



THE FACES OF | *Overcomers* METROCARE

2020 ANNUAL REPORT

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Metrocare

Metrocare is the largest provider of mental health and developmental disability services for Dallas County, serving nearly 55,000 adults and children annually.

As Dallas County's Community Mental Health and Developmental Disability Center, for over 50 years, Metrocare has provided a broad array of services from mental health care, primary care centers, services for veterans and their loved ones, accessible pharmacies, housing, and supportive social services. Alongside the clinical care, researchers and teachers from Metrocare's Altshuler Center for Education & Research lead the way in advancing innovative mental health research while training the clinicians needed to expand the clinical workforce across the state.

MISSION

At Metrocare, we serve our neighbors with developmental or mental health challenges by helping them find lives that are meaningful and satisfying.

TO OVERCOME

is to ascend and prevail amidst great difficulty. An overcomer can look challenge in the eye and conquer it. At its core, Metrocare is an agency of overcomers, faces who embody stories of courage, commitment, and compassion despite an unprecedented year. No one expected the turn of events of 2020 and the impact a virus would have on the day to day of our entire world.

As the pandemic intruded into our homes, our places of work, our schools, and our houses of worship and as we collectively faced prolonged isolation, loss, and grief, the nation cried out that more needed to be done to make mental health care attainable. Yes, more must be done now - more was needed pre-pandemic and the same will be true after. The nation is steadily joining a chorus Metrocare has been singing for the last 50 years.

Every day, Metrocare team members deliver 2,700 clinical encounters. With the mission always clearly in focus, they bring compassionate, evidence-based, trauma-informed care to our community's most vulnerable, care that people depend on and that changes life trajectories.

Every day, our staff open the doors of 14 clinics, while others go into the community and into people's homes to bring services directly to them. In this last year, they found a way to overcome seemingly insurmountable challenges to turn an in-person operation virtual in only days. In a matter of two weeks, our team implemented a virtual platform, procured the necessary PPE to maintain services for nearly 55,000 adults and children, and launched telephonic care for those who only had a phone. The reality is even in moments of crisis, during crippling ice storms, unprecedented pandemics, people will show up at Metrocare's doors.

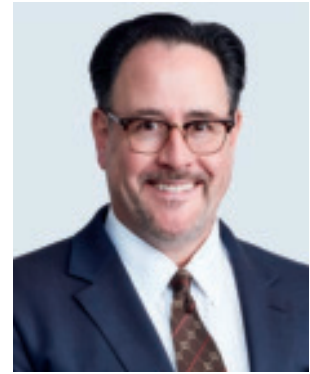
To ensure the safe and consistent delivery of care, our team must also find ways to overcome the many limitations that society places, including obstacles seen and those unseen. They overcome whatever barriers exist to ensure that "no wrong door" will always ring true for those we serve. Obstacles could be forces of nature, generational cycles of poverty, years of systemic injustices, lack of broadband connection, or even more personal obstacles like fear, trauma, and stigma. With programs spanning the spectrum from birth to death, Metrocare sits at the heart of many of these societal struggles. We provide for the fundamental needs of the community so that mental health issues do not lead to other downstream effects that strain public resources.

However, while many services are apparent, it is often the unseen victories that tell Metrocare's greatest overcomer stories - the things that do not happen because Metrocare was here day in and day out. It is the kindergartener joining his peers at school on time because as a toddler Metrocare provided Early Childhood Intervention so he did not lag behind. It is the teenager who goes to college or enters the workforce successfully despite growing up in the foster care system because a Metrocare caseworker provided trauma-informed therapy that helped break a cycle of repeated victimization. It is someone's brother or sister, son or daughter, who continues living at home instead of in an institutionalized setting because Metrocare was there to offer just the right therapy and the right medication for that person to thrive. It is the homeless individual you do not see on the corner because Metrocare's housing team intervened. It is the veteran whose marriage succeeds because she had access to leading PTSD treatment and the support of veteran peers. It is the life-long help provided when one of our neighbors with Down's Syndrome or another intellectual disability outlives their parents. It is in the community partnerships that result in a more just response to individuals experiencing a mental health crisis.

2020 has given all of us pause in one way or another, to consider the unseen forces at work and the nameless faces of people whose heroism and sacrifice have carried our community through the bleak and uncertain days. As you read about Metrocare's impact, the "seen" moments where our staff made a difference, where our clients overcame, consider also the "what could have beens." Consider the moments that still remain silent, the moments of people overcoming huge challenges and making a difference in the lives of others whether they are recognized or not. The moments happening even now.

Thank you for your help and encouragement in this work. It would not be possible without your generous support and partnership.

Sincerely,
John W. Burruss, M.D.



See the faces of Metrocare –
the faces who serve and
are served. Faces unmasking
stories of struggle, of hope,
and of healing. Faces revealing
our families, our friends,
of you and of me. See faces
of minds changing and
those changing minds.
Faces of people overcoming.

Every face tells a story.

METROCARE WALKS WITH YOU.

For the Parent

whose child was just diagnosed with Autism...

For the Teenager

facing depression and considering suicide...

For the Child

acting out at school and struggling to make friends...

For the Formerly Incarcerated

rejoining the community...

For the Brother

battling a substance abuse addiction...

With over 40 programs, Metrocare is here to support families from birth until death, ensuring everyone has access to the trauma-informed behavioral health care our community deserves. Metrocare has a face to serve every stage.

For the Family

whose baby is falling behind developmental milestones...



For the Sister

diagnosed with bipolar disorder...



For the Daughter

with Down Syndrome whose outlived her parents...



For the Homeless

individual living on the street because of unmanaged mental illness...



For the Veteran

suffering with Post Traumatic Stress Disorder...



MENTAL HEALTH

Overcoming Odds To Achieve Even Greater Outcomes

1 in 25 people face a severe mental health challenge. Of the 2.6 million people living in Dallas County, statistically 106,000 people face diagnoses like bipolar disorder, schizophrenia, and major depression. Metrocare's mission is to offer those toughest to treat – those with the most acute challenges, those most vulnerable – trauma-informed, evidence-based mental health care that changes lives.

In 2020, Metrocare as an agency overcame huge challenges. Despite the pressures of the pandemic, increased service demands, and shifting a vastly in-person operation virtual in record breaking time, Metrocare soared to even greater heights. After undergoing rigorous vetting processes, Metrocare achieved two internationally known accreditations that lauded our standards of care and put Dallas on the map as a behavioral health industry leader.

As Dallas County's first Certified Community Behavioral Health Clinic, the national gold-standard for community mental health centers, Metrocare leads the important work of integrating both physical and mental health care. At Metrocare, care is coordinated across a vast provider network to meet the client's needs holistically. Every face and every need matters. Every barrier to care – whether it be housing, transportation, job skills, quality nutrition – can be overcome.

Thanks to Metrocare, every day one more person facing a mental health challenge is closer to healing.

“Metrocare puts a face to someone's brother, sister, daughter, or son – real stories of people overcoming mental health challenges.”

—John W. Burruss, M.D.
Chief Executive Officer

Accredited
February 2020



Accredited
August 2020





The Heart & Soul Of Metrocare

Curtis Bilyeu, a Qualified Mental Health Professional at Metrocare's Lancaster Kiest Clinic, sits across from Ms. Mildred in her South Dallas home listening intently as she described her inability to get out of bed, her lack of interest in the things she once loved, and her long bouts of crying. Ms. Mildred, who had recently lost her husband, blamed her chronic back pain as the cause of her depression. While Curtis recognized the impact her pain and grief had on her mental health, he sensed there was more to her story. Week after week, Curtis went to Ms. Mildred's home and patiently built rapport. He listened, he found resources to meet her needs, and he deployed strategies to help her manage her depression. Until one session when Curtis sat across from Ms. Mildred and asked how she was doing, she replied, "I miss my kids." Curtis knew Ms. Mildred had lost her husband, but her children lived down the street. "Ms. Mildred, what do you mean you miss your kids?" asked Curtis. Ms. Mildred began to share that in addition to the loss of her husband that she had lost three children during infancy – a grief buried deep within, one she never knew how to talk about openly. Curtis began helping her build coping strategies to not only name her grief but also honor it, and after several months of weekly visits and therapy, her depression went from an intensity level 10 to a 2. To Ms. Mildred, Curtis is much more than a caseworker, he is the person who helped bring light and hope back into her life.

Curtis is one of the hundreds of Qualified Mental Health Professionals at Metrocare who every day go into clinics and into people's homes to offer mental health care that makes a difference. Over the last 18 years, Curtis has run the gamut across the mental health profession – from outpatient facilities, hospital neurosurgery floors, group homes, to state hospitals. But to Curtis, Metrocare is different. "Working at Metrocare, I feel like I can make a difference in people's lives," he exclaimed. Other places felt like a rotating door, but "now I am able to start with a client at the

beginning of their journey and see that client be discharged." From start to finish, Metrocare ensures every person has the support needed to heal and thrive. Often times, "our clients think that we are the healer," shared Curtis, when in reality "I am just here to help them identify the skills they already have...to find themselves again." Curtis believes in his clients' abilities to overcome. He believes it because he is part of it; he witnesses the life change personally.

Yet even, Curtis – a mental health veteran and a passionate, larger-than-life person beaming with positivity – felt the strain and the stress of 2020. "I don't think I've ever done more crisis plans. It was really getting to me," he recounted. At one point, Curtis doubled his caseload. The anxiety, the isolation, and loss were exacerbating the struggles of mental illness, making the inability to see a client's body language and connect in person even more of a strain. "There were times when I would go out to my clients' houses just to check on them, even if it was for five minutes and at a distance. For them to see my face, they would light up."

When asked what motivated Curtis to keep going, to keep serving day after day, he shared, "because on the other side of the door is somebody's mom. It's somebody's brother or sister. And if it were my family, I would want someone empathetic taking care of them." Curtis puts a face to trauma-informed mental health care that every individual deserves. He personifies that healing is possible despite the difficulties that our clients and our staff encounter every day, difficulties only intensified by a global pandemic. It is the overcomers like Curtis that make up Metrocare's heart and soul. Because if you asked Curtis, he would say he is not the one overcoming. He would humbly point to his clients and say, they are the overcomers. They are the ones doing the work.

**Metrocare Provided
Evidenced-Based,
Trauma-Informed Mental
Health Services to...**

9,920

Children & Teens

26,254

Adults

8,901

Veterans

2,825

**Housing Insecure or
Homeless Individuals**

*Numbers
represent
unduplicated
client count.



**BREAKING THE
CYCLE IS
POSSIBLE**

Anger. In Denial. Out of Control. Future in question. All words used to describe Carlos before he turned his life around, before he met Metrocare.

Carlos was a teen grappling with generational cycles of trauma and mental illness, a case too often the norm. By the time he was in his early teenage years, Carlos was on a dangerous path, a path that unfortunately landed him in the juvenile justice system. While on probation, Carlos was referred to Metrocare's Wraparound Program, an intensive in-home support program that works to stabilize youth and their entire families. Wraparound is where Carlos first met Patricia, his Metrocare caseworker and Licensed Masters Social Worker, and that is when things began to shift.

"At first, Carlos was in denial of needing services," recounted Patricia. "It took a solid eight months to build rapport with him." Despite his distrust of authority, of his family, of Patricia's intentions, she never gave up. She patiently and persistently supported Carlos. Because underneath the hard exterior and disruptive choices was a young man with great potential.

"I recognized early on that Carlos was very intelligent. If he says he wants to do something, he will put his mind and all his attention to doing it, and he will achieve it."

Carlos needed someone to believe in him, to challenge him to think differently. And think differently he did. Now, Carlos has big plans for himself.

This past year Carlos studied diligently to get his GED, passing all of his tests the first time with flying colors. He is now considering plans to go to college and major in entrepreneurship so he can build his own welding business, which he has already managed to start out of his grandmother's garage.

Life change for everyone is hard. Breaking the cycle is even harder. It requires daily choices to make life look different and an unwavering support system willing to be both cheerleaders and accountability. Carlos continues to make those tough choices for himself every day, and Metrocare is here to support him all along the way. Carlos is the definition of an overcomer.



Metrocare Provided

12,388

Psychiatric Evaluations

15,105

Counseling Sessions

194,253

Medication Management Sessions

2,979

Case Management Sessions

343

Housing Units to 2,825 clients with a co-occurring mental or physical health challenge

110,161

Substance Abuse services, including ambulatory detox and medication-assisted treatment

INTELLECTUAL & DEVELOPMENTAL DISABILITIES

Seeing Potential Over Disability

Metrocare's developmental disability services span across every age and stage of life. From Early Childhood Intervention to our Centers for Children with Autism to Behavior Treatment Services for teens dealing with behavior struggles and mental health challenges to job training for young and older adults to nursing and in-home supports, Metrocare is here to ensure those with developmental or intellectual disabilities thrive.

Disability Programs
Serving Children & Adults
Number of Clients Served

558

Behavior Treatment
Services

78

Career Design and
Development Services

158

Centers for Children
with Autism

1,277

Early Childhood
Intervention

197

Home and Community
Based Services / Texas
Home Living Supportive
Services

*Numbers
represent
unduplicated
client count.

Metrocare is also the Local Intellectual & Developmental Disability Authority (LIDDA) for Dallas County, serving as the front door for every Dallas County resident needing publicly funded support for their loved ones with disabilities. The LIDDA evaluates assessments, coordinates services, and connects families to providers that best meet their individual needs.

LIDDA Served **8,221**
Unduplicated Clients



Life Change Begins At Birth



“To see that smile, to see him playing and doing things like a normal baby has changed our lives,” Ms. Maria Vega shared as she looked with endearment at her 15-month-old son, tears welling in her eyes.

Only one plus year ago, Maria held her newborn baby boy and faced that gut-wrenching moment where she knew something was not right. Baby Enrique could not move his right arm, not at all.

Six weeks later, he could still not move his arm. At that point, Maria had already been to countless specialists. She recounts all being professional, helpful, and providing quality care. But the life change, that came while at Metrocare. Here, she did not just find the support her baby needed, she found family.

Through Metrocare’s Early Childhood Intervention Program, Enrique was surrounded by a team who cared – not only for Enrique but for the entire Vega family.

Enrique’s caseworker, physical therapist, and occupational therapist were committed to celebrating and investing in Enrique’s strengths, rather than seeing his impediments. “They were always involved with us, checking on him, checking on us, whether it be a home visit, by telephone, or video calling. We couldn’t have asked for more,” said Ms. Vega.

After one plus year of intervention, 15-month-old Enrique now uses his arm to play and is even exceeding certain developmental milestones. His smile is infectious, lighting up every inch of space he now holds.

“Metrocare will always be part of our family for all the great things they’ve done for our baby.”

—Maria Vega



COMMUNITY PARTNERS

Building Bridges And Overcoming Gaps

To provide holistic and an integrated model of care hinges on cultivating an expansive network of collaborative partnerships.



Mental Health For
Children & Teens
Number of
Clients Served

9,598

Outpatient Services

201

Re-Entry Services
Juvenile Justice
Involved Clients

340

Intensive Community-
Based Services

*Numbers
represent
unduplicated
client count.



Building The Future

Metrocare's Altshuler Center for Education & Research (ACER), a partnership between Metrocare, UT Southwestern, and 57 other local area education institutions, is the premiere training institution for clinicians entering the behavioral health industry. Building a pipeline of highly skilled behavioral health professionals is critical to expanding long-term access to mental health care. Hands-on, clinical experience is creating the future leaders of Dallas' behavioral health workforce, keeping the best and the brightest here in North Texas.

ACER FY20 Total Served

Advanced Practice Nurses	42
Masters Science Counseling Students	4
Medical Students	16
Paramedics Observers	81
Psychiatric Child/Adolescent Fellows	9
Psychology Students	2
Psychiatric Residents	33
Nursing BSW	20
Occupational Therapist	1
Health & Human Services Leadership	1
Fellows	9
Other	6

Mental Health For Adults Number of Clients Served

22,247

Outpatient Services

4,028

Re-Entry Services
Criminal Justice
Involved Clients

730

Intensive Community-
Based Services

203

Substance Use
Disorder Services

*Numbers represent unduplicated client count.

DONOR SPOTLIGHT

Generosity Impacts

Iraq-Afghanistan Deployment

Grants from the TRIAD (Texas Resources for Iraqi and Afghanistan Deployment) Fund serve veterans who were deployed to Iraq and Afghanistan during the OIF and OEF conflicts. Thanks to the TRIAD Fund, Metrocare housed 18 displaced veterans impacted by COVID-19. Additional support for veterans was provided from the RSRH Family Fund of the Dallas Foundation and from Ralph Santos and Rebecca Hurley.

Creating A Coordinated Mental Health Delivery System For North Texas Veterans

In 2020, Metrocare led a collaborative partnership of five local veteran service organizations who joined forces to expand access to best-in-class mental health care for North Texas veterans and their family members. As the lead partner agency, the Texas Health and Human Services Commission (HHSC) awarded Metrocare \$3,016,000 through the Texas Veterans + Family Alliance (TV+FA) Grant Program to create a coordinated and comprehensive service delivery system ensuring that no veteran falls through the cracks. Through this initiative, the Collaborative served 1,000 veterans and their family members experiencing mental health challenges.



“While our entire community experienced challenges because of COVID-19, our most vulnerable

neighbors felt the full weight of the pandemic. The Dallas Foundation was pleased to partner with Metrocare Services, whose demonstrated commitment and ongoing service to our nation’s veterans made them the ideal recipient of a grant from the Texas Resources for Iraq and Afghanistan Deployment (TRIAD) Fund of The Dallas Foundation, to move veterans experiencing homelessness as a result of the pandemic into supported housing.”

**—Matthew Randazzo,
President & CEO, The Dallas Foundation**

Steven A. Cohen Military Family Clinic at Metrocare

The Steven A. Cohen Military Family Clinic at Metrocare provides evidence-based mental health care to post-9/11 veterans, active-duty service members, and their families, including the National Guard and Reserves. Established in 2016, Cohen Veterans Network, a national nonprofit network of mental health clinics for military families, partnered locally with Metrocare to ensure that every veteran and family member has access to high-quality mental health care. Together, we have served over 2,000 veterans and family members in the North Texas area since opening.

53,833

Total unduplicated served

40,000+

Adults served

13,000+

Children served

*Numbers represent unduplicated client count.



The Steven A. Cohen
Military Family Clinic
at Metrocare



MEADOWS
MENTAL HEALTH
POLICY INSTITUTE



Donor List

Albertsons Safeway <i>(Community Partners Program)</i>	Eric & Michele Martens	Linda & Kenneth Thompson	Sunovion Pharmaceuticals, Inc.
Ally Financial Inc. <i>(Corporate Citizenship)</i>	F. Pierce & Julia Noble	Linda Walkup	T. Howard + Associates Architects, Inc.
AmazonSmile Foundation	Frontstream	Mara Wilson	Taco Deli
Amberjax Fish Market Grill - Trinity Groves	G.L. Seaman & Company	Mary C. Geisler	Tameka Y. Cass
America's Charities	Gelta George	Meadows Mental Health Policy Institute (Okay to Say)	Tammi Abney
Amy Williams, PhD	Gemma Descoteaux	Mesero	Tate Ringer
Andrea Garnett	George Maharis	Mi Camino Restaurante	Terry A. James
Ann Dragon	Goff's Hamburgers	Mr. & Mrs. Philip J. Ritter Charitable Fund	Texas Health and Human Services Commission (HHSC)
Annabelle Williams Catterall	Gregory K. Graves, MD	Muralidhar Kannan, MD	Texas Instruments Foundation
Anne Lawrence	Heidi Vanderlee	Nancy C. Legros	Texas Instruments Inc.
Anthony Jackson	HKS Inc.	Ona Foster	Texas Motor Speedway
Ariana Guilford	Hollywood Feed- Lake Highland	Painting with a Twist	The Communities Foundation of Texas
Art G. Mirzatury, MD	Ill Forks	Pamalla Moes	The Hawn Foundation
Ashly Cothorn, DDS	Image ReNu	Paper Source	The Hoblitzelle Foundation
Bar Taco	ISC Group, Inc.	Park City Club	The Honorable Dr. Theresa M. Daniel
Barbara & Kenneth Bernstein	Jadd & Christina Masso	Paul Burkhalter	The Honorable J.J. Koch
Bellagreen at The Hill	Jane Burruss, PhD, JD	Paypal Charitable Giving Fund	The Lucky Dog Barkery
Beto & Son	Jean Buys	Picasso's Pizza Bar & Grill	The Price Family Trust
Blue Cross Blue Shield of Texas	Jenny Szakonyi	Ragen & Roy Elterman, MD	Texas Toy Run, Inc.
Blue Mesa Grill	Jesse Rivas	Ralph Santos & Rebecca Hurley	Thuy-Dung Ardaman, MD
Boulevardier	Jill Grabowski	Rapscallion	Times Ten Cellars
Brittany Cooley	Jill Martinez	Ray & Edith Martin Charitable Fund	Town of Addison
C3 Christian Academy, Inc.	Jimmy's Food Store	Regina Wearden	Trader Joe's
Cameron Raleigh	John & Lorraine Luna	Renah Blair Rietzke Family & Community Foundation	True Food
Carl & Jamie Weisbrod	John W. Burruss, MD	Rich Buckley	Uber
Carolyn Murray	Karen & John Bennett, MD	RSRH Family Fund of the Dallas Foundation	United Way of Metropolitan Dallas
Catherine Dickinson	Karen King	Run Fierce	Veletta Lill
Chocolate Secrets	Katherine Yoder	Scott Exteriors	Velvia Jones
Clara J. Miller Fund	Kathy Neal	Scott Hayes	Veritas Wine Room
Coby Chase	Katy Trail Ice House	Seasons 52 at NorthPark Center	Waymon Stewart
Congresswoman Eddie Bernice Johnson	Kehinde A. Obikoya, MD	Sevy's Grill	Westwood Trust
Cynthia C. Sample	Keith Youse	Shannon & Fred Cerise, MD	William & Sylvia Zale Philanthropic Fund of the Dallas Jewish Community Foundation
Dee Salinas-Gutierrez	Kendra Scott Designs Inc.	Simmons Sisters Fund	YourCause - Corporate Employee Giving Program
Debbie Frazer	Kenny's Wood East Coast Pizza	Stanley Zareff	
Deedie Rose	Kid Biz/The Biz	Steve Schwartz	
Dwain & Sherry Howard	Kimberly Lonergan	Substance Abuse & Mental Health Services Administration (SAMHSA)	
Eliza Solender	Laura Lewis Duty		
Ellen's	Laurel Johnson		
Employees of the Dallas County Tax Office	Linda & Leslie Secest, MD		
	Linda & Steven Blasnik Philanthropic Fund of the Dallas Jewish Community Foundation		



**A WOMAN CREATING
A MORE JUST
RESPONSE**

The Story Gone Untold!

Behind the Scenes

Jasmine Brown had just taken over as the Clinical Manager of the Lancaster Kiest Mental Health Clinic, when a Parkland social worker, a Dallas Police Officer, and a Dallas Fire Rescue paramedic walked in saying we need help. “We have patients down the street, can we bring them here”? Her response without skipping a beat was “heck yea, let’s do it!”

It was that simple yes – a yes without hesitation – that created a partnership that has saved thousands of lives. The Rapid Integrated Group Healthcare Team, the now well-known RIGHT Care team, was then a brand-new pilot pairing a Parkland social worker, a Dallas Fire Rescue paramedic, and a Dallas Police Officer together to respond to 911 mental health crisis calls. Unbeknownst to all, the RIGHT Care model would produce game changing results, be lauded across the state for its innovation, and scaled across the entire City. Not only does the RIGHT Care model allow social workers to use their expertise of deescalating those experiencing a mental health crisis, it allows our officers to get back out on the street as efficiently as possible. It is building bridges where the health care and justice systems too often fail and remain siloed. “It is restoring a lot of faith in communities, saving a lot of lives, and saving taxpayer dollars,” described Jasmine Brown.

However, the story often gone untold is the one in the very beginning. The story of the woman who said the resounding yes, who committed to make this partnership work, to connect individuals to long term mental health care post crisis, care that stops the cycle and alleviates a strained system.

“I didn’t envision it to be this big,” said Jasmine when recounting that first day. “But once I understood RIGHT Care’s mission and they understood our mission at Metrocare, it just made sense. It was a perfect match.”

As the largest provider of mental health services in Dallas County, Metrocare has the tools to connect those in crisis to stabilizing and long-term mental health care, immediately. We do it every day. So after a RIGHT Care team responded to a crisis call, their next line of defense was often Jasmine. “I think all of Dallas County has my cell phone number at this point,” she laughed. From the moment she receives the call that a RIGHT Care team is in route to the clinic, Jasmine puts her entire team on high alert – from the medical director, to clinicians, caseworkers, and business support staff. The moment the officer and patient walk through

Metrocare’s doors, a room is ready. No waiting in a crowded lobby, no paperwork to fill out, only access to evidence-based psychiatric care and wraparound services that can address a person’s needs holistically and on an ongoing basis.

“The most amazing part of this partnership is all of these separate entities – the social worker, paramedic, police officer, and our clinicians – staffing the cases together as a treatment team,” said Jasmine. “The partnership works because each entity recognizes their critical role to play.”

An example: Late one Friday afternoon, RIGHT Care brought in a client, let’s call him Mr. John Doe. Jasmine and the police officer knew Mr. Doe was not ok. However, he deeply feared going to the hospital. In coordination with Mr. Doe, the team worked out a compromise. Metrocare provided him with the stabilizing medication he needed immediately in the clinic, arranged for him to stay in Metrocare housing with wraparound support, and set a follow-up appointment for him first thing the next Monday morning. The RIGHT Care team committed to check on him over the weekend. Saturday morning, Jasmine gets a call. Mr. Doe was in crisis yet again, but the RIGHT Care team was there. “Without us working together and going the extra mile, he may not have made it until Monday.”

“Often times it is not what we hear but what we do not hear that shows the program is working and lives are being changed.” Silence, more often than not, means gaps are being filled. Lives are being saved. It is the silence, that quiet continuum, where Metrocare’s mission rings the loudest. It is often the stories of the quiet heroes that make the largest impact – stories not looking to be told but capture hearts unparalleled. It is individuals like Jasmine Brown or like the many officers who in their personal time bring clothes, food, and offer transportation to those we serve that make the difference. These are the unrecognized heroes, these are the people committed to seeing justice become closer to home.

Justice requires taking big leaps, and it is often and rightly recognized in the monumental moments. Yet, let us not miss the incremental ones, the everyday choices that make the world look different. The “yeses” that change lives.

720,164

Clinical encounters

2,759

Total daily visits

81%

of Metrocare staff are
People of Color, mirroring
the population we serve

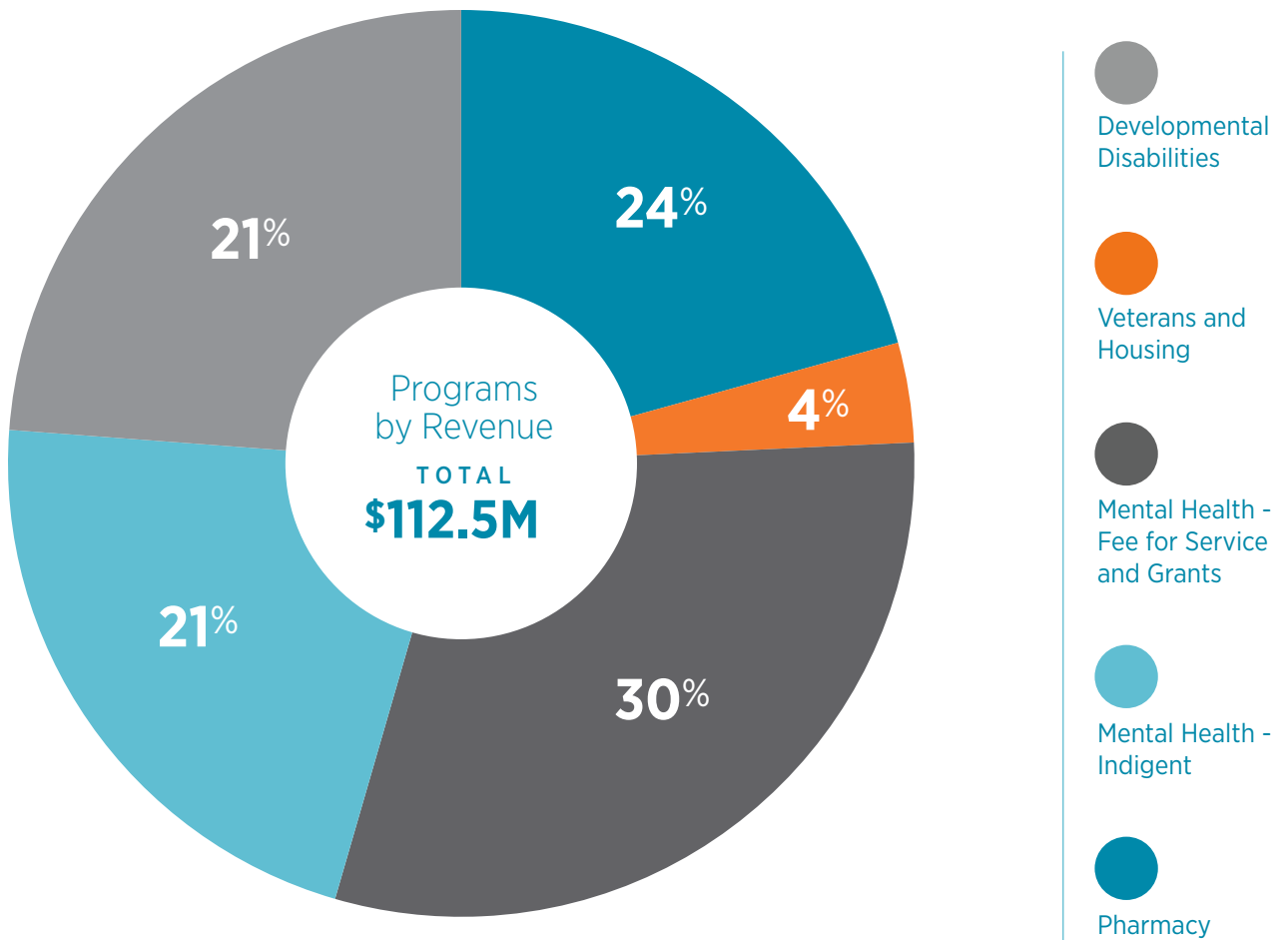
STATEMENT OF NET POSITION

August 31, 2020

ASSETS	TOTAL \$
Current assets	
Cash and investments	4,676,617
Accounts receivable	4,725,861
(Net of allowance for doubtful accounts)	
Receivables from other governments	2,892,726
Inventories	1,107,976
Prepaid items	522,671
Restricted investments	5,275
Total current assets	13,931,126
Noncurrent assets	
Restricted investments	128,025
Accounts receivable	1,971,429
Nondepreciable capital assets	1,245,758
Depreciable capital assets, net	8,322,460
<i>Total noncurrent assets</i>	<i>11,667,672</i>
Total assets	25,598,798
Deferred outflows of resources-sales leaseback	397,441
LIABILITIES	
Current liabilities	
Accounts payable	3,263,953
Accrued payroll and payroll taxes	2,654,413
Other current liabilities	1,146,846
Unearned revenue	2,664,692
Accrued compensated absences	1,026,165
Capitalized leases	352,745
Total current liabilities	11,108,814
Noncurrent liabilities	
Capitalized leases	2,329,687
Accrued compensated absences	3,078,493
<i>Total noncurrent liabilities</i>	<i>5,408,180</i>
Total Liabilities	16,516,994
Deferred inflows of resources-sale leaseback	664,533
NET POSITION	
Net investment in capital assets	6,885,786
Debt service	5,275
Center for Education and Research	128,025
Unrestricted	1,795,626
Net position, beginning	4,668,559
Change in net position	4,146,153
Net position, ending	8,814,712

STATEMENT OF ACTIVITIES

August 31, 2020



REVENUES	TOTAL \$
Program revenues	
Charges for services	72,648,649
Operating grants contributions	39,817,373
Total revenues	112,466,022

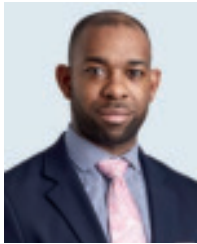
EXPENSES	
Mental health	82,941,305
Intellectual disability authority	11,105,904
Developmental disability provider	8,856,506
Administration	5,239,091
Interest on long-term debt	177,063
Total expenses	108,319,869

CHANGES IN NET POSITION	
Change in net position	4,146,153

Amounts are derived from Metrocare's audited financial statements as of and for year ending August 31, 2020. Available upon request.

BOARD OF TRUSTEES

Established in 1967, Metrocare is governed by a nine-member Board of Trustees appointed by the Dallas County Commissioners Court.



**Terry James,
Chairman**

Appointed By:
Commissioner
John Wiley Price



**Dr. Leslie Secrest,
Vice Chairman**

Appointed By:
Joint Commissioner
Appointment



**Dee Salinas-Gutierrez,
Secretary**

Appointed By:
Commissioner
Dr. Elba Garcia



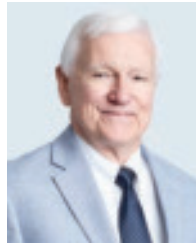
Jill Martinez

Appointed By:
Joint Commissioner
Appointment



Kenneth Bernstein

Appointed By:
County Judge
Clay Jenkins



Dave Hogan

Appointed By:
Commissioner
Dr. Theresa Daniel



Peter Schulte

Appointed By:
Commissioner J.J. Koch



Dr. Noel Santini

Appointed By:
Joint Commissioner
Appointment



Anthony Farmer

Appointed By:
Joint Commissioner
Appointment

EXECUTIVE LEADERSHIP



John W. Burruss, M.D.

Chief Executive Officer



Linda Thompson

Chief Operating Officer



Rich Buckley

Chief Administrative Officer /
Chief Financial Officer



Judith Hunter, M.D.

Chief Medical Officer



Kelli Laos, LCSW

Chief Clinical Officer



Tate Ringer

Chief Strategy Officer



Metrocare