

**METROCARE SERVICES**

**BOARD OF TRUSTEES  
MEETING MINUTES OF**

**April 24, 2008**

# METROCARE SERVICES

## REGULAR MONTHLY MEETING

of the

## BOARD OF TRUSTEES

### MINUTES OF

April 24, 2008

A Regular Meeting of the Board of Trustees of Metrocare Services convened at 1:35 p.m. on Thursday, April 24, 2008 at 1360 River Bend Drive, Dallas, Texas.

#### 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  
Mr. Orr  
Ms. Noble  
Mr. Migl  
Ms. Ringle  
Dr. North

**Board Members not Present:** Ms. Rodriguez and Ms. Walton - Brooks

**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 March 27, 2008 – Regular Board Meeting:**

Mr. Cooper, Chairperson, said the minutes had been mailed out in the Board packet. He called for any comments or corrections to the meeting minutes of March 27, 2008. There were no comments or corrections presented. Mrs. Ringle moved to approve, seconded by Mrs. Noble. The minutes of the previous meeting were approved as presented.

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

**Presentation of Plaque from the Compassionate Friends Organization:** Mr. Cooper asked The Compassionate Friends (TCF) representative to the podium. Ms. Sandy Stephens introduced Ms. Carol Miles Long. Ms. Long said she was the representative from the Compassionate Friends and that she was present to recognize Metrocare Services as a Compassionate Employer. Cindy Hartmeyer made the nomination for this recognition in appreciation for the compassion and support she received following the death of her only son, Tom Hartmeyer. The Compassionate Friends is an international nonprofit self-help support

organization offering friendship, understanding, and hope to families that have experienced the death of a child of any age, and from any cause. This year TCF is honoring 96 organizations across the United States that have shown by their caring, support and compassion that they are worthy of special recognition.

Ms. Long presented Metrocare Services with the 2008 Compassionate Employer Plaque.

Dr. Baker thanked the Human resources Department for the support they gave this employee.

- **Texas Council of Community MHMR Center's Report:** Mrs. Noble said that her written report was included in the Board member folders. Mrs. Noble said that she felt that the leadership in Austin is heading in a very positive direction under the leadership of Dr. Jim McDermott (chair of the CEO Consortium), Mr. Hartley Sappington (chair of the Council Board) and Ms. Danette Castle (new Council CEO). Mrs. Noble said that Dr. McDermott summed up the direction of the Council in the bullets that she included in her written report:
  - We have determined the expectations of staff and are letting them do their jobs
  - We have a very good communication system.
  - The Consortium and Council are moving forward quickly on the strategic goals that were adopted at the last Council meeting in January.

Mrs. Noble said that at the April Council meeting, ad hoc committees were already working on Goals 1 (Significantly Enhance the Operations and Capabilities of the Council Subcommittees) and Goal 4 (Increase Targeted Marketing of Centers and System as a Whole).

There were no questions posed for Mrs. Noble. Please refer to Mrs. Noble written report of April 24, 2008 for a detailed account.

- **Next Committee/Board Meeting:** Mr. Cooper announced that the next full Board meeting would take place on Thursday, May 22<sup>nd</sup>, the Thursday before Memorial Day.
- **Announcement of Committee Appointments, Appointments of Committee Chairs and Advisory Committee Board Liaison Appointments in Accordance with Board Policy 1.06 and 1.08:** Mr. Cooper said the new structure would be put in place within the week. Notices will be sent out the first of May.

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

**Consideration of Acceptance of Chief Executive Officer's Report:** Dr. Baker referred to page 10444 of the centerwide benchmarks and said that he would present some of the highlights for the month.

Dr. Baker said the Center transferred ownership to the ICF home purchaser on April 1<sup>st</sup>. He noted that doing so meant that it was the first time since the start of NorthSTAR that the Center has had positive net unreserved assets.

The main focus clinically has been on the ECI program. Dr. Baker thanked both Dr. Graves and Ms. Linda Thompson for working so hard on this issue. He feels that the Center is back on track with DARS and that DARS is comfortable with the changes being made in that

program.

Dr. Baker said the Center made budget although mental health services remains below goal. However, mental health continues to improve on a weekly basis.

Metrocare Services participated in the March for Respect and for the fourth year in a row had the largest number of participants.

On Saturday, April 12th the Center held an employee picnic at Six Flags. Over 1,500 employees and their families participated. The feedback received back was very positive.

Dr. Baker asked if there were any questions related to his report.

There were no questions posed for this item. (Please refer to the April 24, 2008 Board packet for a detailed account of this report).

## **Business and Finance Committee**

Mr. Cooper asked Mr. Orr to present the Business and Finance report. Mr. Orr said that the Business and Finance Committee did not meet last week and asked that the Board act as a committee of the whole today regarding the reports to follow. He asked Mr. Munson to present his report.

### **Fiscal Management Reports:**

**Consideration of Approval of Financial Report for March 2008 (unaudited):** Mr. Munson referred to his report on page 10452 and said that March was a positive month and exceeded budget. Year to date the Center is also meeting budget.

County and State Contracts showed a variance from plan with approximately 70% of that related to lapsed expenses in the ECI program. The program did not spend as much as anticipated primarily due to unfilled positions for specialized therapists.

Mr. Munson said the salary line showed a positive variance due mainly to vacant medical positions. He said medical staff shortages seem to be a nationwide problem. (Discussion ensued on recruiting strategies for medical staff the Center is pursuing).

There were no additional questions posed for this item. (Please refer to the April 24, 2008 Board packet for a detailed account of this report).

Mr. Orr moved to approve the Financial Reports for March 2008. Mrs. Noble seconded, motion carried.

**Consideration of Approval of Revision to Board Policy 4.02 on Purchasing of Goods, Supplies, Services Equipment:** Mr. Munson referred to page 10453 of his report and said that the modifications to this policy reflect the current name of the Center, verification of references to current statutory references, and a clearer definition of best-value in respect to the procurement function.

There were no questions posed for this item. (Please refer to the April 24, 2008 Board packet for a detailed account of this report).

Mr. Orr moved to approve the Revision to Board Policy 4.02 on Purchasing of Goods, Supplies, Services Equipment. Mrs. Noble seconded, motion carried.

**Consideration of Approval of Revision to Board Policy 5.02 on Equal Employment**

**Opportunity:** Mr. Munson referred to page 10465 of this report and said that there were no substantive changes to this board policy. The modifications to this policy reflect the current name of the Center and the verification to current statutory references.

There were no questions posed for this item. (Please refer to the April 24, 2008 Board packet for a detailed account of this report).

Mr. Orr moved to approve the Revision to Board Policies 5.02 on Equal Employment Opportunity. Mrs. Ringle seconded, motion carried.

**Consideration of Approval of Revision to Board Policy 5.10 on Salary Administration:**

Mr. Munson referred to page 10468 of his report and said that this policy was changed recently, but there were a couple of more changes to add. The changes to this policy reinstate requirement to the Compensation Plan to include the total number of employees and their salaries, as well as modification to the description of the annual performance evaluation process.

On page 10470, paragraph five the change made is the addition of the last bullet point, "A general adjustment granted to whole units, job types or centerwide." Dr. Baker said that current policy does not allow across-the-board or inflation-based salary increases. The Center has not given across-the-board raises under the current management and does not intend to do so routinely. However, as a bridge between the previous merit-raise process (in which all employees were evaluated and increases given in the same month, May) and the new process (employees will be evaluated and increases given in at anniversary of their hire dates), management wished to do a one-time, across-the-board increase in May 2008.

Mrs. Ringle asked for the meaning behind paragraph C under section six. Mr. Munson said that this prevented management from using incremental budget amendments to circumvent the policy requirements around Board approval and reporting of salary adjustments.

There were no questions posed for this item. (Please refer to the April 24, 2008 Board packet for a detailed account of this report).

Mr. Orr moved to approve the Revision to Board Policies 5.10 on Salary Administration. Mrs. Noble seconded, motion carried.

**Consideration of Approval of Revision to Board Policy 8.01 on Ownership of Computer**

**and Information Systems:** Mr. Munson referred to page 10474 of his report and said that the modifications to this policy include the current name of the Center and verification of current statutory references. Wording was also modified to allow approved uses of computers for personal reasons. The current policy does not allow any use whatsoever.

There were no questions posed for this item. (Please refer to the April 24, 2008 Board packet for a detailed account of this report).

Mr. Orr moved to approve the Revision to Board Policies 5.10 on Salary Administration. Mrs. Noble seconded, motion carried.

Mr. Cooper asked Mrs. Noble to present the Service and Program Committee report. Mrs. Noble said that the Service and Program Committee met last Thursday. She asked Dr. Graves to present his report.

**Consideration of Acceptance of Service Delivery Report for March 2008:** Dr. Graves said that mental health revenues continue an upward trend. Target was made for the first time last week. Work continues towards finding medical staff to fill vacant positions.

Dr. Graves said the Medical Director of the Texas Department of Health and Human Services (DSHS) recently conducted a tour of some Metrocare clinics. Dr. Graves shared with him the interest that a group of internal medicine doctors has shown in providing services to Metrocare's consumers at the Westmoreland Clinic. These doctors would lease space at this site. This partnership is consistent with DSHS desire for a more integrated approach to treatment of psychiatric and medical conditions. Dr. Graves said that they hope to have something in place by the beginning of May.

There were no other questions posed for this item. (Please refer to the April 24, 2008 Board packet for a detailed account of this report).

Mrs. Noble said that the Service and Program Committee recommended the acceptance of the Service Delivery Report for March 2008. This was a committee recommendation and does not require a second, motion carried.

**Update on Early Childhood Interventions State Auditor Visit:** Dr. Graves reported that the Director of Performance and Oversight Division, Mr. David Hagerla, paid Dr. Baker a visit following the last ECI program audit. Mr. Hagerla believed that the program was not managed well and suggested changes in management at the program level.

Dr. Graves noted that this was in spite of data to the contrary, and referred to a sample of two clinical indicators on first graphs starting on page 10484 which demonstrate the improvement since April of last year. Nonetheless, Dr. Graves said that he told staff that they need to change the state's perception of the program, and for this reason the management team was restructured. Dr. Graves has assumed the position of Interim Director of this program. To recruit for the management position, Dr. Graves is consulting with state leadership and with several ECI programs that the state considers good in terms of their auditing processes. The job description has been written with input from the state and the interview process has already begun.

Mrs. Ringle inquired as to the status of the prior interim manager, and Dr Graves said that that employee was transferred internally. There were no other questions posed for this item. (Please refer to the April 24, 2008 Board packet for a detailed account of this report).

Mrs. Noble moved to approve the Update on Early Childhood Intervention State Auditor Visit. Mr. Migl seconded, motion carried.

**Consideration of Acceptance of Quality Management Report for March 2008:** Ms. Thompson said that quality management staff spends much of its time with the service coordination unit and the treatment foster care program due to the citations both programs were issued during their last review by state-level agencies. A corrective action plan was submitted to the Department of Aging and Disability Services (DADS) for the service coordination unit. Ms. Thompson indicated that the vacant team leader position in service coordination is to be replaced with a mentor position. This position will help new staff and

staff having difficulty interacting with families understand their job functions and also help them focus on quality of the documentation that they generate.

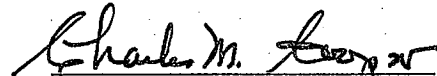
There were no questions posed for this item. (Please refer to the April 24, 2008 Board packet for a detailed account of this report).

Mrs. Noble said that the Service and Program Committee recommended the acceptance of the Quality Management Report for March 2008. 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 2:12 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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