

**DALLAS METROCARE SERVICES**

**BOARD OF TRUSTEES  
MEETING MINUTES OF**

**March 23, 2006**

**DALLAS METROCARE SERVICES**

**REGULAR MONTHLY MEETING  
of the  
BOARD OF TRUSTEES**

**MINUTES OF  
March 23, 2006**

A Regular Meeting of the Board of Trustees of Dallas Metrocare Services convened at 1:35 p.m. in the Board Room on March 23, 2006 at 1360 River Bend Drive, Dallas, Texas.

**I. Call To Order/Roll Call**

Mr. Cooper, Chairperson of the Board, called the meeting to order at 1:30 pm. A quorum was present.

The following Trustees were present:

Mr. Cooper,  
Mr. Garza  
Ms. Hawthorne  
Dr. Nace  
Mr. Migl  
Mr. Poffenbarger

The following Trustees were absent: Mr. Driver and Mr. Orr

**Staff Present:** Dr. James Baker, Linda Thompson, Dr. Graves, Kyle Munson and other DMS staff.

**Guest Present:** Gracie Sifuentez, Sharon DeBlanc and Dave Hogan

**II. INVOCATION:** None

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

**IV. ISSUES TO BE CONSIDERED:**

**1. Approval of the meeting Minutes of February 23, 2006 – Regular Board Meeting:**

Mr. Cooper called for any comments or corrections to the meeting minutes of February 23, 2006. There were no comments or corrections presented. Dr. Nace made a motion to approve. The minutes were approved as read.

Mr. Cooper said that at the Board meeting of February 23, 2006, under item 1 – page 9031, there was an error noted with the date on the Minutes. This item should have read, “Approval of the meeting Minutes of **December 1, 2005**, ~~January 26, 2006~~ Regular Board Meeting.” Mr. Cooper entertain a motion to approve the same Minutes of January 26, 2006 as corrected. All were in favor. Motion carried.

**2. Chairman's Report** – Mr. Cooper announced the following:

- **Resolution of Appreciation:** Mr. Cooper said that the Center would like to start recognition of employees that have given long service to this Center. Today that process starts by recognizing two people that have given 30 years of service to this Center.

❖ **RECOMMENDATION(s) FOR APPROVAL:**

After discussion and upon motion duly made the following item(s) were approved

**BE IT RESOLVED** that the Board of Trustees of Dallas Metrocare Services does hereby recognize and extend sincere appreciation to Linda Thompson for her 30 years of faithful service to this Center. Linda has continuously and diligently served in positions with increasing leadership responsibilities at Dallas Metrocare Services. The Board of Trustees further expresses best wishes for her continued success in future years of service.

Mr. Poffenbarger motion to approve      Ms. Hawthorne seconded

**BE IT RESOLVED** that the Board of Trustees of Dallas Metrocare Services does hereby recognize and extend sincere appreciation to Susan Charbonneau for her 30 years of faithful service to this Center. Susan has continuously and diligently served in positions with increasing leadership responsibilities at Dallas Metrocare Services. The Board of Trustees further expresses best wishes for her continued success in future years of service.

Dr. Nace motion to approve      Mr. Garza seconded

- **Presentation of Plaque to Ms. Green:** Mr. Cooper presented Ms. Helen Green, former Board Member, with a Service Award Plaque from all of the staff and the Members of the Board of Dallas Metrocare Services for her many years of service on this Board.
- **MR PAC/NAC Report:** Mr. Cooper introduced Ms. Gracie Sifuentez, she is the newly elected Chairperson of the MR PAC/NAC. Ms. Sifuentez will be replacing Mr. Drew Dixon. Mr. Cooper thanked Mr. Drew Dixon for his many years of service in this Committee.

Ms. Sifuentez introduced herself and said she will be reporting on a Quarterly basis with Committee updates and recommendations. Ms. Sifuentez said that the December meeting was part of the town hall meeting at Bachman Recreation Center. The focus of the meeting was removing individuals from general revenue waiting lists.

Initiatives discussed were:

- Eliminate wait list and identify all the individuals on these wait lists
- Newly hired Individual Service Coordinators (ISCs) to remove individuals from waiting lists and get them enrolled into services
- Finding new funding sources for transportation
- Changes from the Department of Aging and Disability Services on how funds are spent for services
- Needs Surveys in preparation for the Local Plan FY 07

At each of the MR PAC/NAC meetings the needs and priorities from the last Local Plan are reviewed and identified. The current needs and priorities are transportation, respite care, day habilitation, supported employment, service coordination and In Home Family Support.

The most recent meeting of the MR PAC/NAC was March 14, 2006. The agenda included local plan review, quality management update, authority and provider updates.

The committee had the following recommendations for consideration for Board Trainings:

- Promoting Independence
- Juvenile Offenders
- Best Practices
- Olmstead Act
- Self Determination

Ms. Sifuentez thanked everyone for the opportunity of meeting today and said she is looking forward to their working together.

#### **ANNOUNCEMENTS:**

- Mr. Cooper said that in each Board member's folder holds a copy of the Board of Trustees Profile that both the Texas Council and DMS are collecting to facilitate legislative education during the upcoming session. He asked that each Board member would please fill out the missing information and turn that information in at the end of the meeting.
- Committee Meetings: In April all three committees will meet on April 20<sup>th</sup>, beginning at 11:30
- Board Meeting: The next Board will be on April 27<sup>th</sup>. Board training will start at 12:45 on the mental health resiliency and disease management model and on the clinical outcomes measures used in mental health.
- Election of Vice-Chairperson to the Board: Mr. Cooper said that next month the Board will elect a new Vice-Chair to replace Ms. Green.
- **MH PAC Report:** Mr. Dave Hogan said that at the last meeting of the Mental Health Committee the committee expressed concern with some of the changes the Mental Health Division will have to make beginning March 1<sup>st</sup>, due to the contract changes with ValueOptions. The family members and the professionals in these committee had a very strong reaction on having to cut back, yet again, on the face to face time between the doctor and the patient. They said nothing is more critical than the contact between a patient and his doctor. It is the committee's recommendation that the Center look for other alternatives, rather than the cutting back of doctor-client contact.

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

- **Success Story:** Services to People Who Endured Hurricane Katrina. Mr. Jesse Aguilera spoke of the contract between the State of Texas and Dallas County. Crisis Counseling for Disaster Recovery or what is called Dallas KARE (Katrina Aid Recovery Effort) is a FEMA funded contract/grant the state of Texas was awarded

to help the survivors of the Katrina Hurricane that affected the states of Louisiana, Mississippi and Alabama. This contract will provide crisis counseling, individual and group counseling, psycho educational services, as well as information referral services for the Katrina survivors. Mr. Aguilera introduced Ms. Cary Thomas, Manager of this program, and long time employee of DMS. And Ms. Lorraine Pitts, Assistant Manager to this program and a Louisiana survivor herself.

**In the Spirit of Diversity:** Women in the Workforce – Recognizing Women’s History Month (Tammie Jones, presenter): Dr. Baker introduced Ms. Tammie Jones. Ms. Jones said that as recently as the 1970’s women’s history was virtually an unknown topic. To address this situation the education task force of California initiated a women’s history week celebration in 1978. Since then, much has been learned about women’s contribution to history as well as the workforce. She provided an overview of the historic role of women in the workforce, including the DMS workforce. There were no questions posed for this item.

- **Centerwide Benchmarks:** Dr. Baker referred to page 9078 of the Centerwide Benchmarks. He said that there were no significant changes in the Centerwide Benchmarks. Overall, the Center is on-budget financially. Problem area is primarily the sale of the former ICF/MR home that was incorporated into the budget. We are 134% of allocation of the general revenues. The goal is 150% in order to get expenditures up close to 100% of our GR allocation. The clinical outcomes measures are staying consistently ahead of the statewide goals on 7 out of the 10 measures. Dr. Baker said that they continue to struggle with the goals set for medical records. One outstanding performance target is on the MR Authority side around the permanency plan. There were no questions posed for this item. (Please refer to the March 23, 2006 Board packet for a detailed account).

## BUSINESS AND FINANCE COMMITTEE REPORT

Mr. Poffenbarger, Vice Chairperson of the Business and Finance Committee said that the Business and Finance Committee met on Thursday, March 16, 2006. He asked Mr. Munson to present his report.

### ❖ **RECOMMENDATION(s) FOR APPROVAL:**

After discussion and upon motion duly made the following item(s) were approved:

#### **4. Consideration of Approval Financial Report for February 2006 (Unaudited):**

Mr. Munson referred to page 9086 of his report and said that for the current month the Center had revenue over expenses of about \$93,000. This is approximately \$26,000 below plan. General revenues dollars (MR Services) was significantly behind due primarily to the pending sale of the former ICF property. On the mental health side, the enterprise fund was below plan on revenues. Pharmacy revenues for the period were below plan. This is associated with cost and not with volume of service. The Center continues to pay its bills on time. Fiscal is currently working on the mid-year budget and the annual merit and performance evaluation process with employees. There were no questions posed for this item. (Please refer to the March 23, 2006 Board packet for a detailed account).

**BE IT RESOLVED** that the Board of Trustees of Dallas Metrocare Services hereby approves the **Financial Report for February 2006 (Unaudited)**

This was a Committee recommendation. All were in favor, motion carried.

**5. FY 06 Second Quarter Reports:** Mr. Munson presented a written report:

- Financial Investments:  
DMS currently has \$3.4 million in investments
- Salary Adjustments > \$5,000  
There were two such adjustments during the period, both for market
- Community Services Contracts > \$100,000:  
These are generally the community services contracts paid to MR service providers
- Non-Community Services Contracts > \$25,000:  
There is one contract that exceeded the \$25,000, the annual external audit firm of Scott, Singleton and Fincher
- Leases > \$25,000:  
DMS had one lease this quarter that exceeded the \$25,000. This lease terminated on December 2005
- Legal Expenses:  
These are consistent and have remained low
- Goods, Supplies, Equipment and Capital Assets > \$15,000:  
There were two purchases in excess of \$15,000, a Dell disk array and a seven-passenger van
- Participation by Historically Underutilized Businesses (HUB):  
This has remained consistent, percentage wise
- Information Technology Project Update:  
Current projects and accomplishments and others in process:
  - HBOC Data Base - completed
  - Storage Area Network (SAN) - completed
  - PsychConsult – in process
  - Backup and Disaster Recovery System – in process
  - NorthSTAR Repository – in process
  - Citrix Implementation – in process
  - Data Center Relocation – in process
  - Distributed File System – (DFS) – in process

**6. Revenue Diversification Report:** Mr. Aguilera said that during the month of February DMS responded to a Request for Proposal (RFP) for the Mayor's Disaster Relief Fund released by the Dallas Foundation. This proposal is for approximately \$76,000.00 to cover two QMHP's Case Manager positions, as well as other support tools such as bus passes. At this time Mr. Aguilera is waiting to hear on the status of the RFP. There were no questions posed for this item. (Please refer to the March 23, 2006 Board packet for a detailed account).

**7. Report on Investment in Human Assets:** Mr. Munson presented the following report.

- 1) Reduce employee turnover: Employee turn over held steady at 25%. This is a combination of voluntary and involuntary turnover.
- 2) The attitude survey: DMS participated in the Dallas Business Journal Best Place to Work again this year. There were 254 respondents to this survey. Mr. Munson said that they would use this survey to focus on issues the Center has with employee morale and employee commitment.
- 3) Fill rate to fill vacant medical staff positions: Current fill rate in medical staff vacant positions is at 100% due to the staffing pattern changes made to adjust to the ValueOptions contract amendment effective March 1, 2005. Vacant medical staff positions were eliminated.
- 4) Maintain employee training: Above target.

There were no questions posed for this item. (Please refer to the March 23, 2006 Board packet for a detailed account).

## SERVICE AND PROGRAM COMMITTEE REPORTS:

Dr. Nace, Chairperson of the Service and Program Committee said that the Committee met on Thursday, March 16, 2006. He asked Ms. Thompson to proceed with her report.

**8. Mental Retardation Authority Services Report:** Mrs. Thompson presented a written report. She said that to date MR Authority Services has met its goal of authorizing 100% of available general revenue dollars. Out of the individuals pulled out off the waiting list back in August only 285 still have not been connected to services. The main barrier at this point is to get the families to choose a provider. In-Home Family Support funding utilization increased from 10 to 13%. The Center will not be utilizing all of these dollars because the services will be provided through general revenue. Under the Outcomes Targets, the Center did not meet target under the Permanency Planning and individuals also the target regarding the accuracy of the number of open CARE assignments for consumers actually receiving services. Internal processes are being put in place as a monitoring tool to verify utilization of services before staff opens CARE assignments. The Center exceeded target in total number of individuals served under MR Services and Service Coordination. There were no questions posed for this item. (Please refer to the March 23, 2006 Board packet for a detailed account).

**9. Quarterly Report on Grant Monitoring:** Ms. Thompson presented a written report: Olmstead Grant: During the 2<sup>nd</sup> quarter there were 12 slots available. Eight people were actually on this program at the end of the quarter.

Eli Lilly Grant: Remaining funds for Hispanic Outreach were expended to print Texas Implementation of Medication Algorithms in Spanish.

Forensic Diversion Unit: This program has a capacity of 40, but they continue to struggle with individuals referred to them that are not on probation or parole. Strategies are being worked on to engage these individuals.

Transitional Apartments have a program capacity of 28 beds. During the 2<sup>nd</sup> quarter they had 39 admissions.

The HOGG Grant: This grant had a requirement that DMS serve 100 individuals by April of 2006. By the end of the 2<sup>nd</sup> quarter DMS had served 103 individuals. The target required by the contract was met. Dr. Baker spoke of the decision to cancel this grant due to the difficulty with the relationship with Las Obras.

The PATH Project: This program serves people that are homeless and have mental illness. The expectation is that during the year they will enroll 900 people and that during the year they will touch at least 1,900 individuals. During the 2<sup>nd</sup> quarter there were 184 enrollments and 723 contacts.

Independence House: This program serves as the Drop-In Center for consumers. This is a program with capacity limited to the number of people that the site can accommodate. During the 2<sup>nd</sup> quarter 716 individuals visited the site.

POSH: Is a supporting housing program for the chronically homeless individual and families. This program can serve at any one time 10 individuals and 10 families. During the 2<sup>nd</sup> quarter 24 individuals received these services.

There were no questions posed for this item. (Please refer to the March 23, 2006 Board packet for a detailed account).

**10. Report on Mental Retardation Provider and ECI Programs:** Mr. Aston presented the following report:

ECI Program: Outreach efforts continue to increase enrollment in the ECI program. This includes the placement of "How is your Baby?" posters in daycares, clinics and apartment complexes. Other outreach endeavors also include their participation in a referral and transition training with the Irving Independent School District.

The Inwood and Forest homes have been placed on the market for sale. The ICF/MR staff completed training in Health Insurance Portability and Accountability Act (HIPAA) and Joint Accreditation (JCAHO) during the month of February. The Home and Community Based Services (HCS) staff completed trainings to improve late charting and reduce the provision of unauthorized services.

Career Design and Development Services (CDDS): Mr. Nello Armstrong spoke of the services provided by CDDS. Mr. Armstrong said that they are expanding the vocational work program into the Hillside Conference Center. They continue to monitor charting quality, and continue to expand to serve more consumers in their other areas, as well. There were no questions posed for this item. (Please refer to the March 23, 2006 Board packet for a detailed account).

**11. Report on Mental Health Provider Programs:** Dr. Graves gave an update on the progress the mental health division has made in response to the ValueOptions (V/O) contract amendment which took effect on March 1, 2006. Dr. Graves referred to the list of provisions on this V/O amendment. He said that provisions 1 and 3 can impact the Center financially. 1) Encounter volume: To reach this volume target there was a conversion of 7 vacant medical staff positions into Qualified Mental Health Professional positions. To avoid sanctions fifty positions were budgeted to reach this volume target. So far, 41 new caseworkers have been hired. 3) Minimum Service hours: This is being required as part of the states Resiliency and Disease Management Model. Dr. Graves said the mental health division is still struggling with this. Dr. Graves provided a number of metrics at the bottom of his report relevant to the contract changes. There were no questions posed for this item. (Please refer to the March 23, 2006 Board packet for a detailed account).

## **CLINICAL OUTCOMES REPORT**

**12. Centerwide Clinical Outcomes Report:** Dr. Graves referred to page 9110. He said that this are the clinical outcomes referred to by Dr. Baker. There was improvement in 6 of the 10 outcome areas and no change in 3 of the 10 measures. The difficulty is in keeping adults and adolescents out of jail. For the next four weeks they have a project plan in place to assure that all medical staff receive training in all of the Outcomes Measures. Medical staff does not perform the Uniform Assessments that these outcomes are based on and they want to make sure that they understand them.

Ms. Thompson reported lower scored in both MH and MR services for required data elements on medical records. Documentation reviews saw a decrease in the overall score for the 2<sup>nd</sup> quarter. More aggressive training will be provided designed around the areas of concern. **Critical Incidents:** Ms. Thompson reported the following: **Abuse and Neglect:** During the month of February there were two allegations of abuse and neglect. One allegation was unconfirmed and the other did not meet criteria and was referred back to the Center for internal disposition. **Complaints:** For the month of February there were three complaints that were confirmed. This involved the HCS program interest list and the placement dates. The second complaint involved a coordination issue by staff referring an individual to an outside agency for counseling. The 3<sup>rd</sup> complaint involved the amount of time

an individual has to wait to see a physician. **Deaths:** During the month of February there were three deaths reported. One death was due to medical complications associated with a congenital birth defect. The other two other cases are pending the results of toxicology screens conducted by the medical examiner's office. **Health and Safety:** There were three individuals who sustained serious injuries during the 2<sup>d</sup> quarter. Two individuals fell and sustained fractures and two individuals had lacerations requiring stitches. During the 2<sup>d</sup> quarter the number of individuals requiring emergency restraints increased by one. There were no questions posed for this item. (Please refer to the March 23, 2006 Board packet for a detailed account).

**13. Report from the South Provider Region:** Dr. Balleza presented a written report. He said that during the month of February the South Region continued to work on processes to assure consumers receive the minimum service hours required by the state to complete uniform assessments. Dr. Balleza said that his Region is meeting state targets on 5 of the 7 outcome measures pertaining to the adult population. He said that this is in large part due to the careful oversight of the Operations Manager, Ms. Naomi Perkins and the Individual teams and the CQI Team. In addition they focus on several other continuous quality improvement issues that included:

- Chart audits to include documentation in anticipation of the Texas Implementation of Medication Algorithms (TIMA) protocol.
- Developing a metric to ensure a 100% open door policy
- Insuring all medical records are up-to-date with a target score of 100%
- Increasing the number of therapeutic groups to insure state mandated levels of care are reached. All QMHP staff have been instructed to add a 2<sup>nd</sup> group. 8 additional QMHP's have been hired to run at least 2 groups per day

There were no questions posed for this item. (Please refer to the March 23, 2006 Board packet for a detailed account).

**14. COMMUNITY PARTNERSHIPS REPORT:** Mr. John Luna invited all staff and Board members present to come and join him this Saturday, March 25<sup>th</sup> for the March for Respect at the West End. He said that in February the Center met with City Councilman Ed Oakley, and with Chief of Staff Liz Zornes and Isaac Faz for Representative Rafael Anchia. On June 28 – 30th, DMS will be hosting the Texas Community MHMR State Conference. NAMI Walk is scheduled for May. There were no questions posed for this item. (Please refer to the March 23, 2006 Board packet for a detailed account).

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

**VI. MEETING ADJOURNMENT:** There being no further business to come before the meeting, on motion duly made, seconded and carried, the meeting adjourned at 2:45 pm.

Minutes approved by:

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Charles M. Cooper, Chairperson

Minutes recorded, transcribed and distributed by:

Martha L. Toscano  
Assistant to the CEO and DMS Board of Trustees