



BOARD MINUTES
February 25, 2021

METROCARE SERVICES
Board Meeting Minutes

A Regular Meeting of the Board of Trustees of Metrocare Services convened via a zoom conference meeting on Thursday, February 25, 2021.

CALL TO ORDER:

Mr. James called the meeting to order at 1:31 pm. A quorum of the Board was in attendance.

Board Members Present:

Terry James	Kenneth Bernstein	Peter Schulte
Dave Hogan	Noel O. Santini, M.D.	Anthony Farmer

Dee Salinas Gutierrez participated via phone.

Not present: Jill L. Martinez and Leslie H. Secrest, MD

Staff Present:

John Burruss, M.D., CEO	Linda Thompson	Judith Hunter, M.D.
Richard Buckley	Kelli Laos	Tate Ringer
Ariana Guilford	Kevin Boyd	

Guest: Joel Geary and other guests were present.

CITIZEN COMMENTS: None.

Chairman Updates:

Texas Council Risk Management Fund: Mr. James said that Mr. Bernstein agreed to represent Metrocare at the Texas Council Risk Management Fund (TCRMF) and he just attended his first meeting. Mr. Bernstein said the TCRMF sponsors a fund which almost all the Texas community centers participate in. They provide an insurance for property, workers compensation and general liability. The TCRMF is managed by an insurance pool called Sedgwick, which handles claims administration and all administrative aspects of the business. The general impression is that it is a very conservative organization in terms of how it looks at the numbers and risks. The biggest area is property insurance and that is one area they have been trying to hold down premiums. He indicated that later in the year there may be an increase in this area of some significance, mainly due to hurricanes like Harvey. They also provide legal counsel to community centers. Ms. Pam Beach is their legal counsel, and she is available to all the community centers. He said that Mr. Buckley is also part of their advisory board. Mr. Buckley added that on occasion we have consulted with Ms. Beach on labor issues. Mr. Bernstein added that he is very pleased with how it is run, very disciplined and very structured. They appear to do a good job, and he is glad that we are taking advantage of this.

Dr. Burruss added that we have a vested interest in this program because of our long-term financial commitment. We do have \$2 – \$3 MM dollar commitment that is part of their foundation. Mr. Bernstein added that this is basically our share of their surplus which they monitor and report back on. They stressed how well protected this was and how liquid they are. They are able to take a

decent amount of their portfolio and actively invest. The return they receive from these investments are used to subsidize premiums.

Update from the Ad Hoc Committee on Law Enforcement:

Mr. Hogan said he referred to the Texas Commission on Law Enforcement (TCOLE) to obtain information on the general training being taught to Peace Officers. He provided background information on Mr. Todd Geary, who was newly elected as President of NAMI. He said he met with Mr. Geary and the new Executive Director of NAMI, Ms. Athena Trenton to discussed Metrocare's interest in becoming part of the Standardization and Training for the county and ways to collaborate. He said that NAMI is very supportive of what we are trying to do.

Mr. James thanked Mr. Bernstein and Mr. Hogan for their reports.

Update from the Ad Hoc Committee to Review the Center Bylaws and Board Policies:

Mr. James said that the first meeting was held this month to get themselves organized and talk about how they would like to move forward. The meeting was very productive in getting them off and rolling. Relating to this, Mr. James referred to Ms. Thompson to provide an overview on the Indicators of Quality and to educate us on what these are and why they are in the board policies.

Ms. Thompson said that the references to the Quality Indicators were initially set-up for measures specifically for the Board to be able to track different areas or items that are contained in the Board policy. These indicators were there specifically for Board members to monitor the reports presented by executive team members and they could see very solid things that they could look for and wanted to track within the organization.

Over the course of the years there have been Board policies that have been retired, just because center practices have changed or specific things that were occurring within the agency are no longer relevant.

The Board can propose to make policies and policy changes that are consistent with rules and standards appropriate for what is occurring at the time. They can make these recommendations to the Executive Committee or to the Executive Director.

In reply to Mr. James question, she said some of these Indicators track back to when The Texas Department of Mental Health and Mental Retardation (TDMHMR) Management Team took over the Management of Dallas Metrocare Services around 2002. She said she conducted some research and found out that some of these quality indicators go back to the 70's.

Mr. James said that based on the information just received they will look to see if there are any revisions to be made and to see if the quality indicators reflect the best tool to measure where we are here today and moving forward. The next meeting is scheduled for next week. Mr. James asked the Board that if they have any input relating to changes to the Bylaws or Board Policies that they have seen to please communicate that information to him so that they can take this into consideration as they do this work.

Board Liaison Reports:

Intellectual and Developmental Disability Advisory Committee:

Ms. Thompson said the committee met on February 9th and she provided information on the status of enrollments and slots released for the Home and Community Based Services - Medicaid Waiver Program and for the HHSC, Texas Home Living Program. The committee discussed developing an initiative with School Districts to ensure families are receiving adequate information regarding available services at the elementary grade levels. This is in relation to the increase number of families contacting EDU for the Autism Spectrum and finding out that these families had never received adequate information on how to get connected with Metrocare or other Community Centers to be placed on interest lists. The next meeting will be held on May 11th. There were no questions posed for this item.

CONSENT AGENDA:

All consent agenda items are routine by the Board and will be enacted with one motion. There will be no separate discussion of items unless a Board Members so requests, in which event, the item will be removed from consideration as an item of consent business and considered in its normal sequence with the other action items listed below in which case full discussion of the item may occur, as necessary.

- ❖ Acceptance of the January 28, 2021 Regular Board Meeting Minutes

Motion: Mr. James moved to Approve the Consent Agenda as presented. There were no dissenting votes. The motion carried.

CHIEF EXECUTIVE OFFICER

SERVICE PRESENTATION:

Dr. Burruss provided a video presentation of one of our consumers, Ms. Leslie Spicer for today's success story. He said our next video presentation will be brought to the board in April. In the month of March, he plans to do a little bit more exhaustive account of some of the heroic measures that staff took last week to make sure that we had services provided to consumers despite the weather.

ACTION AGENDA ITEM(s):

Consideration to Approve the Chief Executive Officer Report for the FY20 Key Performance Indicator Progress through January 2021:

This report was made a part of the Board Packet. Dr. Burruss discussed his report and answered questions.

Motion: Mr. James moved Acceptance of the Chief Executive Officer Report for the FY21 Key Performance Indicator Progress through January 2021. Dr. Santini second. All were in favor, and the motion carried.

Finance and Administration Reports:

Consideration to Accept the Financial Report for January 2021 (unaudited):

Mr. Buckley referred to page 146756 on his report and reviewed the information.

- The twelve-month forecast shows that we will exceed our revenue targets for the year and our Change in Net Position (Net Income) will also achieve our target for the year.
- Referring to page 146752 he highlighted some things that changed. He said we knew that the NTBHA contract was going to be less than last year and we budgeted down, but we missed by about five percent, compared to what was finalized. As such, We know that those NTBHA revenues will be less than what was put in the budget.
- We also missed on the General Revenue, and we corrected that relative to budget.
- Estimates relating to the DSRIP program. Essentially the FMAP is going to remain at about 69%, as compared to in the original budget we had 62% for the FMAP. Specifically, for that major increase if you look at the grants line on page 146756 where we went from a budget of \$30MM to essentially \$33MM. This is a large amount of money which outweighs things we budgeted down like NTBHA or General Revenue. Mr. Buckley referred to Dr. Burruss statement and the SAMHSA grant saying he did not have enough information to put into the forecast, so he did not make any changes for it. SAMSHA is a 24 month grant that will impact FY21, 22 and 23 and it is expected to be a net positive for the entire financials for these three years.

Ms. Cass replied to Mr. Bernstein's question and said that we should have more visibility on the final specifics on the SAMHSA grant by the next board meeting. She provided information on the implementation process and said there is a lot of ramp up to do with all the systems and reporting that will be required as part of this funding source.

Dr. Burruss said that three months of this funding will be in the current fiscal year and he provided information on how these funds may be distributed.

Motion: Mr. James moved Acceptance of the Financial Reports for January 2021 (unaudited). Mr. Bernstein second. All were in favor, and the motion carried.

Consideration to Approve the Human Resources Report for January 2021:

This report was made a part of the board packet. Ms. Guilford provided information from her report and answered questions on the number of involuntary terminations in the last year. HR was requested to provide more detailed information on turnover by department and job title, access to turnover metrics from Texas Council MHMR facilities, time to hire and staff demographics. HR will report on data obtained to continue discussion on staff trends.

Motion: Mr. James moved Acceptance of the Human Resources Report for January 2021. Dr. Santini second. All were in favor, and the motion carried.

Consideration to Approve the Facilities Services Report for January 2021:

This report was made a part of the board packet. Mr. Buckley introduced Mr. Kevin Boyd, Director of Facilities who reviewed this report including:

- The preparations that were put in place in front of these storm and during the storm.
- Situations with burst pipes at two of our boarding homes and two of our clinic locations and how these were addressed. With the exception of the Westside Family Clinic, our facilities survived without much disruption to clinical services.
- Mr. Buckley provided information on the financial impact to the Center's revenue and said that he would be surprised if it was no more than twenty percent for that week. With this and the insurance this will not be a financial event for us.

- Once the power and heat were restored to the clinic, pharmacy staff returned to the clinic that Saturday and Sunday to get caught up with prescriptions. Mr. Buckley said there was no material deduction to the pharmacy for the week.
- Questions relating to the closure of clinics were answered by Ms. Laos who said there were no clinic closures. Appointments were re-schedule to TeleHealth. When it was established that it was safe to return to the clinics a skeleton crew return to the clinic to attend to walk ins that presented to the clinics.

Hillside Project:

Mr. Buckley said that Mr. Boyd is the point person on the Hillside Project. Mr. Boyd provided information and answered questions. Ms. Ringer added to Mr. Boyd's report and said that now that the storm is gone it will be a couple of weeks for Dr. Burruss, Ms. Cass and herself to show the architectural renderings to the donors and the board. Mr. Boyd thanked Ms. Ringer and Ms. Collins for lending their expertise with zoning issues and city and county contacts.

Grand Prairie clinic update: Mr. Boyd said that construction shut down for several days impacting our schedule, but other than that there was no property damage.

Mr. Buckley said that we are hoping to conduct our next board meeting from the new Grand Prairie clinic located at 1020 S. Carrier Parkway.

Motion: Mr. James moved Approval of the Facilities Services Report for January 2021. Dr. Santini second. All were in favor, and the motion carried.

Provider Services Report:

Consideration of Approval of the Clinical Services Division Report for January 2021:

This report was made part of the board packet. Dr. Hunter said a lot of portions of her report had been previously discussed and mentioned that the SAMHSA grant we received was a 2020 grant, which made us ineligible to apply for a 2022 expansion grant. For the sake of accuracy, she pointed out that it is not \$2MM a year for two years. It is actually \$1,999,992 a year.

KPI 11: Altshuler Center for Education (ACER) total trainees: Dr. Hunter said that since March we have not had trainees on site, not just because we have fewer supervisors on site, but because training institutions have suspended having trainees come into clinics. Our numbers are low at 68 percent, but training institutions have started reaching out to us to make plans for having trainees return. She said she expects to see numbers increase over the next several months.

Motion: Mr. James moved Acceptance of the Clinical Services Division Report for January 2021. Mr. Hogan second. All were in favor, and the motion carried.

Consideration of Approval of the Quality and Authority Report for January 2021: This report was made part of the board packet. Ms. Thompson reviewed her report and the KPIs for the Quality and Authority division. There were no questions posed for this report.

Motion: Mr. James moved Acceptance of the Quality and Authority Report for January 2021. Dr. Santini second. All were in favor, and the motion carried.

Consideration of Approval of the Mental Health Division Report for January 2021:

This report was made part of the board packet. Ms. Laos reviewed the KPIs for the Mental Health Division, noting that service delivery continues to be high in spite of the challenges from the pandemic. Ms. Laos reviewed the progress of CCBHC programs and highlighted that a Clinical Manager for Crisis Services had been hired.

Motion: Mr. James moved Acceptance of the Mental Health Division Report for January 2021. Dr. Santini second. All were in favor, and the motion carried

Strategic Initiative Report:

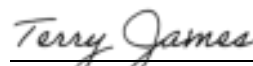
Consideration of Approval of the Strategic Initiative Report for January 2021:

This report was made a part of the board packet. Executive team member, Ms. Ringer reported that the Hillside project planning was moving along but we have had delays in fundraising and city permitting and related applications due to the storms. Meetings are in the process of being rescheduled. The schematic design phase was revised over the last two months to take the slope on the east side of the property further into account. The result is a design that incorporates the green space and landscape to a greater degree than originally planned. We are all very pleased with the outcome and look forward to sharing with the board when the presentation materials are ready from the architects, Todd Howard + Associates. Ms. Ringer reported that over 1500 Care Kits were donated as a result of the Share the Joy Campaign that ended on Valentine’s Day. We exceeded our goal by 50% Ms. Tameka Cass, Chief Development Officer, reported that \$5,940 was donated for the Winter Relief Fund launched in response to the storm. She also highlighted that over time, on the Grants Management Report some of the programs originally funded by grants have been converted to contracts. In an effort to keep the focus on grants, the report was updated to remove those programs that are now contracted. As promised last month, the report now includes tracking of progress toward the Hillside Capital Campaign. Lastly, Ms. Cass and Ms. Ringer reinforced the importance of every board member donating to the agency. Foundations and other funders frequently require a listing of all board members and notations on who has given financially. The amount of the donation is not disclosed, but the notation that we have 100% participation by board members is very important.

Motion: Mr. James moved Acceptance of the Strategic Initiative Report for January 2021. Mr. Hogan second. All were in favor, and the motion carried.

Meeting Adjournment: There being no further business to come before the Board, Mr. James adjourned the meeting at 3:30 pm.

Minutes approved by:



Terry A. James, Chairman

Minutes transcribed by:

Martha L. Toscano

Executive Assistant to the CEO/Board Liaison