



**BOARD OF TRUSTEES
MEETING MINUTES OF**

May 25, 2017

METROCARE SERVICES

Board Meeting Minutes

May 25, 2017

A Regular Meeting of the Board of Trustees of Metrocare Services convened on Thursday, May 25, 2017 at 1345 River Bend Dr., Dallas, TX 75247 (Mustangs Conference Room).

I. Call to Order/Roll Call:

Dr. Secrest presided in the absence of Ms. Jill Martinez, Madame Chairman. Dr. Secrest welcomed everyone and called the meeting to order at 1:38 pm, a quorum was present.

Board Members Present:

Dr. Leslie H. Secrest, Vice chairman
Corey Golomb, Board Secretary
Dee Salinas Gutierrez
Terry James
Jane Hamilton
Jasmine Crockett
Dr. Irie Session

Board Members Absent: Ms. Jill Martinez

Staff Present: Dr. John Burruss, Linda Thompson, Richard Buckley, Ken Medlock, Charlene Stark and Ratana DeLuca.

Guest present: Joel Geary and Brooks Love.

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:

Consideration of Acceptance of the April 25, 2017 Board Meeting minutes. Dr. Secrest asked if anyone had any changes or corrections to the board minutes of April 25, 2017. Ms. Salinas Gutierrez made a correction to the April minutes to include the approval of the March 23, 2017 Quality and Authority minutes.

Motion: Mr. James moved Acceptance of the April 25, 2017 board meeting minutes as amended. All were in favor, none opposed. The motion carried.

CHAIRMAN'S REPORT

Annual Assignment of Board members to committees in accordance with Board Policy 1.06: Dr. Secrest asked Martha to send copies of the new board assignments to the board members.

Board Liaison Reports:

Intellectual and Developmental Disability Planning and Network Advisory Committee: Ms. Thompson said the committee met on May 9th and there was a quorum present. Ms. Thompson provided highlights of the meeting and said the committee did not have any recommendations for board training.

Texas Council of Community Centers Meeting Update: Dr. Burruss said the Annual meeting of the Texas Council will be held in Galveston, Texas in the Moody Gardens hotel June 28-30th. He said this is a great opportunity to learn how the community centers around the state are performing and also for board members to attend special sessions design specifically for them.

Upcoming Board and Committee meetings: The following committees will meet on Tuesday, June 20, 2017: The Clinical Services committee will meet at 11:30 am, followed by the Marketing and Development committee at approximately 11:50, and the Finance and Administration committee will follow at approximately 12:10 pm. On Thursday, June 22, 2017 the Quality & Authority committee will convene at 12:45 pm, immediately followed by a board training at 1:00, and the board meeting will follow immediately after at approximately 1:30 pm. The Legislative Action Committee will meet as a committee of the whole. All the meetings will be held at this same site.

CHIEF EXECUTIVE OFFICER REPORT: Dr. Burruss referred to Kelli Laos for the introductions. Ms. Laos introduced Mr. Homer Valadez, Case Manager II at the Samuell Child and Adolescent clinic.

Services Presentation – Mr. Valadez presented the success story of Sam, a 13 year old young man.

The board and Dr. Burruss thanked Mr. Valadez for his presentation.

Consideration of Acceptance of Chief Executive Officer Report for FY17 Key Performance Indicators through April 2017: This report was made a part of the packet. Dr. Burruss said the month of April was a very busy month for Veteran Programs. He said we are enjoying a great deal of positive attention and a number of opportunities because of our Veterans Program in addition to the Children's program. Dr. Burruss referred to his report and presented information on the meetings and workshops he attended. Also, during the month of April Dr. Burruss said he, and the CEO's from UT Southwestern (Dr. Podolsky), and the CEO from the Meadows Health Institute (Dr. Andrew Keller), met with Ms. Deedie Rose to present a unified vision for a "gold-standard" behavioral health system for North Texas. Ms. Rose committed to assist in spreading this message to the community. Dr. Burruss asked if anyone had any questions. There were no questions posed.

Motion: Ms. Golomb moved to accept the Chief Executive Officer Report for April 2017. All were in favor, none opposed. The motion carried.

REPORT OF THE FINANCE AND ADMINISTRATION COMMITTEE:

Dr. Secrest referred to Mr. Buckley to present the following reports.

Consideration of Acceptance of the Financial Report for April 2017 (unaudited): This report was made a part of the packet. Mr. Buckley said his

report was presented in detail at the Finance committee and presented the following highlights. He said that we had another strong performance for the month of April. We are exceeding budget from prior year on our off line revenue. Top line revenue year end date is almost 20 percent higher than this time last year. We have turn our profitability around as measured by EBITDA from the loss of \$2.8M to a gain of almost \$5M. This is approximately \$7.7M turnaround in productivity and profitability of the agency. The most notable statistic of this is that across the board our revenue increase is about 50 percent related to our pharmacy sales and 50 percent related to our services and programs, but 75 percent of our productivity increase is on the service side where they have achieved all of this sales gains on essentially a one-hundred thousand decrease in personnel cost. This is the direct measure of the increase in productivity. We are doing almost \$6M of increase sales with the same amount of labor and expenditures. This is the key statistic and it is driving productivity of the agency as we had last year. Mr. Buckley said the rest of this report can be seen in the Finance and Administration report. Dr. Burruss said the people directly responsible for this turn around are Ms. Thompson and her team, as well as Dr. Hunter and Ms. Kelli Laos.

Ms. Golomb asked if the \$100K dollars in savings was related to a reorganization or personnel cuts. Mr. Buckley said that this only represents a 0.2 percent decrease relative to the size of how much we spend on labor. Labor has been flat year over year. Mr. Buckley said the total personnel count on our last payroll cycle was 1,008 employees. We have been essentially 1,010 for the fiscal year. Dr. Burruss said that if you put the \$100K in perspective that is a third of the cost of one physician or two Q's (Qualified Mental Health Professionals). Based on approximately 1,000 people this is essentially flat. This means we are spending the same in labor as we did last year, but we are seeing substantial productivity increases. Ms. Thompson and Ms. Laos provided information on the changes they made in their divisions to improve staff productivity and help them achieve their metrics.

Mr. James asked Mr. Buckley if he could share the information he provided at the Finance committee in regards to our efforts to sale some real property due to our cash position. Mr. Buckley reviewed the information he provided at the finance and administration committee with the rest of the board members.

Motion: Dr. Secrest said this comes as a committee recommendation and a second is not required. All were in favor, none opposed. The motion carried.

Consideration of Acceptance of the Human Resource Report for April 2017:

This report was made a part of the packet. Mr. Buckley presented several highlights from the HR report. He said that during the month of April staff turnover went up one percent. Agency-wide we are at 28 percent, the prior month we were at 27 percent, and the prior month to that it was at 26 percent. He said at this time we don't have any specific details why this is going up, but we are undergoing a deep analysis to find the reason. The exit interviews are showing that these are staff that have been with us anywhere from 6 to 12 months. Discussion ensued.

Motion: Dr. Secrest said this comes as a committee recommendation and a second is not required. All were in favor, none opposed. The motion carried.

REPORT OF THE CLINICAL SERVICES COMMITTEE: Dr. Secrest referred to Mr. James for this report. Mr. James said the committee met on May 16th and referred to Linda Thompson who was presenting on behalf of Dr. Hunter.

Consideration of Acceptance of Clinical Services Division Reports for April 2017: This report was made a part of the packet. Ms. Thompson said this report was presented in detail at the Clinical Services committee and it remains unchanged.

Motion: Dr. Secrest said this comes as a committee recommendation and a second is not required. All were in favor, none opposed. The motion carried.

REPORT OF THE QUALITY & AUTHORITY COMMITTEE: The following report were presented as a committee of the whole. Dr. Secrest referred to Ms. Thompson.

Consideration of Acceptance of the Quality Management Report for April 2017: This report was made part of the packet. Ms. Thompson provided a verbal summary of her report. She said that during the month of April a correction action plan was submitted in response to the Health and Human Services Commission findings after their audit last month. There were also a couple of issues identified under the Rights Protection and Complaints Resolution. Most of these dealt with timely completion of forms where cases transition from one staff person to the other. On the mental health division Beacon Health Options conducted a review of all the outpatient clinic sites. Ms. Thompson was happy to report that all the sites scored between 92 – 100 percent. The rest of the report identified metrics for the division.

Motion: Dr. Secrest moved to accept the Quality Management report for April 2017. All were in favor, none opposed. The motion carried.

REPORT OF THE MARKETING & DEVELOPMENT COMMITTEE: Mr. James referred to Ms. Stark for this report.

Consideration of Acceptance of the Marketing and Development Report for April 2017: This report was made a part of the packet. Ms. Stark said this report was provided in detail at the committee and remains unchanged. She provided several highlights which included the Pappa John's promotion and the continued media coverage. She said during the month of April we submitted over \$800K dollars in grant applications. We continue with ongoing PR and social media support. Since the first of the year we've noticed a growth of over 25 percent in Facebook.

Motion: Dr. Secrest said this comes as a committee recommendation and a second is not required. All were in favor, none opposed. The motion carried.

REPORT OF THE LEGISLATIVE ACTION COMMITTEE:

Ms. Golomb called on Ms. Stark for this report.

Consideration of Acceptance of the Legislative Action Report for April 2017:

This report was made a part of the packet. Ms. Stark referred to her report and provided information on the visits to several legislators she and Ms. Martinez paid visits to, specifically two that have been appointed to the Conference Committee. She said it was refreshing to find that some of the staff members were very familiar with some of the cuts that are being proposed and they understood the financial aspect. She said in this particular session mental health seems to be doing well, but there is a lot of concerns for Early Childhood Intervention (ECI) and Intellectual and Developmental Disability services (IDD).

Motion: Ms. Golomb moved to accept the Legislative Action Committee Report for April 2017. All were in favor, none opposed. The motion carried.

- IV. **Executive Session:** Announcement of Closed Session in Accordance with Subchapter D, Section 551.071 of the Texas Open Meetings Act (Chapter 551 of the Government Code) to receive advise from counsel about pending or contemplated litigation and/or settlement. The meeting closed at 2:41 pm.
- Metrocare vs Mulvaney
- V. **Return to Open Session:** Dr. Secrest open the meeting at 2:51 pm and declared that no action was taken during closed session.
- VI. **Meeting Adjournment:** There being no further business to come before the Board, Dr. Secrest adjourned the meeting at 2:52 pm.

Minutes approved by:



Ms. Corey Golomb, Secretary

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