phone conference to start its work. She said the issue is that the larger MHMR Centers are paying more in dues yet the smaller centers that have the majority of the vote. She said there has been a proposition put forth from Bexar County that this be equalized and that dues paid be reflected in the voting process. Ms. Noble said the committee will be meeting in Austin the week of October 6 or 13th to further visit this issue.

Report of the Provider Services Committee

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

Consideration of Acceptance of Service Delivery Report for August 2008: Dr. Graves presented the highlights of his report. He said that mental health services missed its revenue target last month, but the last two weeks have shown an upward trend, consistent with the staffing plan in the new budget. A week-to-week goal for the hiring of staff and ramp-up of productivity has been developed.

Since the first of August the center had hired a little over sixty new staff, filling most of the mid-level Advance Practice Nurse (APN) positions. There are still several vacant psychiatrist positions. He said that the week-to-week goals can be achieved if these positions are not filled and if turnover continues at its historic rate.

Ms Noble said that even though the center is pushing to make target new staff cannot be pushed too hard since they are still ramping up. Dr. Graves referred to Chart A in the following page and said this was taken into consideration in the ramp up targets.

Resiliency and disease management audit scores: The teams having the most difficulty with this have been identified and the Director of Provider Services has been meeting with them to provide training on how to audit charts and document in detail the services they are providing.

Clinical Outcomes: Reminder phone calls for medication appointments are being made the day before, and a new procedure was implemented to have clinical staff provide case management on no-show appointment to provide the consumer the necessary support to get them their medication.

There were no questions posed for this item. (Please refer to the September 25, 2008 Board packet for a detailed account of this report).

Developmental Disabilities Provider Services: Dr. Graves said he was pleased with the progress achieved by Ms. Cosens and her team.

The Early Childhood Intervention (ECI) census was up to 382, exceeding target.

Home Community Based Services (HCS) continues to exceed its census target.

Career Design Development Services (CDDS) is reaching out to the community. The program manager continues to build a positive relationship with all local and regional Department of Assistive and Rehabilitative Services (DARS) offices.

The Center for Children with Autism opened successfully and is providing services at one of the buildings at the Hillside Campus.

There were no questions posed for this item. (Please refer to the September 25, 2008 Provider Services packet for a detailed account of this report).

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

Report of the Quality and Authority Services Committee

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

Consideration of Acceptance of Quality Management Report for August 2008: Ms. Thompson said that Mental Retardation Authorities statewide have been asked to submit data for the Select Committee on Individuals Eligible for Intermediate Care Services, which is reviewing how general revenue dollars are used. Using general revenue, the MRA's provide safety net function to families that are not in Medicaid waivers, so that they might remain in their homes in the community.

Ms Thompson said the rest of the information on her report remains unchanged from what was presented at the committee.

Consideration of Appointment to the Intellectual and Developmental Disability Network/Planning Advisory Committee: Ms. Thompson said the committee is submitting the following individual for an appointment to the committee. Mr. Markle has been involved with the center for a number of years. He is the parent of a child with autism.

- James "Jim" Markle

Consideration of Acceptance of FY08 Fourth Quarter Reports on Service Delivery: Ms. Thompson said that this report presents progress on the local plan and records management. She said the most significant item on this report is the continued decline in chart audit scores. As previously reported, the center failed to pass the state's data verification audit and this week the center received a \$3K sanction from the state for medical record audit deficiencies. Metrocare is going to divide the cost amongst the providers in its network that contributed to the chart deficiencies.

Consideration of Acceptance of FY08 Fourth Quarter Reports on Quality Management and Research: Ms. Thompson reported the following:

Records Management and Privacy Report: Joint Commission (JCAHO) efforts continue. At this time the center is updating the associated administrative procedures to follow joint commission standards.

010769

DADS Performance Measures and Outcomes Targets: At the time that this report was completed, the center was at 90% of its target on the measures accuracy of services on the person-directed plan with assignments in the state database, CARE. This score is now at 99% meeting target for the month.

Ms. Ringle referred to Ms. Thompson earlier report on the Select Committee on Individuals Eligible for Intermediate Care Services and asked if this was a legislative or a citizen committee. Ms. Thompson said this was a legislative committee. Ms. Ringle asked if Ms. Thompson knew the members of the committee. Ms. Thompson said she would find that information for Ms Ringle.

Mr. Jeffery asked for clarification of the statistics on page 10745 in reference to MH consumer deaths. Ms. Thompson said this is the actual number of individuals receiving services through Metrocare who passed away during any given month. She said the cases go to a death review process that the center is required to perform by the state. Ms. Thompson said that her department tracks information down and gets reports from the Medical Examiners office to look at the exact cause of death. Ms. Noble asked if these death reviews are performed statewide. Ms. Thompson said there are rules that call for an administrative review and a clinical review process. The Center combines these in a Professional Review Committee. Dr. Graves said that out of the committee come recommendations on how to improve the system to try to improve quality.

There were no additional questions posed for this item. (Please refer to the September 25, 2008 Board packet for a detailed account of this report).

Ms. Walton-Brooks said that the Quality and Authority Services Committee recommended the approval of the Quality Management Report for August 2008, the Appointment of Mr. Markle, the FY08 Fourth Quarter Reports on Service Delivery, and the FY08 Fourth Quarter Reports on Quality Management and Research. Mr. Cooper said this was a committee recommendation and did not require a second. Motion carried.

Report of the Philanthropy Committee

Mr. Cooper asked Ms. Ringle to present the Philanthropy Committee report. Ms. Ringle said that the Philanthropy Committee met prior to the Board meeting. She asked Ms. Stephens to present a summary of her report.

Consideration of Acceptance of Development and Community Education Report for August 2008: Ms. Stephens referred to page 10761 of her written report. She said that funding applications were submitted to the Zale Foundation and to HUD for a renewal of the Super NOFA housing program.

Other activities the development team participated in are listed on this report.

Ms. Stephens presented a handout with information pertaining to the 40th Anniversary Luncheon and said this was a success because they met the event's goals. Over two hundred persons attended this luncheon including representatives of the police department, Commissioners Dickey and Mayfield, vendors doing business with Metrocare, local physicians, and new donors. Ms Stephens summarized the financial aspects of the luncheon.

Ms. Ringle congratulated Ms. Stephens on the luncheon. Ms. Stephens thanked Ms. Noble and Ms. Ringle for their assistance and participation in this event.

010770

Referring to page 10762 of her report Ms. Stephens said her report includes the continuing update of grants that the center is currently managing. Referring to the HUD Grants, she said that the number of people in these programs has greatly improved. The efficiency apartment program has shown an increase to 48, with capacity of 52. The POSH and Safe Haven grants are up to capacity.

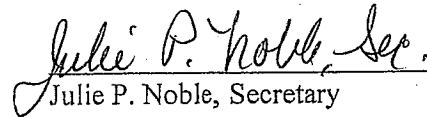
There were no questions posed for this item. (Please refer to the September 25, 2008 Board packet for a detailed account of this report).

Ms. Ringle said that the Philanthropy Committee recommended the acceptance of the Development and Community Education Report for August 2008. Mr. Cooper said this was a committee recommendation and does not require a second. All were in favor, motion carried.

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

IV. MEETING ADJOURNMENT: There being no further business to come before the Board, on motion duly made, seconded and carried, the meeting adjourned at 2:25 pm.

Minutes approved by:


Julie P. Noble, Secretary

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

010771