



BOARD MINUTES
March 22, 2018

METROCARE SERVICES
Board Meeting Minutes
March 22, 2018

A Regular Meeting of the Board of Trustees met on Thursday, March 22, 2018.

Board Members Present: Jill L. Martinez, Madame Chairman
Dr. Leslie H. Secrest, Vice chairman
Corey Golomb, Secretary
Dee Salinas Gutierrez.
Terry James
Jane Hamilton
Lane Conner

Board Members Absent: Dr. Irie Session
Jasmine Crockett

Staff Present John W. Burruss, M.D., CEO
Linda Thompson, COO
Judith Hunter, M.D., CMO
Richard Buckley, CAO/CFO
Ken Medlock, VP of Business Development
Kelli Laos, VP of Provider Services
Ratana K. DeLuca, CCO
Kevin Boyd

Others Present: Joel Geary, Michael Carr, Brooks Love and Walter Taylor

CALL TO ORDER:

Ms. Jill Martinez welcomed everyone and called the meeting to order at 1:42 pm.; a quorum of Board members was present.

CITIZEN COMMENTS: There were no citizen comments.

ISSUES TO BE CONSIDERED:

Consideration of Acceptance of the Minutes of February 22, 2018 Regular Board Meeting -

The minutes were included in the board packet. Ms. Martinez referred to page 144363 under the Comments from the Chairman and said that under the wording "The Meal for the Minds still needs recruits" this should be changed to reflect that at the last board meeting she said there was no interest in this committee and we would not be having this committee. Ms. Martinez called for a motion to accept the February 22, 2018 board meeting minutes as corrected.

Motion: Made by Mr. James and seconded by Ms. Golomb for Acceptance of the February 22, 2018 board meeting minutes. The motion was approved by unanimous consent.

COMMENTS FROM CHAIRMAN:

Ms. Martinez said she did not have a typed out report today and presented the following information:

- On March 21, 2018 she attended the Metro Dallas Homeless Alliance State of the Homeless in Dallas County. A link with the slides of that meeting were sent to Dr. Burruss and Ms. Thompson in case someone would like to have them.
- Ms. Martinez said the elections will occur in just a minute, but she wanted to say that she's stepping down as Chair of the board and if she is replaced by Commissioners court, according to the Bylaws that were changed a few years ago, she will remain on the board in an ex-officio position at the discretion of the new Chair. She said she has much more historical knowledge than anyone else at the table. She said how proud and honor she is of having served as the chair of this board. For her it is bitter sweet, but it will be nice not to have to do the reports. She said there is a lot that has been so unbelievably rewarding. Ms. Golomb thanked Ms. Martinez for her services on the board.

Annual Election of Officers in Accordance with Board Policy 1.06

Ms. Martinez announced that during the month of March the Board elects new officers and opened the floor for nominations for Board Chair.

Board Chairman: Mr. Connor nominated Mr. Terry James for the position of Board Chairman. There were no other nominations. The vote was unanimous for Mr. James to hold the position of Board Chairman. Mr. James was elected by acclamation.

Vice-Chair: Ms. Salinas-Gutierrez nominated Ms. Corey Golomb for the position of Vice Chair. There were no other nominations. Ms. Golomb was elected by acclamation.

Secretary: Ms. Golomb nominated Ms. Dalia "Dee" Salinas-Gutierrez for the position of Secretary. There were no other nominations. Ms. Salinas Gutierrez was elected by acclamation.

Ms. Martinez presented Mr. James, as new chairman a binder containing a summary of Robert's Rules and the last list of acronyms. Ms. Martinez said that Mr. James could take over after we adjourn.

CALENDAR OF EVENTS:

- **Board meeting** - Thursday, April 26, 2018. Board training will begin at 1:00 pm and the board meeting will follow at approximately 1:30 pm. Same site. Ms. Martinez emphasize the importance of attending the board trainings.
- **Texas Council Annual Conference** – Wednesday, June 20, 2018 – Friday, June 22, 2018. The meeting will be held at the Sheraton, Dallas. Metrocare will be the hosting this year's event.

BOARD LIAISON REPORTS:

Intellectual and Developmental Disability Planning and Network Advisory Committee; Chairman, Ms. Sharlann Adams; Board Liaison, Ms. Corey Golomb.

Ms. Golomb said the committee tried to meet twice. While the meeting did not have a quorum, Ms. Golomb said she was very impressed with Ms. Sarah Loera's presentation about a proposed plan to prepare clients while on the wait list for services. Ms. Golomb referred to Ms. Thompson for the details. Ms. Thompson said there is a large demand for services for children with autism in the county and our CCAM program has 61 families waiting to get in. To address this issue Ms. Loera created a proposal plan and kept the families engaged so that they can begin to address behaviors while waiting for an opening in the program and to make them aware of what to expect in the next six to 12 months. Ms. Loera is planning an Open House to provide additional information.

CHIEF EXECUTIVE OFFICER REPORT:

Services Presentation – Dr. Burruss introduced Ms. Selena Milles from the Early Childhood Intervention (ECI) program.

Ms. Milles presented the success story of a 4 month old she referred to as "Sam". She said when Sam begin services with us he was at 85 percent in reception and response. His service provider noticed that when Sam drank his juice he would choke and she ordered a swallow study which came back with an aspirating diagnosis. He was provided with swallow therapy and has since graduated from the program. Mom called to say he shows no delays across board and now talks all the time. Ms. Miles closed her presentation by saying the program has over 470 kids a day and asked the board for questions.

Ms. Martinez asked if the number of children in the program were able to be ready for kinder. Ms. Miles said yes and added that most do not need educational support. She also said that last year, 15 percent of kids were discharged early.

Ms. Hamilton asked about getting a report on the number of children served and stats on where they're at after 36 months. Dr. Burruss said the number served is on the board report every month and we will come back with some stats on the success rates above and beyond of what is provided routinely.

The board and Dr. Burruss thanked Ms. Milles for their presentation.

Ms. Martinez broke the board meeting at 2:08 pm in order to go into Executive Session. She excused everyone from the board meeting except for the Commissioners ex officios and the staff that were required to stay. Staff will be notified when to return to open session.

EXECUTIVE SESSION:

Announcement of Closed Session in accordance with Subchapter D, Section 551.071 of the Texas Open Meeting Act (Chapter 551 of the Texas Government Code) to receive advice from counsel about pending or contemplated litigation and/or settlement, and Section 551.074 for the purpose of discussing personal matters. The meeting closed at 2:08 pm.

- Update on Information Privacy and Security Incidents
- Update on CEO Evaluation process

Return to Open Session: Ms. Martinez reconvened the meeting at 4:08 pm and declared that no action was taken during closed session.

Consideration of Acceptance of Chief Executive Officer Report for FY18 Key Performance Indicators through February 2018: This report was made a part of the board packet.

Dr. Burruss said that in light of the hour he would not go into detail on his report, but referred to a handout of America Serves Report for 2018. He said one of the pages is marked and it specifies Metrocare's participation on America Serves. He said this is another Veterans Program in which we're going to lead the way for North Texas. Dr. Burruss asked if anyone had any questions on his report.

Ms. Martinez referred to Strategy I on page 144364. Dr. Burruss said we have an entire budget discussion coming up in the Finance section and this will be discussed. Ms. Martinez said she wants to speak to Dr. Burruss about the Irving Behavioral Health Leadership Team. Dr. Burruss said that this is the one that Marlene Buchanan represents that was mentioned on the phone.

Mr. James asked where we stand with the Munis upgrade. Dr. Burruss said he thought we were complete with implementation of version 11-3. Mr. Buckley said we are not quite complete with the upgrade because Chase Bank had not provided final approval on the form of the printed checks. Otherwise, the implementation is finished.

Motion: Made by Ms. Golomb and seconded by Ms. Salinas-Gutierrez to Accept the Chief Executive Officer Report for February 2018. The motion carried by unanimous consent.

Ms. Martinez called on Dr. Secrest to present the Finance and Administration Reports.

FINANCE AND ADMINISTRATION REPORTS:

Dr. Burruss asked permission to move the order of the agenda to allow Ms. Diane Terrell to present the Audited Financials for FY2017.

Consideration to Receive the FY 2017 Audited Financial Statements ending August 31, 2017: This report was made part of the board packet. Dr. Burruss introduced Ms. Diane Terrell from the audit firm of Eide Bailly, LLP. Ms. Terrell expressed her appreciation for the cooperation that was extended to them by staff.

Ms. Terrell presented the financial audit report highlighting numerous financial metrics such as net position and changes in net position for the various funds and the agency as a whole.

Ms. Terrell referred to material internal control findings presented in the Single Audit report. Each of the three findings were discussed with the material portion being related to 2017- B prior period adjustment. Specifically this finding relates to the application of GASB rules for the XenatiX project. Metrocare accounted for XenatiX under the GASB rules under the fiscal 15 and 16 audit reports. In the opinion of our new auditor Eide Bailly, FASB accounting rules

should have been used. Metrocare ultimately agreed with the application of FASB rules however, we do not agree that this change in accounting rises to the level of an internal control weakness.

Ms. Terrell concluded her presentation and expressed her appreciation to the Finance and accounting staff for producing the information requested in short notice.

Ms. Martinez asked Dr. Burruss and Mr. Buckley to speak about the 2017 audit and the material weakness. Dr. Burruss asked Ms. Martinez to be more specific and she said there were no material weaknesses in the past or previously. Dr. Burruss indicated that there was one material weakness in our Audit findings from 2016, Mr. Buckley said there were actually two material weaknesses last year.

Dr. Burruss with regards to restating fiscals 15 and 16 which he believes is the most relevant to this particular topic, Metrocare received independent audit reports from our prior auditor which sanctioned the GASB accounting treatment. Dr. Burruss reiterated it is the opinion of Eide Bailly that FASB accounting rules should apply. We had a great deal of dialogue about this over the course of the fall and winter. In the end it was agreed that it was probably the better accounting standard to employ.

Mr. James asked what the basis of the struggle was for management to come to a consensus on how to handle this. Dr. Burruss said that in John Burruss' opinion, whereas one might imagine that accounting standards are clear and easily applicable, his experience of this working with our accounting team is that there was a great deal of potential variability and interpretation of what the standards said and when you would use them. Certain aspects, like commercial liability is a term that has different accountants and different people may interpret in different ways. Whereas we had look at certain aspects of our accounting and applied the governmental rules as we would have for the eternity of this organization. Looking elsewhere you find other things that may be more or less relevant. This is where the accounting firm brings up possible alternatives.

Ms. Golomb asked Dr. Burruss if he had mentioned that we had one material weakness last year. Mr. Buckley said there were two, not one for last year. Ms. Golomb asked if we had had these many in previous years. Dr. Burruss said he did not recall there being any reported in previous years. Ms. Golomb asked if we have an action plan to address this or how do we address this. Dr. Burruss said one is a restatement, so there is no way to address this. He said the other, management does not fully agree with the particular second material weakness, but we've taken steps to ensure that where there might be challenges on our part that we have personnel and policies and processes that better suit the financial management and we don't end up with those particular problems again. Including personnel changes.

Ms. Salinas-Gutierrez asked why it was that they were not fully on board. Dr. Burruss said that we're at some disagreement with the audit firm about the nature of the internal control weakness that they reference in there. Dr. Burruss stated that although we agreed with the change from GASB to FASB accounting rules, this does not rise to the level of an internal control weakness as financial management fully discussed the accounting treatment with the CEO and the CIO

prior to implementation as well as communicating with both prior and current auditors prior to the implementation of the accounting rules. Having done this there is no specific recommendation being recommended by the current auditor specifically related to accounting controls for this item.

Motion: Made by Ms. Salinas-Gutierrez and seconded by Ms. Martinez to receive the FY2017 Audited Financial Statements. The motion carried by unanimous consent.

FINANCE AND ADMINISTRATION REPORT:

Dr. Secrest referred to Mr. Buckley for this report.

Consideration of Acceptance of the Financial Reports for February 2018 (unaudited): This report was made a part of the board packet. Mr. Buckley provided the following highlights:

Mr. Buckley reported that there are positive things going on, but the bottom line is we had a Positive Variance of \$475,000. Change in Net Assets which is the equivalent of Net Income. This created a positive variance of net income. The Medical Claims we spoke of in February are slightly less than \$150K positive variance to budget. The trend has continued into March. Overall February was positive. Fee for services exceeded budget. We have several areas that are exceeding budget because of expense management on one side and the efficiency of processing claims and submitting claims correctly the first time around.

Mr. Buckley referred to the Munis upgrade and said that we have to have a 10 day cycle when we submit a new check form to the bank before we can actually send the check to be process. Chase rejected one of our forms on a technicality (a code was out of place) so we have to recycle again. Mr. Buckley said next Thursday we will be shutting down the old system versus the new system. Manually – we are no longer entering information into the old system, but once we shut it down we're going to have to go through the whole reconciliation of the two systems. The IT department is heavily involved in helping through the reconciliation process.

Mr. Buckley asked if anyone had any questions on the February, Financial Statements. Mr. James asked about the hiring freeze and what kind of financial impact this will have. Mr. Buckley said as the freeze went in we had a lot of offers on the table and we have not rescinded any offers. We had 25 new hires go through orientation last week.

Mr. Conner asked if we will see any impact on operations in the next 90 – 120 days. He asked if the HR functionality is still sourcing people, they are just not hiring anyone new other than those people that were already in the pipeline?

Dr. Burruss said he did not want to give the impression that we are on a zero hire position because there are some positions that would not help us on a cash or budget perspective not to hire. What he has said is that every position we continue to hire is either one that was already

offered before the freeze or one that he approved now, after discussion with the manager that wants to do the hire. We are being very judicious about replacing people with attrition, unless we feel that that position will turn around and be beneficial quickly. Not just that someday it will return, but that it can be one that returns quickly. Dr. Burruss said we will never stop hiring prescribers. He said we are/were fully staffed with prescribers. Dr. Burruss said there are some positions that are really hard to hire and he would never put a hiring freeze on those positions.

Ms. Martinez said she had a question about getting paid for services. She said we are still many months behind and asked if these collections are Medicaid related or private? Mr. Buckley said that he has not been able to report on this statistic, however governmental collections are up. It was difficult on the computer system to identify what is an actual Fee for Service collection (FFS) as compared to some of our other governmental grants we document. Figure that went out two or four weeks ago in the coding in the month's statements. It is just a matter of us compiling the data from a month or two. Previously we had it mixed up to really give out a correct answer. It is a general comment between the two. Cash collections are actually up which we monitor every single day. Mr. Buckley said he will give out a trend in two – three months to show what all the FFS revenue is versus collections audit. We have approximately a 15 to 25 day cycle time from the day the claim goes out and we receive collections on it. Ms. Martinez asked if this is across the board. Mr. Buckley said we get the standard rejections where we have to rework the claims and some payors are changing their coding procedures and not telling us about it. This creates more rejections. He said it is a daily battle.

Dr. Burruss asked Ms. Martinez what she meant when she said across the board. If she meant across all payor types. He said the North Texas Behavioral Health Authority (NTBHA) pays us with a reconciliation after the fact. This is a whole different strategy for NTBHA. Everyone else, MCO's and private payers and self-pay is all a bill and collect situation. He said this is part of the cycle of the everyday grind just like THR and everyone else to make sure you bring in the highest percentage of this that you can.

Dr. Secrest asked if some of what was said in terms of having trouble differentiating for FFS stems from the old system to the new system. Mr. Buckley said it does not. He said identifying who it's coming from and who it is for in our accounting system. Dr. Burruss said Munis is only peripherally related to this. That is more of the Electronic Health Record (EHR) with PsychConsult and the billing programs.

Ms. Hamilton asked if this was an external coding Mr. Buckley was referencing. Mr. Buckley replied in the affirmative.

Ms. Golomb asked if this is how you differentiate it. She wanted to figure out how Mr. Buckley arrived at the Positive Variance. If he used the coding from the bank statement because Mr. Buckley reported that we are in two different systems. Dr. Burruss said that Mr. Buckley was talking about our collections and gave an example, he said if we receive a check from Molina we don't always know where to apply this to. That comes from the bank. This is a compilation of everything that we did across the agency. That which Ms. Golomb is referring to comes from different systems to compile that number.

Ms. Golomb asked if this is done manually. Mr. Buckley said this is done electronically.

Dr. Burruss said this is a good day to ask this because our Unqualified Audits suggest that we do a pretty good job of putting the right numbers in the right places. What we had spirited discussions in our agreement or disagreement was in how we book things and what column we put this in, but the numbers as they portray them on how accurate we were in reporting this.

Ms. Hamilton asked if this conversation came about because we moved from a government type of auditing to a more financial sector. Dr. Burruss said this is the standard that was applied to it. We have always done governmental because that's who we are and they suggested that we should make a hybrid of governmental accounting standard with GASB standards for this, in their opinion. This is what Ms. Terrell presented to us.

Mr. James said that in our report it talked about changes with the NTBHA contract as it relates to the pharmacy. He asked what this means moving forward. Dr. Burruss said that across the state different agencies like us have been pressured to enroll patients in the Patient Assistance Program (PAP). In the NorthSTAR region, ValueOptions had never pursued this, but NTBHA is under great pressure to pursue greater enrollment in this. What this does is that this program delivers free medications to the patients that are indigent and who qualify for these programs. For us this presents a challenge because we use to benefit financially from delivering medications to people and this program in the new contract changes this substantially. This is a big part on what contributes to the re-budgeting in regards to Fiscal 18 and why we are presenting this new revenue projection. Dr. Burruss referred to page 144377 which references this change.

Motion: Made by Mr. James and seconded by Ms. Golomb to Accept the Financial Report for February 2018. The motion carried by unanimous consent.

Consideration of Acceptance of the FY-18 Mid-Year Budget: This report was made a part of the board packet. Dr. Burruss said everyone has heard for a few months now of what we refer as head winds. About the current fiscal year with regards to our medical claims which seem to be getting better, but were very difficult for us in the first half of this fiscal year. We've heard in the Executive session about an IT event that has caused us some money already and has the potential of costing us more, depending on the findings. In addition to this we've had this change which we just heard about in regards to some of our NTBHA pharmacy contracting that's written right above the proposal for the re-budget. Given all these things and going back to Ms. Martinez question on what's the variance. We could stick with it and present a variance report every single month, but we thought it might be a little more prudent to bring forth a revised budget which shows our six month/better reflects what we know of the six months that have happened and what we believe will happen in the next six months. Rolled up we have a high level summary that has been changed, our projections of total revenue from \$125M to \$115M, our expenses have been changed from \$123M to \$114M, leaving a net income for the year of \$1M dollars as opposed to \$2M which we proposed initially. The million dollar change is mostly explainable by the two things: Medical and the IT event which we spoke of at length today. Dr. Burruss said he would be happy to add any further details. Dr. Burruss referred to the board packet and said the break out are reference in the report in detail.

Dr. Secrest said that what threw him off is that this impacts the report on sales and expenses and has a material impact on net income so you begin to realize something shifted and then you're trying to get it white lined and then it shows up.

Dr. Burruss said the change in net income is not really due to the NTBHA program, although our pharmacy revenue overtime will suffer because of the PAP. On the net basis, as Mr. Buckley mentioned, it is immaterial to the net.

Mr. Conner referred back to the numbers that Dr. Burruss had presented \$123M to \$114M and what this means? Dr. Burruss said that a large piece of this are pharmaceutical purchase prices. He said you take the expense out and the revenue out. Mr. Buckley said the total of this is about \$5M and half of this will be expense management. Hiring control is one of the things we have done to make sure we manage more closely.

Motion: Made by Ms. Martinez and seconded by Ms. Salinas Gutierrez to Accept the FY-18 Mid-Year Budget. The motion carried by unanimous consent.

Consideration of Acceptance of the FY -18 Second Quarter Reports on Finance: This report was made a part of the packet. Mr. Buckley said his reports are presented in detail, there is nothing material or significant on any of his reports. He asked if anyone had any questions for this item.

Ms. Salinas Gutierrez asked about the Salary Adjustment reports. Dr. Burruss said that last time this report was presented he indicated that this number has been \$5K forever and asked if this is the threshold that the board wants to use for salary changes. He said this could be lower or higher, it is up to the board to decide, but this current quarter there were no salary adjustments of \$5K or higher.

Motion: Made by Ms. Martinez and seconded by Ms. Hamilton to Accept the FY 18 Second Quarter Reports on Finance. The motion carried by unanimous consent.

Consideration of Acceptance of the Human Resource Report for February 2018: Mr. Buckley presented this report in Ms. Allen's absence. Mr. Buckley said this report was presented in the packet. There are no material significance. He asked if anyone had any questions. There were no questions posed for this item.

Motion: Made by Ms. Martinez and seconded by Mr. James to Accept the HR Report for February 2018. The motion carried by unanimous consent.

Consideration of Acceptance of Revision to Board Policy 5.06 on Productive Work Environment: This report was made a part of the packet. Mr. Buckley presented this report in Ms. Allen's absence. There were no substantive changes to this board policy except the change to people first language.

Mr. James asked if this is part of the periodic process to present board policies. Mr. Buckley replied in the affirmative and said this is the rotational time bases throughout the entire agency.

Motion: Made by Ms. Martinez and seconded by Dr. Secrest to Accept the Revision to Board Policy 5.06 on Productive Work Environment. The motion carried by unanimous consent.

CLINICAL SERVICES REPORT:

Ms. Martinez referred to Mr. James for this report.

Consideration of Acceptance of the Clinical Services Division Report for February 2018:

This report was made a part of the packet. Dr. Hunter referred to her report and provided some highlights of the same.

- Three of the six APN positions have been filled.
- The Altshuler Center for Education and Research (ACER) is presenting a workshop "Overcoming Schizophrenia" on April 4th from 1 – 4 pm. This is open and free for all. There is a \$25 fee if you wish to obtain CEU's.
- Customer Education Awareness was provided on Flu Awareness and Flu Prevention. We administered 2,400 flu vaccinations across all of our clinics.

Ms. Martinez referred to the ACER workshop and said that they have a great panel which includes her predecessor at the board, Ms. Julie Noble and another former board member, Dr. Carol North.

Ms. Martinez asked if the goal for ECI changed by one. Dr. Burruss said the goal is 476 and this will not change until we renew our contract with the state. Ms. Martinez asked if we still need to hire three more APN's in addition to those already hired. Dr. Hunter replied in the affirmative.

Mr. James asked if there was a hiring freeze to which Dr. Hunter replied that not for medical staff services.

Mental Health Services Division Update for February 2018:

This report was made a part of the packet. Ms. Laos referred to her report and provided a verbal report of the same.

Mr. James asked if this division will be affected at all by the hiring freeze. Ms. Laos said her team is going to work very hard not to let this affect them. She said she has some of the protected positions that they will continue to hire. Any position that is grant funded or supported in a similar way she will be able to hire. They will also leverage that so if there are any pressure points that need to be taken care of they will move staff around to make sure they continue to run smoothly. She said Dr. Burruss has been very welcoming when she has gone to him to ask him to let her fill a vacant position that has to be absolutely filled to increase the quality of service.

Motion: Made by Mr. James and seconded by Ms. Golomb to Accept the Clinical Services Division Report for February 2018. The motion carried by unanimous consent.

QUALITY & AUTHORITY REPORT:

Ms. Salinas Gutierrez referred to Ms. Thompson for this report.

Consideration of Acceptance of the Quality Management Report for February 2018: This report was made part of the board packet. Ms. Thompson referred to her report and provided a verbal report of the same.

Consideration of Acceptance of FY2018 Second Quarter Reports on Services Delivery:

This report was made part of the board packet. Ms. Thompson referred to her report which included a snapshot of the unique individuals served using the state's general revenue funds. She said that our target in terms of serving individuals without Medicaid was 663 individuals, our average was 710 individuals served during the three months that make up the second quarter. The table provides a breakout of the service utilization which presents the number of individuals served and the service hours used.

Dr. Burruss said that routinely, Ms. Thompson's team is at the highest level in the entire state on this performance of non-Medicaid individuals. Regularly above Houston and Travis County in the number of people her team serves. He said it was worth that perspective when you see this kinds of reports.

Ms. Golomb asked what it is we do when we see low participation like the behavior support for PASRR. Ms. Thompson said that the PASRR services are not paid with general revenue funds so we have a special pot of money set aside to pay for this.

Ms. Thompson said next quarter she will bring something specifically in addition to PASRR.

Ms. Golomb asked if the nursing services and the respite are also in a separate place or was it just this one? Ms. Thompson said these are people without Medicaid. We serve a lot more people than this, in service coordination we have more than this. For the GR unit we have about 1,200 active people in service and another thousand waiting.

Consideration of Acceptance of the FY2018 Second Quarter Reports on Quality Management & Research: This report was made part of the board packet. Ms. Thompson referred to the HHSC table with the measures and targets which are specified in our performance contract with the state. Anything below 95 percent generates a financial penalty so we work really hard to make sure we stay within 95 percent or better. On the interest list population we have well over 5K people currently on the interest list. She said we are required to contact every one of these individuals every two years. We see 50 percent one year of the biennium and the other half on the next biennium. By August we will be at 50 percent and then we will begin to contact the other half.

Ms. Martinez congratulated Ms. Thompson and her team on the performance measures and the outcome targets.

Ms. Thompson said that we will not be sending back any money.

Dr. Burruss said that he would momentarily harp on his favorite subject for the year. He said that Metrocare has approximately five thousand people on the interest list. The current wait is

approximately 14 years unless there is a crisis situation with the individual and/or the family. There are no statewide interest list HCS slots available because the state did not make that particular slot type available.

Motion: Made by Ms. Salinas Gutierrez and seconded by Dr. Secrest for Acceptance of the Quality Management Report for February 2018, Acceptance of the FY18 Second Quarter Reports on Service Delivery and the FY18 Second Quarter Reports on Quality Management and Research. The motion carried by unanimous consent.

Consideration of Acceptance of FY18 Second Quarter Report on Compliance: This report was made part of the board packet. Ms. Martinez called on Ms. DeLuca for this report. Ms. DeLuca referred to the first part of her report and reported on an incident where a staff member's backpack had been stolen from her car. She said notifications were filed with the HHSC Privacy Office and the Office of Civil Rights (OCR) of the United States Health and Human Services. 175 letters were mailed to individuals that would have been affected as a precautionary step. Ms. DeLuca said training continues at several Metrocare sites. The team is wrapping up the training.

Ms. Martinez referred to Ms. DeLuca's report and asked what "Copy/Cut and Paste Notes" meant. Ms. DeLuca said cutting and pasting the same notes time after time in a client's notes. She said this is not fraudulent, but it is also not accepted by the Center. Copy and Paste bring up red flags.

Dr. Burruss said we do surveillance for people whose clients notes are precisely the same week after week after week and month after month. This is what is called "Cut and Paste". He said each note needs to reflect that specific encounter in a way that let's someone identify that the encounter occurred.

Motion: Made by Ms. Hamilton and seconded by Dr. Secrest to Accept the FY18 Second quarter Report on Compliance. The motion carried by unanimous consent.

MARKETING & DEVELOPMENT REPORT:

Dr. Burruss presented the following report on behalf of Ms. Stark.

Consideration of Acceptance of the Marketing and Development Report for February 2018: Dr. Burruss said the report is on the packet and he would let it stand. The only thing he would call attention to that has not already been called attention to "Come to the April 4th Event". He said we have also secured Patrick Kennedy for the October 2018 speaker for the Meal for the Minds on October 17, 2018 at that Anatole Hotel in the downstairs ballroom.

Motion: Made by Ms. Hamilton and seconded by Mr. James for Acceptance of the Marketing and Development report for February 2018. The motion carried by unanimous consent.

REPORT OF THE LEGISLATIVE ACTION COMMITTEE:

Ms. Martinez referred to Dr. Burruss for this report.

Consideration of Acceptance of the Legislative Action Report for February 2018. This

report was made a part of the board packet. Dr. Burruss said the report just summarizes the primary election results that we had earlier in the month. He asked if anyone had any questions. There were no questions posed for this item.

Motion: Made by Ms. Golomb and second by Mr. James for Acceptance of the Legislative Action report for February 2018. The motion carried by unanimous consent.

Meeting Adjournment: There being no further business to come before the Board, Ms. Martinez adjourned the meeting at 5:25 p.m.

Minutes approved by:


Ms. Salinas Gutierrez, Secretary

Minutes distributed by:
Martha L. Toscano
Executive Assistant to the CEO/Board Liaison