



## NOTICE

**Metrocare Services, Quality and Authority Services Committee will meet on Tuesday, April 25, 2017 at 12:45 p.m.** The meeting will be held at 1345 River Bend Dr., Dallas, TX 75247(2<sup>nd</sup> Floor - Administrative Conference Room).

If you need additional assistance to effectively participate in or observe this meeting, please notify the Administrative Office at 214.743.1201, at least 72 hours prior to this meeting so that reasonable accommodations can be made to assist you.

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.

(vacant), Chairman  
Quality and Authority Services Committee

Mrs. Jill L. Martinez, Madame Chairman  
Board of Trustees

By: Martha L. Toscano  
Executive Assistant to the CEO/Board Liaison

# AGENDA

## METROCARE SERVICES

Quality and Authority Services Committee Meeting  
Tuesday, April 25, 2017 at 12:45 pm  
1345 River Bend Drive / Dallas, TX 75247  
(Administrative Conference Room)

**Committee Members:**  
(vacant), Madame Chairman  
Ms. Dea Salinas Gutierrez  
Ms. Jill L. Martinez, ex officio

Jill Martinez

- I. CALL TO ORDER
- II. CITIZEN COMMENTS (Please limit to 3 minutes)
- III. ISSUES TO BE CONSIDERED

- 1. ❖ Recommendation of Acceptance of the March 23, 2017 Quality and Authority Services Committee Meeting Minutes

### QUALITY MANAGEMENT REPORTS

Recommendation of Acceptance of the Quality Management Report for March 2017

Linda Thompson

- 2. ❖ The chief operating officer will present the performance of the Dallas County Local Authority (LA), a part of the Center, including its financial performance, its clinical performance, and its performance on quality oversight, and also management plans to address deficiencies therein.

Ratana K. DeLuca

- 3. ❖ Recommendation of Approval of Revision to Board Policy 1.04  
The chief compliance officer will present the recommended changes to Board Policy 1.04 on the Chief Executive Officer

### IV. MEETING ADJOURNMENT

❖ Designates items on which the Board may take action

**METROCARE SERVICES**  
**Quality and Authority Services Committee**

**MEETING MINUTES of Thursday, March 23, 2017**

A regular meeting of the Quality and Authority Committee convened at 1345 River Bend Drive, Dallas, Texas (Mustangs Conference Rm).

- I. CALL TO ORDER:** Ms. Martinez called the meeting to order at 12:41 pm. A quorum was present.

**Members Present:** Dee Salinas Gutierrez and Jill Martinez, ex officio.

**Staff Present:** Dr. Buruss, Linda Thompson and Ratana K. DeLuca.

**Guest Present:** Claudia Vargas from Commissioner Theresa Daniel's office.

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

**III. ISSUES TO BE CONSIDERED**

❖ **RECOMMENDATION(S) FOR APPROVAL:**

**QUALITY MANAGEMENT REPORTS**

- 1. Approval of the February 23, 2017 Quality and Authority Services Meeting Minutes:** This report was made a part of the packet. Ms. Martinez called for any changes or corrections to the February 23, 2017 minutes.

Motion: Ms. Salinas Gutierrez moved to approve the February 23, 2017 meeting minutes as printed. All were in favor, none opposed. The motion carried by unanimous consent.

- 2. Recommendation of Approval of Quality Management Report for February 2017:** This report was made part of this packet. Ms. Thompson provided a verbal summary of her report. There were no questions posed for this item.

- 3. Recommendation of Approval of FY17 Second Quarter Reports on Service Delivery:** This report was made part of this packet. Ms. Thompson provided a verbal summary of the FY17 Second Quarter Reports on Service Delivery.

- 4. Recommendation of Approval of FY17 Second Quarter Reports on Quality Management and Research:** This report was made part of this packet. Ms. Thompson provided a verbal summary of the FY17 Second Quarter Reports on Quality Management and Research.

Motion: Ms. Salinas Gutierrez moved Acceptance of the Quality Management Report for February, the FY17 Second Quarter Reports on Service Delivery, and the FY17 Second Quarter Reports on Quality Management and Research. All were in favor, none opposed. The motion carried by unanimous consent.

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5. **Recommendation of Acceptance of FY17 Second Quarter Report on Compliance:** This report was made part of this packet. Ms. DeLuca provided a verbal summary of the FY17 Second Quarter Report on Compliance.

Motion: Ms. Salinas Gutierrez moved Acceptance of the FY17 Second Quarter Report on Compliance. All were in favor, none opposed. The motion carried by unanimous consent.

- IV. **ADJOURNMENT:** There being no further business to come before the committee Ms. Martinez adjourn the meeting at 1:12 pm.

Minutes transcribed and distributed by:  
Martha L. Toscano  
Executive Assistant to the CEO and the Board

**❖ Recommendation of Acceptance of the  
Quality Management Report for March  
2017**



## BOARD COMMUNICATION

<b>AGENDA ITEM</b> Quality and Authority Services Report	<b>BOARD MEETING DATE</b> April 25, 2017
<b>PREPARED BY</b> Linda Thompson, Chief Operations Officer	<b>DATE PREPARED</b> April 14, 2017

### **Significant Events for the Month of March:**

The Health and Human Services Commission (HHSC) conducted the annual Quality Assurance Review for the Local Intellectual and Developmental Disability Authority (LIDDA). The review included a documentation desk review of the Planning Network Advisory Committee (PNAC) Functions, Permanency Planning and Priority Population Verification.

The Contract Accountability and Oversight (CAO) Team then spent two weeks on site to review the LIDDS' level of compliance with service coordination program standards for the following areas:

- Community First Choice
- General Revenue
- Home and Community Based Services Waiver
- Pre-Admission Screening and Resident Review
- Texas Home Living Services Waiver

The review team conducted interviews with service recipients, the Rights Protection Officer and staff from Human Resources.

Respectfully Submitted,

Linda Thompson, COO  
[Linda.Thompson@metrocareservices.org](mailto:Linda.Thompson@metrocareservices.org)

**Quality Management Priority Metrics  
March 2017**

**Pursue operational excellence**

a) External program reviews result in continued certification and contract renewal.

**Progress:** The Beacon Health Options, Inc. Program Integrity Department completed the Program Integrity audit for Metrocare Services for the audit review period, January 1, 2016 through January 1, 2017. The findings indicate an error rate of 0%, which meets the error rate threshold of 10% established by Beacon.

**Audit Results for records reviewed:**

**Audit Sample Detail**

<b>Claims Reviewed</b>		<b>Claims Reviewed without Error</b>		<b>Claims Reviewed with Error</b>	
Total Claims	25	Claims without Error	25	Claims with Error	0
Total Amount	\$847.07	Amount without Error	\$847.07	Amount with Error	\$0

**Internal Controls Assessment Survey:**

An Internal Controls Assessment Survey (ICAS) was utilized to gain an understanding of Metrocare's internal control procedures and to ensure adequate controls against fraud, waste and abuse. There were no errors found during the audit which indicates Metrocare has adequate internal controls in place to meet the 10 percent error rate threshold established by Beacon.

**Pursue excellent and demonstrable clinical outcomes**

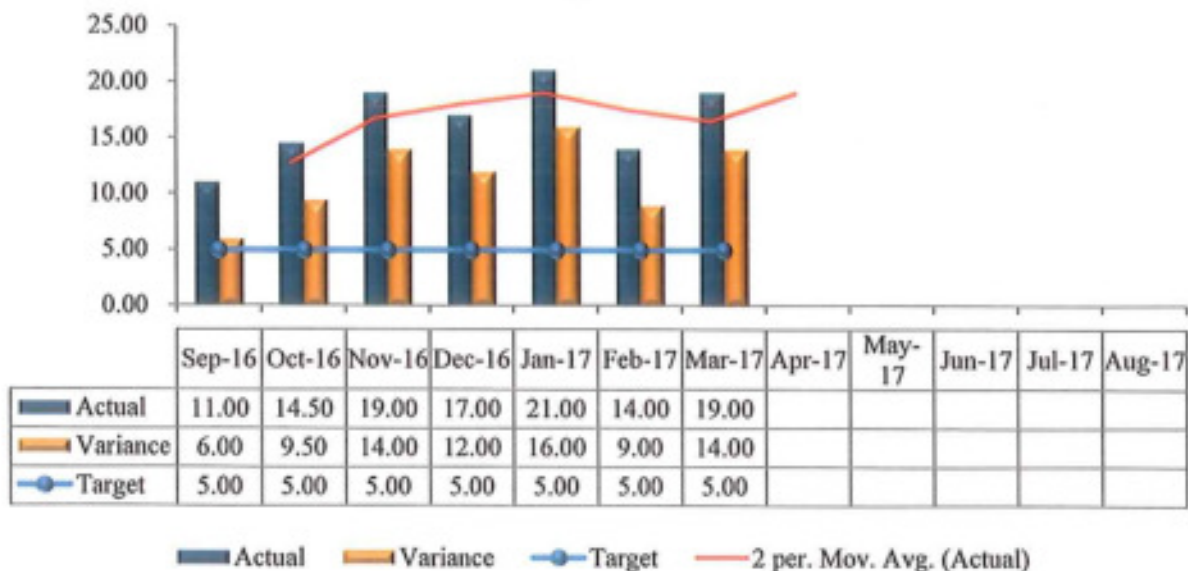
a) EDU appointment available within five working days

**Goal:** Five day average from contact to appointment

This month: 19 days average

Twelve month average: 13 days

### FY2017 - EDU Appointment Wait Time

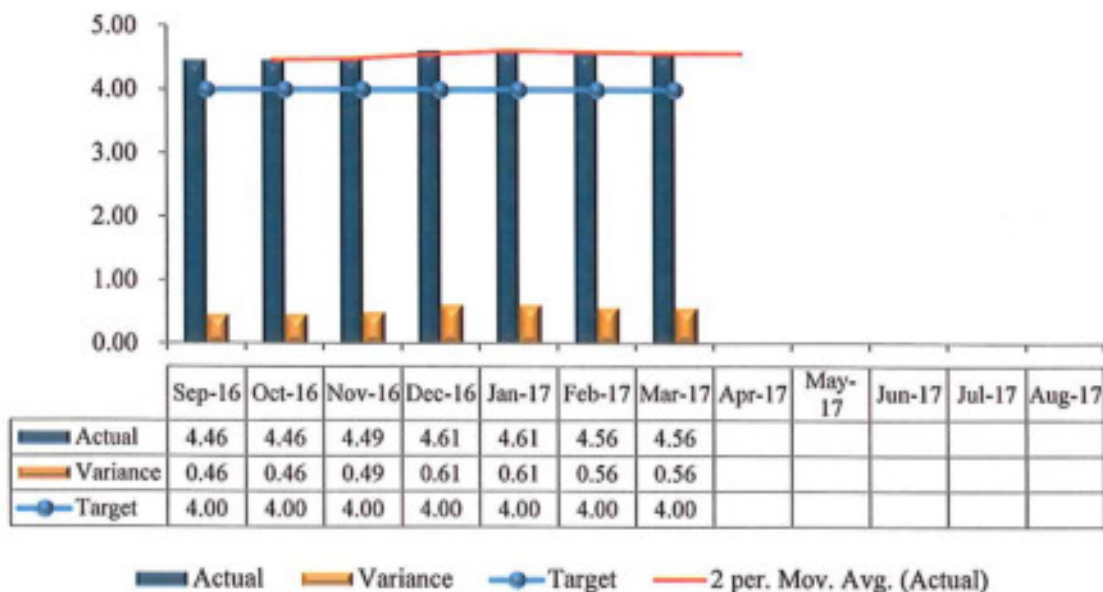


**b) "Overall" consumer satisfaction rate > 4.0**

Most recent quarter (2nd): MH: 4.37+/- 0.04    DDP: 4.89 +/- 0.09    LA: 4.43+/- 0.06

Twelve month average: MH: 4.34    DDP: 4.65    LA: 4.52

### FY2017 - "Overall" Consumer Satisfaction Rate



**e) Consistent Progress towards Accreditation:**

The Cohen Veterans Network (CVN) hosted a kick-off call for the Commission on Accreditation of Rehabilitation Facilities (CARF) accreditation process at Metrocare's Cohen Clinic. CVN plans to have the accreditation process completed by the first quarter of 2018.



CARF International is an independent, nonprofit accreditor of health and human services in the following areas:

- aging services
- behavioral health
- child and youth services
- employment and community services
- medical rehabilitation
- opioid treatment programs

The ACJIC/CARF Champions are working to meet the timeline identified by CVN.

### Critical Incidents

1. Confirmed Class I Abuse/Neglect Incidents

Goal: 0 Actual: 0

2. Confirmed Abuse/Neglect

Goal: 0 Actual: 0

There were eight allegations of abuse reported for the month of March.

3. Confirmed Complaints

Goal: 0 Actual: 11

Total Number of Complaints: 35

Plan: Complaints included the following:

- Appointment Time
- Billing Issue
- Delay in Service
- Misplaced Document
- Unprofessional staff
- Wait Time

4. Deaths- MTT Service Recipients:

Goal: N/A Actual: Six

5. Deaths- DD Service Recipients :

Goal: N/A Actual: Four

**❖ Recommendation of Acceptance of Revision to  
Board Policy on the Chief Executive Officer 1.04**



## BOARD COMMUNICATION

<b>AGENDA ITEM</b> Revised Board Policy on the Chief Executive Officer 1.04	<b>BOARD MEETING DATE</b> April 25, 2017
<b>PREPARED BY</b> Ratana Kong DeLuca, Chief Compliance Officer	<b>DATE PREPARED</b> April 12, 2017

### BACKGROUND INFORMATION:

In order to ensure that the Board of Trustees (the "Board") of Metrocare Services ("Metrocare") has an updated policy that establishes the delegation of power to Metrocare's Chief Executive Officer ("CEO") allowing the CEO to adequately fulfill the CEO's duties, responsibilities, and obligations to effectively administer Metrocare's programs and services, the CEO proposes the amendment of the following board policy:

- Board Policy on the Chief Executive Officer (1.04)

The original version and proposed amended version of the above-referenced policy are attached for your review and approval.

The proposed Board Policy on the Chief Executive Officer made the following substantive changes:

- Include language that the CEO has the authority to delegate designated duties and authority to certain Metrocare staff

The proposed Board Policy shall be reviewed at least every five (5) years pursuant to Metrocare Board of Trustees Policy 1.02.

## METROCARE SERVICES

### POLICY OF THE BOARD OF TRUSTEES

**Policy Area:** Board Governance

**Subject:** Policy on the Chief Executive Officer 1.04

**Effective Date:** 9/22/81

**Amended:** ~~2/24/2011~~ [4/25/2017](#)

**Purpose:**

To implement the statutory duty of the appointment of a Chief Executive Officer and the delegation of power to carry out the Chief Executive Officer's duties and responsibilities.

**Relationship to Mission/Goals/Values:**

The achievement of Metrocare Services' ("Metrocare"<sup>ss</sup>) mission, goals, vision and objectives of, commences with the delegation of authority to the Chief Executive Officer.

**Statutory Reference:**

- Texas Health and Safety Code, Chapter 534, Subchapter A, § 534.001.
- Texas Health and Safety Code, Chapter 534, Subchapter A, § 534.008.
- Texas Health and Safety Code, Chapter 534, subchapter A, § 534.010.
- Texas Health and Safety Code, chapter 534, Subchapter A, § 534.011.

**Policy:**

The Board of Trustees shall appoint a Chief Executive Officer and grant to said Chief Executive Officer the necessary power and authority to administer Metrocare programs in order to achieve Metrocare mission, goals, vision and objectives.

The Board of Trustees shall annually report the Chief Executive Officer's total compensation and benefits to the Dallas County Commissioners Court ("Court"). The Chief Executive Officer is authorized to send this information to the Court on behalf of the Board.

The Chief Executive Officer, acting within limitations established by Board Policy and directives, has authority to:

- Implement policies of the Board;
- Direct the actions of Metrocare [Staffstaff](#);

- Assign and utilize Metrocare resources;
- Employ, train and discharge Metrocare Staff-staff to administer the community center's programs and services, including negotiating terms of employment and severance consistent with Board Policies and within approved budgetary constraints;
- Designate and delegate certain duties and authority to certain Metrocare staff to:
  - Negotiate and execute designated contracts, agreements, collaborations, or other transactions that binds or obligates Metrocare as a whole;
  - Have signatory authority for designated matters;
  - Publically comment, provide statements, or make appearances on behalf of the Chief Executive Officer; and
  - Perform other duties or exercise other authority as designated to the extent permitted by law.
- Present to the Board a formal, written management structure with defined responsibilities and authorities that is consistent with Board policy and directives; and
- Perform all other duties customarily delegated to a chief executive officer.

The Chief Executive Officer will serve as a full-time executive officer by devoting his/her best efforts and professional services to the interests of the Board and of Metrocare. Such services shall include the accomplishment of the following duties:

- Assisting the Board in examining and developing policies and Metrocare programs;
- Implementing the policies and programs of the Board through administrative procedures, personnel actions, and the exercise of executive authority over Metrocare resources and personnel;
- Representing Metrocare to the community, governmental bodies and the human service network of agencies, associations and individuals in a manner that favorably reflect upon the Board and Metrocare;
- Administering Metrocare finances according to the Board approved budgets;
- Ensuring that personnel are employed and managed in a manner to achieve Metrocare service objectives;
- Referring to the Board all issues, concerns, and problems, which require Board consideration or action consistent with existing, Board policies;
- Meeting with the Board and Board Committees as necessary to conduct the successful administration of Metrocare programs;
- Providing the Board and Board members with staff assistance and information necessary to aid them in the performance of their responsibilities;
- Following (within legal and reasonably interpreted ethical standards) the policies and executing the directives of the Board acting as a body, though not of any individual Board member unless said member is acting within a scope of authority properly and specifically set forth by the Board; and
- Providing the Board with a monitoring system adequate to assure the Board that its policies are implemented.



The Board will be responsible for conducting an annual performance evaluation of the Chief Executive Officer. This evaluation shall cover the multi-faceted responsibilities of the Chief ~~Execution-Executive~~ Officer as outlined in his Contract of Employment. In addition to the Chief Executive Officer's responsibilities related to directing the day-to-day operation of Metrocare, the evaluation shall also assess his/her ability to ~~interface-engage and interact~~ with other mental health and developmental disability organizations, advocacy groups, appropriate governmental entities, and the Board of Trustees in an ~~appropriate-effective~~ and efficient manner.

The performance evaluation process will be as follows:

- The performance evaluation process will occur near the end of each fiscal year and will review the CEO's performance over the prior fiscal year. The format of the performance evaluation will be as described in administrative procedures and will be consistent with the evaluation process used for other senior managers and employees of Metrocare.
- A Performance and Compensation Committee, ~~emposed-comprised~~ of the Board Chairperson and other Board members selected by the Chairperson will review the results of the performance evaluation process and make recommendations to the full Board of Trustees for its approval regarding compensation changes, any plan of action for performance improvement, and proposed criteria for the next performance period.
- The Board Chairperson will meet with the Chief Executive Officer ~~and the Chief Executive Officer-who~~ will be furnished ~~with~~ a copy of ~~the-his/her~~ performance evaluation and the criteria developed for the next performance evaluation.

## METROCARE SERVICES

### POLICY OF THE BOARD OF TRUSTEES

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  - Publicly comment, provide statements, or make appearances on behalf of the Chief Executive Officer; and
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# MEETING ADJOURNMENT