



NOTICE

Metrocare Services, Board of Trustees, will hold a meeting of the **Provider Services Committee on Tuesday, March 18, 2014 at 11:30 a.m.** The meeting will be held at 1380 River Bend Drive - Dallas, Texas 75247-4914 (Charles M. Cooper, Board Room).

If you need additional assistance to effectively participate in or observe this meeting, please notify the Administrative Office at 214.743.1201, at least 72 hours prior to this meeting, so that reasonable accommodations can be made to assist you.

The attached agenda items will be discussed/acted upon. A portion of the meeting may be closed as allowed by Subchapter D, Sections 551.071 - 551.075 to discuss personnel matters, litigation, acquisition of real property, for the purpose of discussing negotiated contracts for prospective gifts or donations to the Center when such discussions would have a detrimental effect on the negotiating position of the Center and a third person, firm or corporation, and to receive information from and/or question employee(s) without deliberating on the subject matter.

Carol S. North, MD, Madame Chairman
Provider Services Committee

Mrs. Julia P. Noble, Madame Chairman
Board of Trustees

By: Martha L. Toscano
Assistant to the CEO/Board

AGENDA METROCARE SERVICES

Provider Services Committee Meeting
Tuesday, March 18, 2014 at 11:30 am

(Charles M. Cooper, Board Rm)

Committee Members:

Carol S. North, MD, Madame Chairman
Jill Martinez
David Aston
Julia P. Noble, ex officio

Dr. Carol North

- I. CALL TO ORDER
- II. CITIZEN COMMENTS (Please limit to 3 minutes)
- III. ISSUES TO BE CONSIDERED

- 1. ❖ Approval of the February 18, 2014 Provider Services Committee Meeting Minutes

SERVICE DELIVERY REPORTS

Recommendation of Acceptance of Medical Staff Services Report for February 2014

Dr. Judith Hunter

- 2. ❖ The executive medical director will present the performance of medical staff services and the clinical outcome measures, including management plans to address deficiencies therein.

Recommendation of Acceptance of Behavioral Health Service Delivery Report for February 2014

Tom Clark

- 3. ❖ The director of provider services will present the performance of the behavioral health provider division of the center, and its clinical performance, as well as management plans to address deficiencies therein.

Recommendation of Acceptance of Developmental Disability Service Delivery Report for February 2014

Tom Clark

- 4. ❖ The director of provider services will present the performance of the developmental disabilities providers division of the center, and its clinical performance, as well as management plans to address deficiencies therein.

Recommendation of Approval of Resolution Authorizing the Submission of an Application for the Renewal of the FY15 Community Development Block Grant Funding with the City of Irving

Tom Clark

- 5. ❖ Management will present a Resolution that directs and designates the Chief Executive Officer as the Authorized Representative to act in all matters in connection with this application and Metrocare Services.

IV. MEETING ADJOURNMENT

- ❖ *Designates items on which the Board may take action*

METROCARE SERVICES PROVIDER SERVICES COMMITTEE MEETING

MEETING MINUTES
Tuesday, February 18, 2014

The Provider Services Committee met at 1380 River Bend Dr, Dallas, Texas on Tuesday, February 18, 2014.

- I. Welcome and Call to Order:** Dr. Carol North, Chair of the committee called the meeting to order at 11:30 am. A quorum was present.

Members Present: Dr. Carol North, Jill Martinez, David Aston, and Julia Noble, ex officio.

Guest Present: Board member Judy Myers, and Germaine White from Commissioner Daniel's office.

Staff Present: Dr. John Burruss, Dr. Judith Hunter, Tom Clark, Kyle Munson, Sandy Stephens and Michel Huberdeau.

- II. Citizen Comments:** The procedure for public comments was available at the meeting for those interested. No public comment was received.

III. ISSUES TO BE CONSIDERED

- 1. Approval of the January 21, 2014 Provider Services Committee Meeting Minutes:** The Provider Services minutes of January 21, 2014 were made a part of the packet. Ms. Martinez noted that under Guest Present, Commissioner **Daniels**² Daniel's name had the apostrophe in the wrong place. Ms. Noble moved to approve the minutes as amended. Ms. Martinez seconded, and the motion carried.

SERVICE DELIVERY REPORTS

- 2. Recommendation of Acceptance of Medical Staff Services Report for January 2014:** The Medical Staff Services Report was made part of the packet for this meeting. Dr. Hunter presented a verbal summary of the same.

Motion: Ms. Martinez moved to accept the Medical Staff Services report for January 2014. All were in favor, and the motion carried.

- 3. Recommendation of Acceptance of Behavioral Health Service Delivery Report for January 2014:** Mr. Clark presented verbal a summary of the Behavioral Health Services Delivery report. This was made part of the packet for this meeting.

Motion: Ms. Martinez moved to accept the Behavioral Health Service Delivery report for January 2014. All were in favor, and the motion carried.

- 4. Recommendation of Acceptance of Developmental Disability Service Delivery Report for January 2014:** Mr. Clark presented verbal a summary of the Developmental Disability Service Delivery report. This was made part of the packet for this meeting.

Motion: Ms. Noble moved to accept the Developmental Disability Service Delivery Report for January 2014. All were in favor, and the motion carried.

- IV. ADJOURNMENT:** There being no further business to transact, Dr. North called for a motion to adjourn the meeting. Ms. Noble moved to adjourn the meeting. All were in favor, and the motion carried. The meeting adjourned at 12:08 pm.

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

SERVICE DELIVERY REPORT

**❖ Recommendation of Acceptance of Medical
Staff Services Report for February 2014**

❖ **Recommendation of Acceptance of Behavioral
Health Service Delivery Report for February
2014**



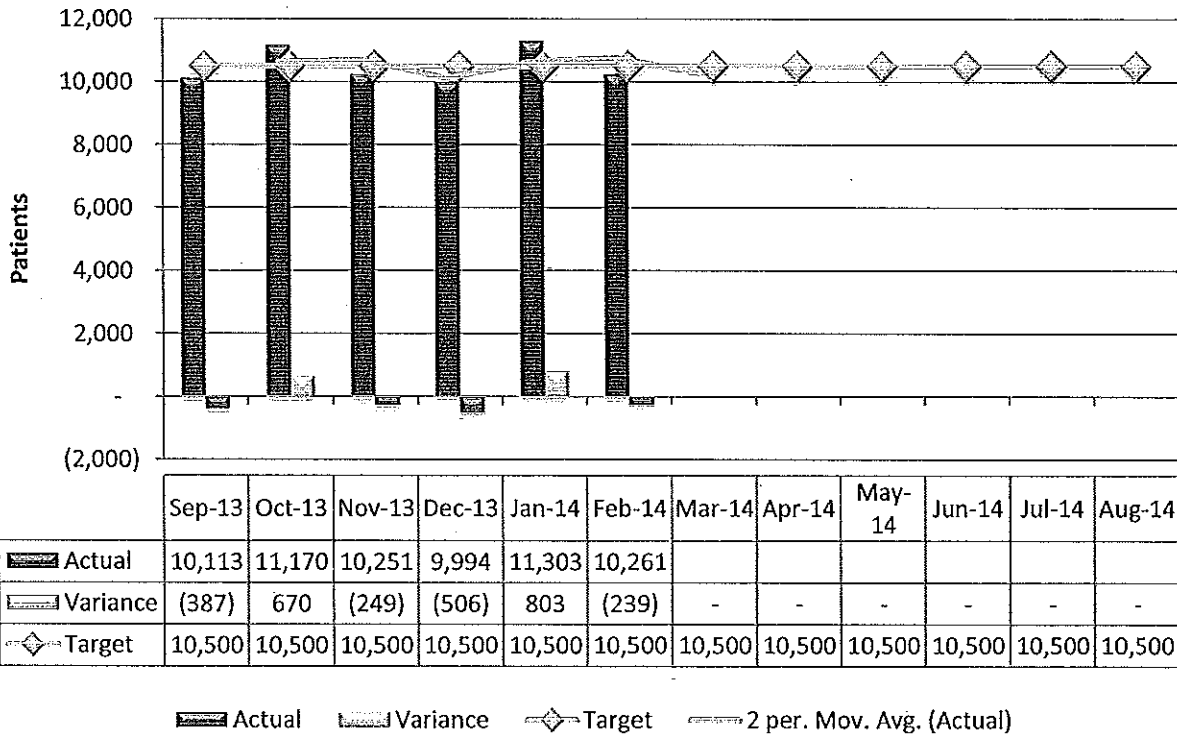
BOARD COMMUNICATION

AGENDA ITEM Behavioral Health Service Delivery Report	BOARD MEETING DATE March 27, 2014
PREPARED BY Tom Clark, Director of Provider Services	DATE PREPARED March 11, 2014

Significant Events/Exceptions for the Month of February:

February was a short month with 20 work days. The MH Division served 10,261 authorized VO consumers. Including all payers, the division served 17,785 unique individuals. A total of 4,285 assessments were completed.

FY 2014 - MH Authorized V.O. Patients Seen



DSRIP Update: The Grand Prairie Clinic continues to experience rapid growth and is on target to meet the goal of serving 1,000 consumers by April. The program has served about 900 consumers through February. The Primary Care Clinic served over 50 new clients in February, and is working to expand services to Metrocare facilities at both Westmoreland and Samuel by June. The Family Preservation Program enrolled an additional 18 consumers in February, bringing the total enrollment count to 80. The Center for Education and Research (CER) continues to expand by recruiting trainees to serve Metrocare consumers in a variety of MH and IDD programs.

Housing

The Metrocare Homeless Services Housing Program has partnered with Tarrant County MHMR (TCMHMR) in the development of a Veterans Peer to Peer Support network. The first networking presentation to veterans served by Metrocare Services was held in the Dallas Homeless Veterans Resource Center. Scott Smith, a Certified Peer Specialist with TCMHMR, made an introductory presentation of the Texas Peer to Peer Network to the veterans participating in Metrocare's Efficiency Apartments Supportive Housing Program (EASH). This peer support program will meet on a regular basis as peer support groups are developed. The veterans residing in the Metrocare Opportunity First Supportive Housing program will be the next group to meet for this peer support endeavor.

Call Center

The Call Center continues to grow and provides an essential service to our site staff and consumers! The Call Center absorbed Westmoreland, and now answers all calls for Altshuler, Lancaster Kiest and Westmoreland. Additional staff has been added to the team and we look to add one clinic per month until all sites are covered. And just to give a little perspective, between 10/21/13 and 1/8/14, with only two clinics absorbed, the call center answered almost 14,000 calls!

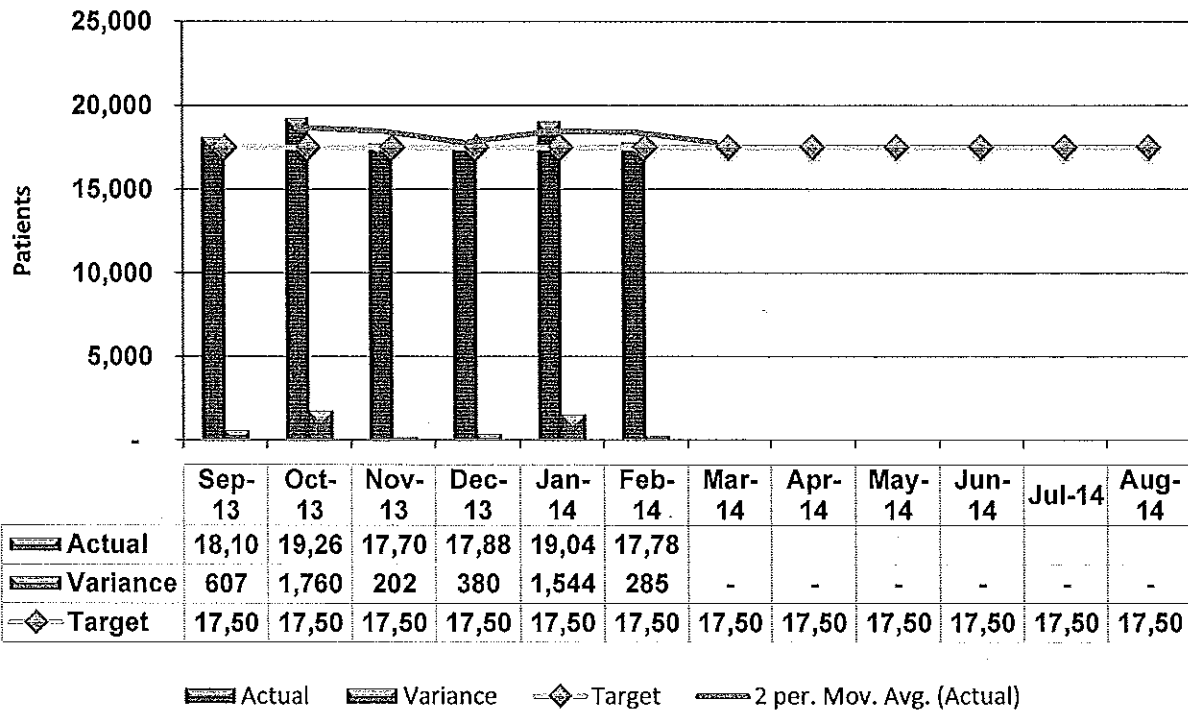
MH Adult Outpatient Services

We are underway with the implementation of what we refer to as "Metrocare Acute Services" which will be a treatment approach for our clients that have been hospitalized in a psychiatric facility. This approach will include a Rapid Assessment and Prevention Program (RAP) for our clients who frequently go to the hospital. We will also have "specialized outpatient services" for outpatient clients who may have had only one hospitalization, but need more focused intervention to avoid future admission. The first step in the implementation process is to have all of our Clinical Managers trained in a treatment modality titled "Critical Time Intervention" which has proven to be very effective in helping clients transition from a residential setting back into the community. Using this model, our clinical staff will provide effective case management services and support to our most vulnerable clients. Following training of our managers, the newly established RAP team and outpatient QMHPS will be trained in CTI. Next up, the hiring of the RAP Team!

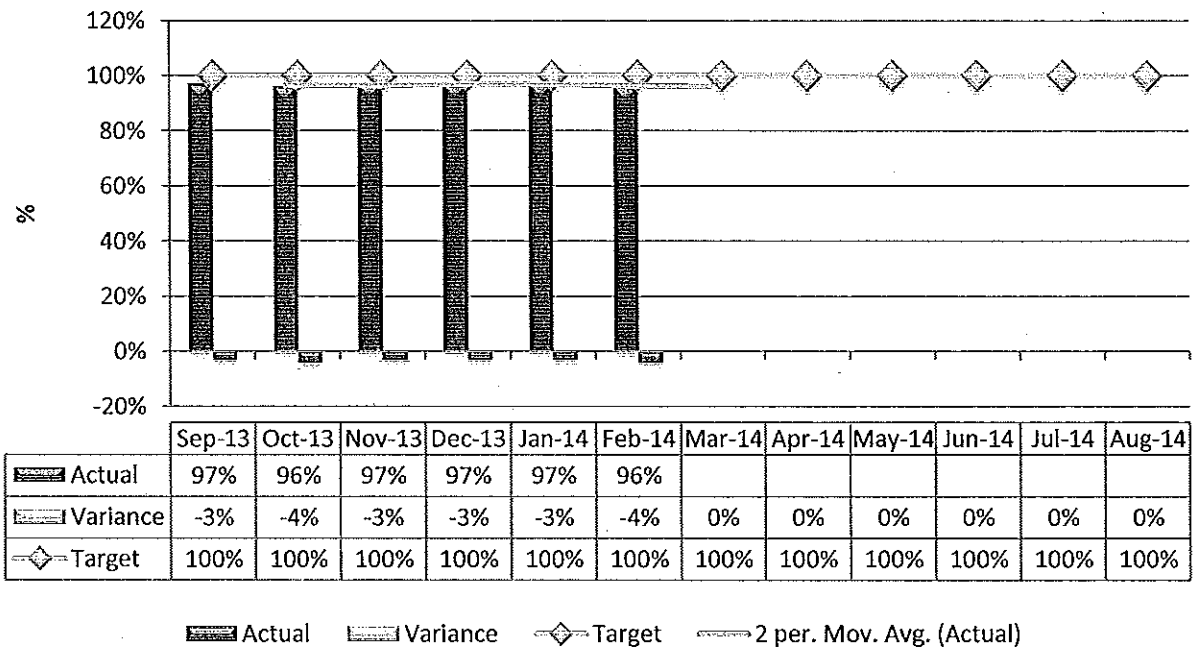
Business Support Services

We all know without financial assessments, clients can't get enrolled into NorthStar and we can't get authorized services for the majority of our client population. Our excellent Business Support Staff is dedicated to completing accurate financials which ensures that our clients are enrolled in NorthStar. In February, the number of rejected financials has been under 3%.

FY 2014 - MH Total Patients Seen



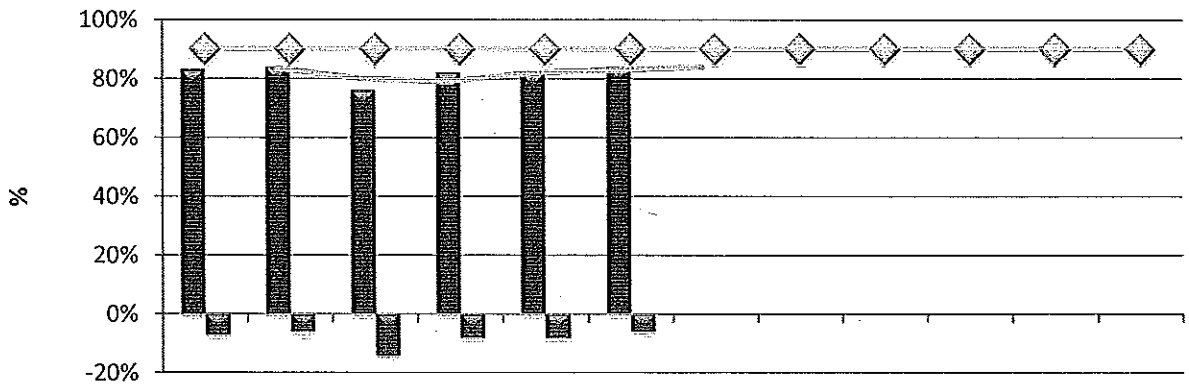
FY 2014 - % of MH Services Authorized by V.O.



FY14 Business Plan Progress – Mental Health

- 2). Indicator: Open a pvt/public insurance-friendly mental health clinic
Progress: Grand Prairie Clinic is operating as envisioned. Plans are on track to add pharmacy services on-site. Management is looking at a property in North-West Dallas to open a new mental health clinic by summer of 2014.
- 7). Serve 10,500 authorized NorthSTAR patients monthly
Progress: February – 10,261
- 8). Indicator: Serve 17, 500 mental health consumers monthly (all payors)
Progress: February- 17,785
- 12). Indicator: Stay on budget enterprise-wide
YTD budgeted increase in net assets: \$419,728
YTD Actual: (\$739,026)
- 13). Indicator: 100% of services provided were authorized
Progress: 96%
Plan: Business staff is trained to ensure authorizations are in place for consumers who have commercial insurance or coverage by the Child Health Insurance Program (CHIP).
- 14). Indicator: Internal medical record audits scores > 90%
Progress: Weekly average this month 84%
Plan: Managers will train new hires and re-train existing staff that did not pass their internal audit.
- 22). Indicator: Overall consumer satisfaction rate > 4.0
Progress: 1st quarter – 4.30 - +/- 0.02

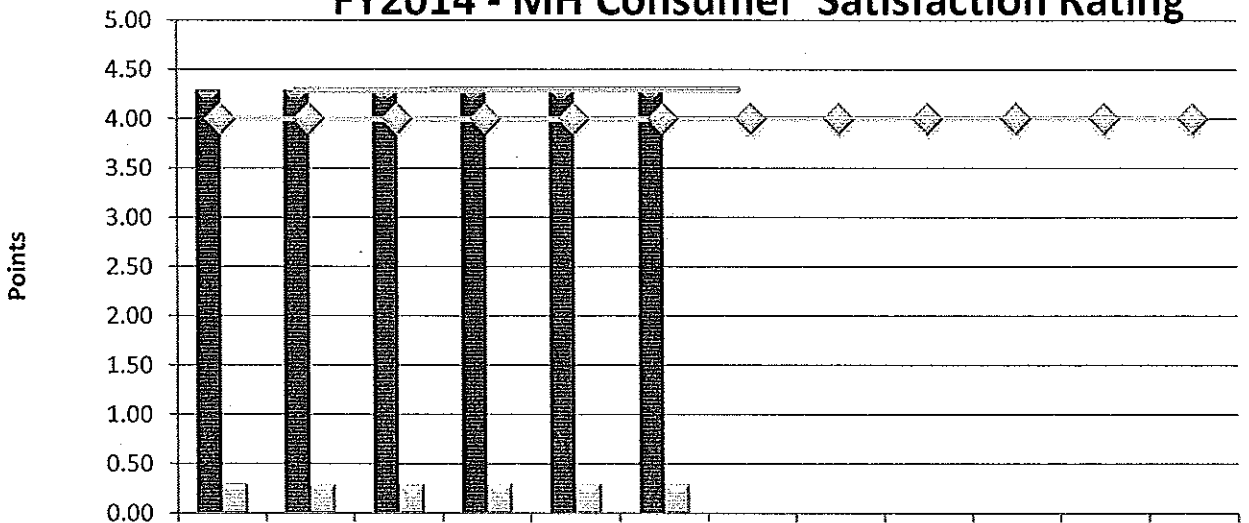
FY2014 - MH Internal Audit Score



	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Actual	83%	84%	76%	82%	82%	84%						
Variance	-7%	-6%	-14%	-8%	-8%	-6%	0%	0%	0%	0%	0%	0%
Target	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%	90%

Actual
 Variance
 Target
 2 per. Mov. Avg. (Actual)

FY2014 - MH Consumer Satisfaction Rating



	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Actual	4.29	4.29	4.29	4.30	4.30	4.30						
Variance	0.29	0.29	0.29	0.30	0.30	0.30	-	-	-	-	-	-
Target	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00	4.00

Actual
 Variance
 Target
 2 per. Mov. Avg. (Actual)

Respectfully submitted,
Tom Clark

Tom.Clark@metrocareservices.org

❖ **Recommendation of Acceptance of
Developmental Disability Service Delivery
Report for February 2014**

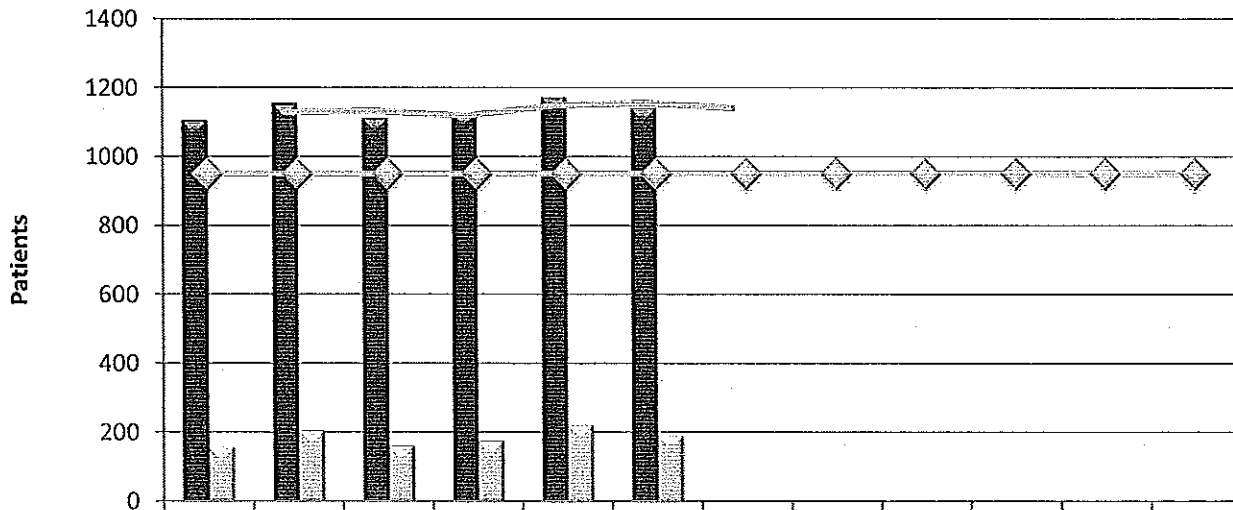


BOARD COMMUNICATION

AGENDA ITEM Client Services Delivery Report (Developmental Disabilities)	BOARD MEETING DATE March 27, 2014
PREPARED BY Tom Clark, Director of Provider Services	DATE PREPARED March 11, 2014

Significant Event for the Month of February: February was a good month for the division. The division served 1,141 consumers exceeding our minimum monthly expectation of 950. In addition, our Early Intervention Program ended February with 453 babies enrolled, and the average service hour provided per baby was 4.25.

FY2014 - DD Total Patients Seen (Less ECI)



	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Actual	1105	1154	1111	1125	1172	1141						
Variance	155	204	161	175	222	191	-	-	-	-	-	-
Target	950	950	950	950	950	950	950	950	950	950	950	950

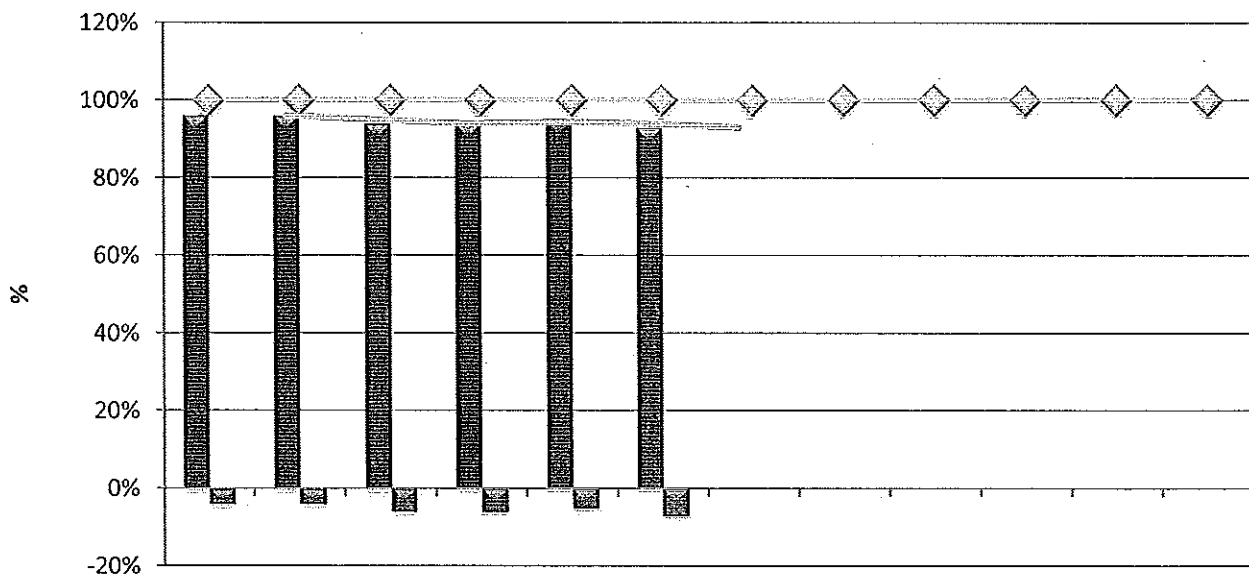
Actual
 Variance
 ◆ Target
 2 per. Mov. Avg. (Actual)

DSRIP Projects: The Behavioral Treatment Center (BTC) served an additional 2 consumers in February, bring total enrollment to 20. The program fully expects to meet the approved goal of 24 enrolled consumers in March. While the Assertive Community Team (ACT) continues to receive consumer referrals, current enrollment remains steady at 11. The program is on target to meet the goal of enrolling 27 consumers by July. The Center for Children with Autism at Metrocare (CCAM) has 53 enrolled consumers and is scheduled to move into the new facility by the end of March. CCAM is on target to meet the approved goal of 64 enrolled consumers by May.

Texas Department of Health and Human Services Commission: HHSC completed a billing audit on the Home and Community Services and Texas Home Living HCS//TxHmL. At the end of the audit, the programs had to return \$320.08 out of \$124,368.66 for all billed services for the chosen timeframe. Auditors stated that the average error rate among providers is 8%. Metrocare's error rate was 0.25%. HHSC commended our departments on their documentation. The auditors also notified the department of some services that were not billed. After the services are billed, the program's average error rate will decrease.

Career Design and Development Services, CDDS: CDDS was asked to participate in a new Project SEARCH with Irving ISD and the Department of Rehabilitative Services, DARS. Project SEARCH is a one year, high school transition program which provides training and education leading to employment for individuals with disabilities. Project SEARCH serves as a workforce alternative for interns who have deferred their diploma and are in their last year of high school. Intern applicants gain admission into Project SEARCH through a selection committee process. All applicants must be eligible for services through the Texas Department of Assistive and Rehabilitative Services. The shared goal of all partners is competitive employment utilizing the skills built through the program. CDDS will participate as the Community Rehab Provider and provide job coaching to the interns, job placement, as well as follow up services. The new Project Search will begin next school year once the business host and students are identified.

FY2014 - % of DD Services Authorized



	Sep-13	Oct-13	Nov-13	Dec-13	Jan-14	Feb-14	Mar-14	Apr-14	May-14	Jun-14	Jul-14	Aug-14
Actual	96%	96%	94%	94%	95%	93%						
Variance	-4%	-4%	-6%	-6%	-5%	-7%	0%	0%	0%	0%	0%	0%
Target	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%	100%

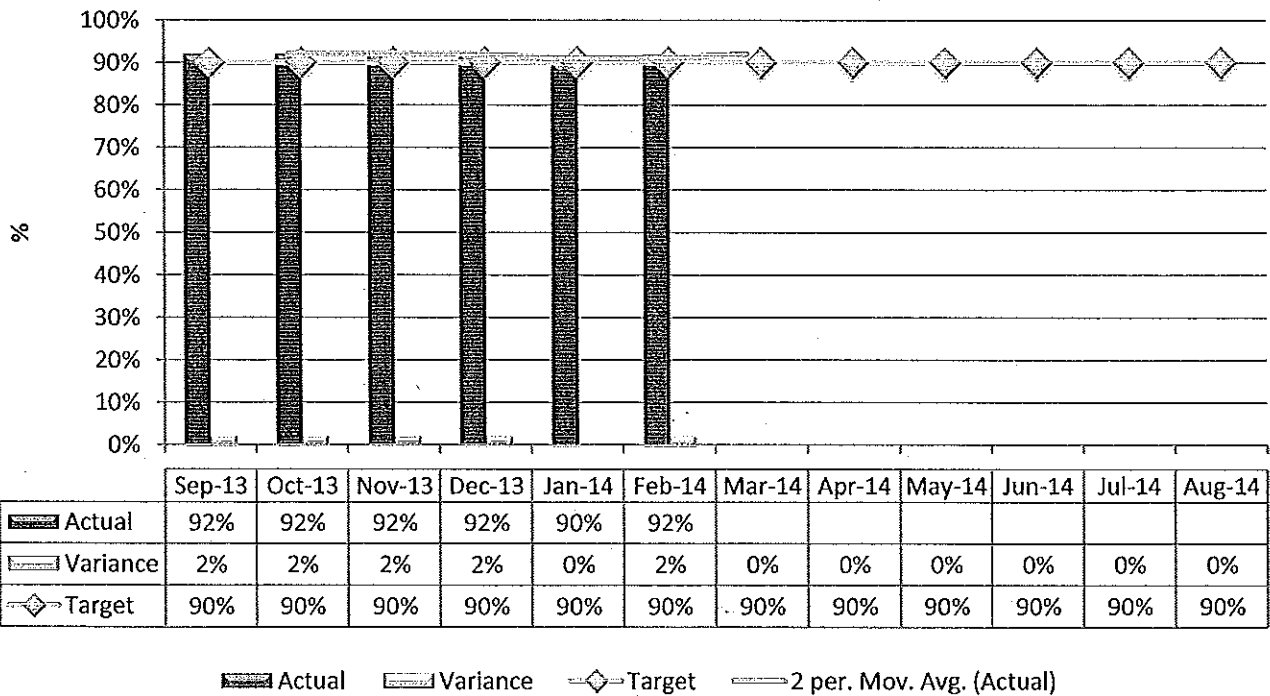
Actual
 Variance
 Target
 2 per. Mov. Avg. (Actual)

FY 14 Business Plan Progress – Development Disabilities

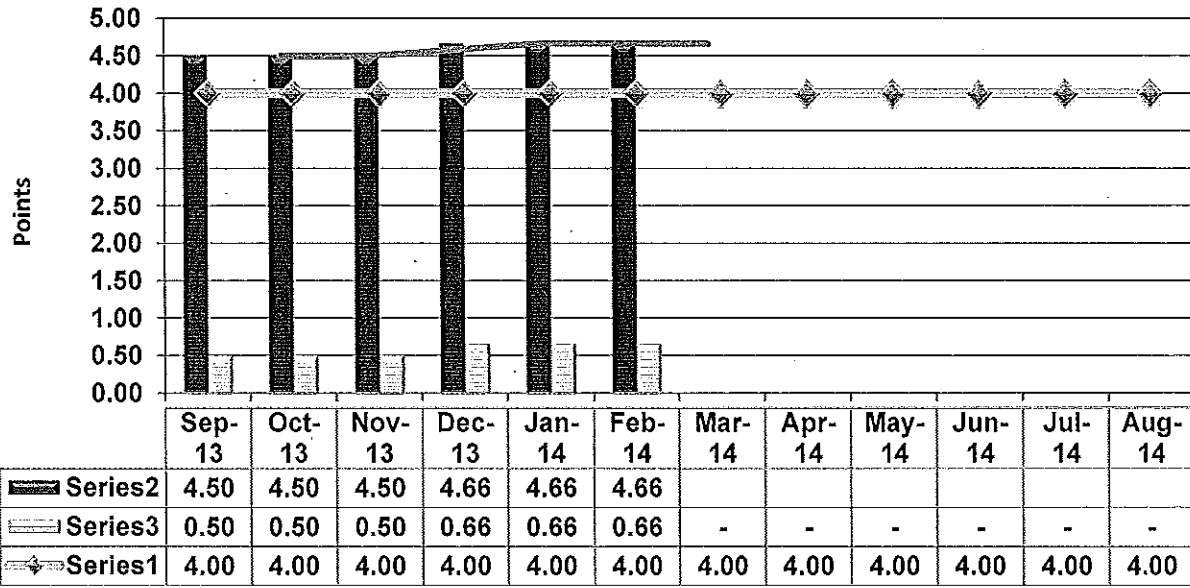
- 5). Indicator: Expand the Autism program through multiple payer sources and add at least one additional service program in FY 14.

Progress: Our expanded program has served 53 individuals. Implementation is well underway. Our plan, if all goes as expected, is to open a second location in Northwest Dallas by Summer of 2014
- 6). Indicator: Consistently serve 950 DDP (less ECI) consumers monthly
Progress: 1,141
- 12). Indicator: Stay on budget enterprise-wide:
Progress: Revenue goal: \$6,043,154 Actual: \$5,673,008
- 13). Indicator: 100% of services provided were authorized
Progress: DD---93%
Plan: Business staff is trained to ensure authorizations are in place for consumers who have commercial insurance or coverage by the Child Health Insurance Program (CHIP).
- 14). Indicator: Internal medical record audits scores > 90%
Progress: 92%
- 22). Indicator: “Overall” consumer satisfaction rate > 4.0

FY2014 - DD Internal Audit Score



FY2014 - DD Consumer Satisfaction Rating



Series2
 Series3
 Series1
 2 per. Mov. Avg. (Series2)

Respectfully submitted,
Tom Clark

Tom.Clark@Metrocareservices.org

**❖ Recommendation of Approval of CEO's
Signature to Pursue the Renewal of the FY14
Community Development Block Grant Funding
with the City of Irving**



BOARD COMMUNICATION

AGENDA ITEM Resolution for the FY14 Community Development Block Grant	BOARD MEETING DATE March 27, 2014
PREPARED BY Tom Clark, Director of Provider Services	DATE PREPARED March 12, 2014

The Center intends to apply for renewal of the Community Development Block Grant funding with the City of Irving for \$36,000. This grant provides case management services to Irving residents receiving supported housing rental assistance.

This year, the application asks for a Board resolution authorizing the chief executive officer to pursue the application on behalf of the Center.

The proposed resolution is attached for the Board's consideration.

Respectfully,

Tom Clark
Tom.clark@metrocareservices.org

MEETING ADJOURNMENT