



NOTICE

Metrocare Services, Board of Trustees, will hold a meeting of the **Service and Program Committee on Thursday, August 16, 2007 at 11:30 a.m.** The meeting will be held at 1360 River Bend Drive - Dallas, Texas (Board Room).

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.

Julie Noble, Chairperson
Service and Program Committee

Charles M. Cooper, Chairperson
Board of Trustees

By: Martha L. Toscano
Assistant to the CEO

AGENDA

METROCARE Services

Service and Program Committee Meeting
Thursday, August 16, 2007 at 11:30 AM
Board Room

Julie Noble, Chairperson
Verlean Walton-Brooks
Elsa L. Rodriguez
Charles M. Cooper, ex officio

I. CALL TO ORDER

II. CITIZEN COMMENTS (Please limit to 3 minutes)

III. ISSUES TO BE CONSIDERED

Mrs. Noble 1. ❖ Approval of the April 19, 2007 Service and Program Committee Meeting Minutes

SERVICE DELIVERY REPORTS

Dr. Graves 2. ❖ Recommendation of Acceptance of Service Delivery Report for July 2007

Linda Thompson 3. ❖ Recommendation of Approval of Revision to Board Policy 2.03

- Client Abuse, Neglect and Exploitation

QUALITY MANAGEMENT REPORTS

Linda Thompson 4. ❖ Recommendation of Acceptance of Quality Management Report for July 2007

IV. MEETING ADJOURNMENT

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



OUR MISSION

“Metrocare’s mission is to serve our neighbors with developmental or mental health challenges by helping them find lives that are meaningful and satisfying.”

OUR VISION

“Metrocare’s vision is that, regardless of challenges faced, the people we serve are able to find the meaning and satisfaction that they choose for their lives.”

OUR VALUES

Integrity

- we are accountable to those whom we serve, and to those from whom we receive support

Quality

- we pursue quality of life for those whom we serve, and to those from whom we receive support

Diversity

- we seek a diverse and inclusive workplace in which to fulfill our mission

Perseverance

- as advocates: when we lose, we don’t give up, and when we win, we raise the bar

OUR BUSINESS GOALS

Manage our resources effectively

Run our business efficiently

Serve our consumers with quality

Support our employees loyally