



**BOARD OF TRUSTEES  
MEETING MINUTES OF**

**October 20, 2016**

# METROCARE SERVICES

## Board Meeting Minutes

A Regular Meeting of the Board of Trustees of Metrocare Services convened on Thursday, October 20, 2016 at Metrocare Services, 1345 River Bend Dr., Dallas, TX 75247 (Mustangs Conference room).

### I. Call to Order/Roll Call:

Ms. Jill Martinez, Madame Chairman welcomed everyone and called the meeting to order at 1:28 pm. There was no quorum present at this time. The order of the agenda was changed to allow for several none action items to be presented in wait for the formation of a quorum.

#### Board Members Present:

Jill Martinez  
Judy Myers  
Corey Golomb  
Terry James

**Absent:** Dr. Brenda Richardson Rowe, Dee Salinas Gutierrez, and Chief Norman Seals.

**Late arrival:** Leslie H. Secrest, MD

**Staff Present:** John Burruss, MD, Linda Thompson, Kyle Munson, Judith Hunter, MD, Ken Medlock, Jennifer Bell, and Charlene Stark.

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

**Service Presentation:** Dr. Hunter referred to Ms. Carrie Parks to present today's success story from the Home and Community Base Services Program (HCS).

Ms. Parks presented the 2 following success stories. She began with D, a 26 year old male. She said D's mother chose Metrocare as his Home and Community Based Service Program (HCS) provider seven years ago and after her death in 2010, D moved into one of our group homes. While residing at the group home D was linked to the Texas Department of Assistive and Rehabilitative Services (DARS) where he was able to obtain a job which he has held for a few years now.

Next, Ms. Parks presented the story of L, a 38 year old male enrolled in our HCS program for the last eight years. She said L lived independently in his own apartment, but due to medical issues he became addicted to pain killers. In March he had surgery on his neck. After the surgery L elected to move into our HCS group home to receive assistance on his recovery and to help monitor his medication.

The team recognized that these two individuals had more potential for living in the least restricted environment, but due to single apartments being so expensive they could not afford to move out on their own. The two were introduced to each other and agreed to renting a two bedroom apartment so that each could have his own space. This September they transitioned from the group home to their own apartment.

Dr. Burruss asked Ms. Parks to share information about the HCS program. Ms. Parks said the HCS program is "Our Golden Egg" in the state of Texas. The Department of Aging and Disability Services (DADS) hold the slots for individuals on the interest lists, and each year DADS releases some of these slots. Ms. Parks talked about the services that are offered through each of these different programs and how the families and the individuals benefit from these services. Discussion ensued.

Dr. Burruss thanked Ms. Parks for her presentation and gave her Kudos. He said Ms. Parks oversees the IDD Provider Program and they've done some great work in the last year.

**IDD Planning and Network Advisory Committee (IDD PNAC).** Ms. Linda Thompson provided a verbal summary of the IDD PNAC meeting held on October 4<sup>th</sup>. She said the committee welcomed two new members to the committee, Ms. Isidora (Izzy) Lewis and Ms. Reginah Ngwili. Updates on the waiver slot releases were presented, as well as the state's review of the Community First Choice (CFC) program services plan costs. Legislative priorities for Disability Rights and the Texas Council for Developmental Disabilities were also part of the discussion. Ms. Thompson said there was no board training recommended.

**Madame Chairman's Report:** Ms. Martinez said that due to several board members' work demands and Dr. Moemeka's resignation, two of the Tuesday committees have vacancies, including a chairman vacancy. She indicated that because of these vacancies some of our committee meetings were not able to be held this last time and they will be presented as committees of the whole today. Next, Ms. Martinez shared election information and several web-sites to look for early voting locations, voter status and election-day polling.

#### **Upcoming Board and Committee meetings:**

Tuesday, November 15, 2016

- 11:30 am – Provider Services committee
- 12:50 pm – Marketing and Development
- 12:10 pm – Finance and Administration committee
  
- There is no board meeting scheduled during the month of November. We will have a combined November/December board meeting on Thursday, December 1<sup>st</sup>.

Thursday, December 1, 2016

- 12:45 pm – Quality & Authority committee
- 1:00 pm – Board Training
- 1:30 pm – Board meeting

The Legislative Action Committee will meet as a committee of the whole. All the meetings will be held at this same site.

There are no committee meetings scheduled during the month of December.

#### **Special Events:**

- October is Breast Cancer Month

- Thursday, November 17, 2016 – Legislative Breakfast at the Belo Mansion beginning at 8:00 am.
- Friday, November 11, 2016 – Veterans Day Parade with staff participating in the parade.

Ms. Martinez resume the order of the agenda upon the arrival of Dr. Secrest at which time a quorum was formed.

### III. ISSUES TO BE CONSIDERED:

#### **Consideration of Acceptance of September 22, 2016 Board Meeting minutes.**

Ms. Martinez asked if anyone had any changes or corrections to the board minutes of September 22, 2016. Hearing none, Dr. Secrest moved acceptance of the September 22, 2016 board meeting minutes as printed. All were in favor, none opposed. The motion carried.

#### **CHIEF EXECUTIVE OFFICER REPORT:**

**Consideration of Acceptance of Chief Executive Officer Report for FY16 Business Plan Progress through September 2016:** Dr. Burruss said his report was in the packet. Next, Dr. Burruss said that our Senior Management staff are participating in GEMBA walks. The word GEMBA derives from the Japanese language which means "Actual Place." This is a Lean Program led by Kelli Laos which allows each of our Sr. Managers to pick a location here at Metrocare (lottery style) and visit this location un-announced. Senior Managers will walk through each of their appointed sites to observe and talk with staff to gather information which they will later present in Lean Guidelines to the rest of the Senior Management team. Dr. Burruss said this encourages face to face interaction with staff. In reply to Ms. Martinez question he said the explicit purpose is for us to obtain real tangible information by watching, experiencing and talking. The by product is to obtain information from staff through the Senior Managers. There were no questions posed for this item.

Ms. Martinez asked for a motion to approve the CEO Report for FY2016 Business Plan Progress through September 2016.

Motion: Ms. Golomb moved for Acceptance of the Chief Executive Officer Report for FY16 Business Plan Progress through September 2016. All were in favor, none opposed. The motion carried.

**REPORT OF THE FINANCE AND ADMINISTRATION COMMITTEE:** Dr. Secrest said the Finance and Administration committee met on October 18<sup>th</sup>. He referred to Mr. Munson to present these reports.

**Consideration of Acceptance of the Financial Report for September 2016 (unaudited):** This report was made a part of the packet. Mr. Munson said this report was presented in detail at the committee and proceeded to present several highlights from page 143239 of the finance packet. He said on the year to date statement of activities we are reporting an increase of net assets for the month of \$839K in excess of plan. One of the primary factors being a deferred DSRIP milestone during the month of August that was paid in September. This was budgeted in August which caused a negative impact in FY2016. We were able to record and recognize this in September of FY17. Mr. Munson said the Early **143340**

Childhood Intervention Program (ECI) and the pharmacy programs exceeded expectations.

Motion: Ms. Martinez said these come as a committee recommendation and a second is not required, as the recommendation came from the committee. All were in favor, and the motion carried.

**Consideration of Acceptance of the FY2017 Key Performance Indicators:** Mr. Munson said that this item was tabled at the Finance and Administration committee and we are still discussing some of the changes that need to be made. Discussion ensued.

**Consideration of Acceptance of DADS Contract Amendment, Allocation and Summary for FY2017.** This report was made a part of the packet. Ms. Thompson said Mr. Munson presented a summary of the changes to the DADS contract amendment at the committee. She said the primary changes are basically language and changes that were not identified when the initial contract rolled out. The total allocation for FY2017 is \$8.9M for general revenue. We are currently waiting to hear from the state on how these funds will get allocated. There were no questions posed for this item.

Motion: Ms. Martinez said these come as a committee recommendation and a second is not required, as the recommendation came from the committee. All were in favor, and the motion carried.

**Consideration of Acceptance of Human Resources Report for September 2016:** This report was made a part of the packet. Ms. Bell said that during the month of September we filled 62 positions. Time to hire was at 29 days. Ms. Bell said this report was presented in detail at the Finance and Administration committee and remains unchanged. Discussion ensued. Dr. Burruss said that we have implemented a pre hiring screen to get better at our hiring process. There were no questions posed for this item.

Motion: Ms. Martinez said this comes as a committee recommendation and a second is not required, as the recommendation came from the committee. All were in favor, and the motion carried.

**REPORT OF THE PROVIDER SERVICES COMMITTEE:** Ms. Myers said the Provider Services committee met two days ago on Tuesday and referred to Dr. Hunter to present this report.

**Consideration of Acceptance of Clinical Services Division Reports for September 2016:** This report was made a part of the packet. Dr. Hunter said this report was thoroughly reviewed at the committee and asked if anyone had any questions. There were no questions posed for this item.

Motion: Ms. Martinez said this comes as a committee recommendation and a second is not required, as the recommendation came from the committee. All were in favor, none opposed. The motion carried.

**REPORT OF THE QUALITY & AUTHORITY COMMITTEE:** Ms. Martinez presided in the absence of Dr. Brenda Richardson Rowe, Chairman of the committee. Ms. Martinez said that because we did not have a quorum for the Quality & Authority

committee we will present this report as a committee of the whole. Ms. Martinez referred to Ms. Thompson to present this report.

**Consideration of Acceptance of the Quality Management Report for September 2016:** This report was made part of the packet. Ms. Thompson said that on September 9 and 10 Metrocare served as host for two information sessions at the University of North Texas in Dallas to provide families information related to the transition of various Medicaid services to the STAR kids manage care program which will begin on November 1. Ms. Thompson said the patient navigation project met their target for DY5. The rest of this report is on the packet. There were no questions posed for this item.

Ms. Martinez asked for a motion for Acceptance of the Quality Management Report for September 2016.

Motion: Mr. James moved for Acceptance of the Quality Management Report for September 2016. All were in favor, none opposed. The motion carried.

**REPORT OF THE MARKETING and DEVELOPMENT COMMITTEE:** Ms. Martinez presided in the absence of Ms. Salinas Gutierrez, Chairman of the committee. Ms. Martinez said this that because we did not have a quorum for the Marketing and Development committee we will present this report a committee of the whole. Ms. Martinez referred to Ms. Stark to present this report.

**Consideration of Acceptance of the Marketing and Development Report for September 2016:** Ms. Stark said that during the month of September we continued to get media coverage. Dr. Burruss appeared on the Channel 11 News Cast. We also had an online blog to talk about Xenatix and Pieces technology. The Meal for the Minds was posted for the 9<sup>th</sup> Annual Time. Ms. Stark said we received a lot of favorable feedback from the Cohen Veterans Network (CVN) on the number of people (almost 400) that attended the Meal for the Minds to hear Medal of Honor recipient Ryan Pitts message. She said Mr. Pitts has expressed his wish to come back and speak at an event Metrocare will host in the spring. Ms. Stark said this is the largest group one partner has gather. The other CVN clinics now opened are San Antonio, Philadelphia and Los Angeles. On September 7, the Dallas Weekly reported the opening of the much awaited "The Cottages at Hickory Crossing". Ms. Stark talked about several opportunities that Metrocare will have in partnership with Meadows on the "Ok to Say" campaign. We will participate on several educational programs featuring mental health that will be televised by NBC 5. Ms. Stark said that we were awarded a \$40K grant from the "Hope and Grace" fund to focus on female Veterans. The rest of this report was included on the packet.

Ms. Martinez asked for a motion for Acceptance of the Marketing and Development Report for September 2016.

Motion: Ms. Golomb moved for Acceptance of the Marketing and Development report for September 2016. All were in favor, none opposed. The motion carried.

**REPORT OF THE LEGISLATIVE ACTION COMMITTEE:** Ms. Golomb called on Ms. Charlene Stark for this report.


**Consideration of Acceptance of the Legislative Action Report for September 2016:** This report was made a part of this packet. Ms. Stark referred to a handout that was included with the Legislative Action committee report in which it talks about the formation of a Legislative Action Team and what the team would like to accomplish. She said the team identified the key priorities found on this handout, but this could change after next week's meeting with the Council. The team will meet on a regular basis to share information that can be used to educate legislators and their staff. Also, the feedback that they receive can be shared amongst the team and they can feed back on each other's knowledge.

Ms. Martinez referred to "Promote workforce initiatives," under Priorities on the handout. Ms. Stark said that this refers to the shortage in mental health psychiatrists and credentialed mental health providers. Ms. Stark referred to Dr. Burruss. Dr. Burruss said that the State of Texas has recognized that if you increase the medical school class size without commencing an increase in training opportunities at the residency level you create a group of people that will go out of state to finish their training, and they do not return. In reply to Ms. Martinez question he said the ratio is in the dozens, possibly in the hundreds. He said that the key to keeping doctors here is to train them nearby.

Motion: Ms. Golomb moved to accept the Legislative Action Committee Report for September 2016. All were in favor, none opposed. The motion carried.

- IV. **Meeting Adjournment:** There being no further business to come before the Board, Ms. Martinez adjourned the meeting at 2:49 pm.

Minutes approved by:

  
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Norman Seals, Board Secretary  
Jill Martinez  
Board Clerk

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