



**BOARD OF TRUSTEES  
MEETING MINUTES OF**

**January 25, 2018**

# **METROCARE SERVICES**

## **Board Meeting Minutes**

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A Regular Meeting of the Board of Trustees of Metrocare Services convened on Thursday, January 25, 2018 at 1345 River Bend Dr., Dallas, TX 75247 (Mustangs Conference Room).

### **I. Call to Order/Roll Call:**

Ms. Jill Martinez welcomed everyone and called the meeting to order at 1:52 pm, a quorum was present.

#### **Board Members Present:**

Jill L. Martinez, Madame Chairman  
Dr. Leslie H. Secrest, Vice chairman  
Dee Salinas Gutierrez.  
Terry James  
Jasmine Crockett  
Lane Conner

**Board Members Absent:** Corey Golomb, Jane Hamilton and Dr. Irie L. Session.

**Staff Present:** Dr. John Burruss, Linda Thompson, Dr. Judith Hunter, Ken Medlock, Charlene Stark, Ratana DeLuca and Kelli Laos.

**Guest present:** Joel Geary, Brooks Love, Michael Carr.

- 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 December 7, 2017 Board Meeting minutes.** Ms. Martinez asked if anyone had any changes or corrections to the board minutes of December 7, 2017.

Motion: Dr. Secrest moved Acceptance of the December 7, 2017 board meeting minutes as presented. All were in favor, none opposed. Motion carried by unanimous consent.

#### **CHAIRMAN'S REPORT:**

A handout with the Chairman's report was provided to the board. Ms. Martinez presented a verbal report of the same. She asked for volunteers to serve in the Meal for the Minds Ad Hoc committee that Ms. Hamilton Chairs. At present the only members are Ms. Hamilton and Ms. Martinez. Ms. Martinez said she and Mr. James attended the Texas Council of Community Center's quarterly meeting last week. While at the Capital they visited several of the offices of our elected officials.

Ms. Martinez and Dr. Burruss spoke of the Certified Community Behavioral Health Clinics (CCBHC) and the advantage of becoming a certified center. Ms. Martinez said that this pilot may replace the Delivery System Reform Incentive Payment (DSRIP) waiver when the extension expires in 2022. There are presently eight states working under this national demonstration project, but Texas was not selected. Dr. Burruss said that the CCBHC certification is a parallel to the Federally Qualify Health Clinic (FQHC) in that it offers many of the same advantages that we have not been able to access as a community mental health center and it would be to our advantage substantially to have access to some of those things such as the 340(b) preferred drug pricing, preferred Medicaid rates and a stipend that goes with the certification. Dr. Burruss said that the TX Council proposed a program with an intermediate step to create a number of CCBHC's across the state and use that as a vehicle to then create a Medicaid benefit for people with severe mental illness. Right now you can get a state indigent care program fund through the North Texas Behavioral Health Authority (NTBHA) if you have a severe mental illness, but it does not provide other health benefits. It only provides mental health and substance abuse disorder benefits. If you break your arm, need dialysis, are in a car wreck, or have a heart attack - it does not cover any of these. In Virginia and Florida and a couple of other states this specific Medicaid benefit was developed for people with severe mental illness along the lines with our waiver program that you will hear about in a second. The initiative here is to try to generate the same health benefit for people that right now only have a mental health benefit. Metrocare is strongly in support of this initiative for a variety of reasons. There are some hurdles that Metrocare will face to achieve CCBHC status. Those states that were not chosen for the initial federal demonstration are in limbo as to what will happen with them. Senator Stabenow from Michigan has a proposal to extend the demonstration projects from the eight states that were awarded to all the states that applied and had full applications. This would bring this project into Texas.

Ms. Salinas Gutierrez referred to a recent, highly publicized case in Chicago where a woman was rejected for services because she did not have medical insurance and she was put out by the hospital. Dr. Burruss said that right now people can come to Metrocare and get their mental health services paid by NTBHA. What this other project would do is get their other services such as diabetes, cardiology or other services paid through Medicaid, not just their mental health problems. The only option available to this population at this time is through the Parkland Health Plan. This is the county supported indigent health plan for medical care. This would be an advantage over that in broadening the network.

Ms. Martinez spoke to the Texas Council's push to advocate for better support for those with IDD in the next Legislature.

Ms. Martinez recommended that people log into the links provided in her report to understand and learn more about this project.

#### **Calendar of Events:**

#### **Board Meeting:**



Thursday, February 22, 2018. We will begin with board training at 1:00 pm and the board meeting will follow at approximately 1:30 pm. Same site.

**Texas Council Annual Conference:**

Metrocare will be co-hosting this year's Texas Council Conference from Wednesday, June 20 through Friday, June 22, 2018 here in Dallas at the Sheraton Downtown. All the board members are encouraged to attend. More information will be posted as we get closer to the date.

**BOARD LIAISON REPORTS:**

**Texas Council of Community Centers:** Ms. Martinez said this report was provided in her Madame Chairman's report.

**CHIEF EXECUTIVE OFFICER REPORT:** Dr. Burruss referred to Ms. Thompson for the introductions. Ms. Thompson introduced Destiny Brooks and Carolina Lazzo from the Texas Home Living Program.

**Services Presentation** – Ms. Brooks presented the success story of a 16 year old male. She spoke of the barriers that were put up by his mother and how this affected his progress. After his stay at the Crisis Respite Program, Mom allowed her son to move in with his aunt and cousins to see how he did in a different environment. Since the move his behaviors have improved both at school and at home. Mom comes to visit on weekends and their relationship has improved. Ms. Brooks spoke of the Interdisciplinary Team meetings (IDTs) they had at school. She said everyone involved in this child's wellbeing are required to attend. They are the voice and advocates for this child (CPS, Metrocare, DISD and parent). Ms. Brooks said since diagnose with bipolar disorder he qualifies for the Enhanced Program for Early Psychosis (ePEP).

The board and Dr. Burruss thanked Ms. Brooks for her presentation.

**Consideration of Acceptance of Chief Executive Officer Report for FY18 Key Performance Indicators through December 2018:** This report was made a part of this packet. Dr. Burruss referred to his report and said the first bullet will become acutely relevant in a moment when he presents the November financial reports, but he will not yet be able to present December's. He said that for approximately 18 months we have been talking with the Board about Munis and our need to upgrade to its modern version. Munis is the software system for time and mileage reporting, payroll processing, HR management, etc. We reached a point in December when we felt like we were ready to proceed with that upgrade despite the many internal customizations and other modifications that we had done. The transition did not go perfectly. There have been some struggles to get payroll to process properly. We are in the midst of getting W-2 forms out which have to be out by next Wednesday and management did not feel comfortable reporting on financials that are not 100% certain.

Dr. Burruss said that we had November's close before we transitioned into our new Munis and we will have December ready by the February board meeting. We will present December and January together in February. Dr. Burruss said that Tyler Technologies, the parent company of Munis, has been helping us to try to get fully up and running, but it is something that's affecting many aspects of our business operations right now.

Dr. Burruss referred to Ms. Martinez report and the Texas Council's work on the IDD Legislative issues coming up. He said we are locally trying to pursue this as well through The Arc of Dallas which is now a combined entity between Tarrant, Denton, Collin and Dallas Counties which is now a Mega agency in the Dallas area. We are going to work with them to try to create some unity in how we present this. Dr. Burruss said he met with their Board chairman, Mr. Louis Cole, to discuss strategies.

Dr. Burruss referred to his third bullet addressing JP Morgan Chase Bank. He said the first payment we received from DSRIP was very small as it only included payment for a few delayed milestones from earlier DYs. We are expecting the much larger payment no later than Wednesday, January 31<sup>st</sup>..

Personnel Announcements: Dr. Burruss said Ms. Kelli Laos has been promoted to the Executive Team as of Monday. Kelli has been elevated to VP of Provider Services in respect to the enormous amount of excellent work that she has done over the years. Kelli is also the lead on our Lean Management Program.

Dr. Burruss announce that Mr. Kyle Munson, Metrocare's CFO for over a decade, is no longer with the agency. There is currently no intent to hire a replacement CFO. The title has been added to Mr. Richard Buckley's CAO title (CAO/CFO).

Dr. Burruss said that the Altshuler Center for Education and Research (ACER) will be holding a conference on Schizophrenia on the afternoon of Wednesday, April 4<sup>th</sup>. The location is Scottish Rite Hospital in Uptown. Dr. Carol Tamminga from UTSW Medical School, and Dr. Carol North will be part of the panel. The Keynote speaker is Bethany Yieser, she was diagnosed with schizophrenia while in college. Dr. John Bennett from Metrocare has also been invited to participate. Registration begins at 1:00 pm.

Motion: Mr. James moved Acceptance of the Chief Executive Officer Report for FY18 Key Performance Indicators through December 2017. All were in favor, none opposed. The motion was unanimously approved.

#### **FINANCE AND ADMINISTRATION REPORT:**

Dr. Secrest referred to Dr. Burruss for this report. Dr. Burruss presented this report on behalf of Mr. Buckley.

**Consideration of Acceptance of the Financial Report for November 2017 (unaudited):** This report was made a part of the packet. Dr. Burruss presented the major points of this report. He said that through November, first quarter results we were pretty much on budget, but this included a less than expected revenue and less than expected



expenses to contribute to this. Because of the cash challenges of the shortened Thanksgiving week, Metrocare had some brief challenges putting drug stock on the shelves. For those few business days, when people needed medications and we were not able to provide them we referred to other local pharmacies. Dr. Hunter said we were back on track after only a few days and have been refilling and stocking our pharmacy shelves as usual since. Dr. Burruss referred to pages 144241 – 144242 which detail areas where we have performed ahead of expected. He said that by the end of the fiscal year we expect to be on par with our targets.

Mr. James asked about the two pharmacies that closed. Dr. Burruss said that the Collin County pharmacy closed because of the North STAR transition out of Collin County and the other pharmacy from ADAPT which we absorb when ADAPT left the market. Both were anticipated closures and we had plan for that event.

Dr. Secrest asked Dr. Burruss to identify what RAN stood for. Dr. Burruss said this stands for Revenue Anticipation Note. This is a specific kind of financial vehicle that we are able to get in order to prepare for the IDT Transfer.

Motion: Ms. Salinas Gutierrez moved acceptance of the Financial Report for November 2017. All were in favor, none opposed. The motion was unanimously approved.

**Consideration of Acceptance of the Human Resource Report for December 2017:** This report was made a part of the packet. Dr. Burruss provided this report on behalf of Ms. Allen.

Dr. Burruss said that as other things that are Munis related we still have to determine if this report is accurate. We will report on this asap.

Motion: Dr. Secrest moved acceptance of the Human Resource Report for December 2017. All were in favor, none opposed. The motion was unanimously approved.

Dr. Burruss referred to the Quarterly Reports and asked that page 144181 on Investment Reports be disregarded as this is inaccurate. One final question that came up on page 144183 is the salary increase of at least \$5K. Dr. Burruss said this number has been static for a number of years and asked if the board wish to keep us reporting on this number or if they think this is too much or too little information we can reflect on that.

#### **REPORT OF THE CLINICAL SERVICES COMMITTEE:**

Mr. James referred to Dr. Hunter for this report.

**Consideration of Acceptance of the Clinical Services Division Reports for December 2017:** This report was made a part of the packet. Dr. Hunter referred to her report and said that due to the Christmas and New Year's Holidays her division worked less than the usual 20 normal work days in a month. Indicator #5 under Med Units of Service even though this is below 100% compared to last year's this is 3% more than it was on December 2016. Dr. Hunter recommended that the board read through the success story

as this is a really feel good story. Dr. Hunter said this individual stayed in our Crisis Respite Program for approximately one month, but now she has transition into a permanent residence in an Intermediate Care Facility (ICF/IDD).

Indicator #9: Dr. Hunter said this indicator on Utilization of Training and Technology will be presented quarterly due to the time that it takes, approximately 90 days, to get it circulated and everyone to have access.

Indicator #10: Dr. Hunter provided information on the Netsmart Electronic Health Record (EHR) implementation. She said on the original roll out it was set up to be a two phase project, but then we realized that the two phase implementation was going to leave 6 months or in excess of 6 months for us to be co-existing with two different electronic systems. When the Quarterly Governance Committee met on December 12, it was agreed to make this a one phase roll out with an anticipated implementation go live date of December 2018, instead of this being done in July 2019. Dr. Hunter said this was a much better scenario than the two phase roll out.

Mr. James referred back to Dr. Hunter's report and asked what the Effective Efficient Delivery Med Units of Service was called before. Dr. Hunter said it's always been called this, but it was located in a different place in her report and now it's a Key Performance Indicator.

Ms. Crockett asked if three beds is adequate for IDD Crisis Respite. Ms. Thompson said that we have to have a program that is certified by the state, so this has to be certified by the Department of State Health Services or HCS. We have our own internal program with three beds and we contract with external providers for an additional three beds. Ms. Thompson said she is trying to contract with the Wood Group for additional beds for individuals with more complex behavioral issues.

Dr. Secrest referred back to the Netsmart EHR implementation and asked if Netsmart is going to be able to implement this on December 2018. Dr. Hunter said this is a vigorous roll, but we have been informed that this goal is doable if they stay on target with the progress that they are making.

Mr. James referred to the Veterans Services expansion program and asked if the numbers have gone up since the eight that were served in December? Dr. Hunter said that number is now up to 12.

In reply to Dr. Secrest question regarding the last meeting with Netsmart in January, Dr. Burruss said that there have been aspects of the Netsmart transition that have gone amazingly well and other aspects where we still have a lot of work to do to ensure that they understand what we need and want. Dr. Burruss said he liked how Dr. Hunter put it "We are in a vigorous path." We have another phone call set up with Netsmart's CEO, Dr. Burruss and several others for next week.

Motion: Mr. James moved acceptance of the Clinical Services Report for December 2017. All were in favor, none opposed. The motion was unanimously approved.

**REPORT OF THE QUALITY & AUTHORITY COMMITTEE:**

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

**Consideration of Acceptance of the Quality Management Report for December 2017:** This report was made part of the packet. Ms. Thompson referred to her report and provided a verbal report of the same. She said that during the month of December the Quality and Authority program was providing updates around the crisis respite plans to the state. We were asked to submit not only the plan going forward, but we were also asked to submit copies of reports showing we are using certified and licensed programs as specified in the contract.

We received notification that funding had been received from Centers for Medicare and Medicaid Services (CMS) to continue the Enhanced Community Coordination and Transition Support Teams through December 2018. She said these two particular supports were designed for individuals with complex medical and/or behavioral issues. The Transition Support Team provides education to providers in the Network and/or families as needed. They also provide case consultation. This was initiated to assure that individuals transitioning from the State Supported Living Centers are successful once they are in the community.

The Early Childhood Intervention Program (ECI) had a desk review/self-review analysis. Ms. Thompson said the program strengths and areas for improvement were noted in her report.

Please refer to the packet for the rest of this report.

Mr. James asked Ms. Thompson if she had thought of what her next step would be come January 2019 when the contract for the Transition Support Team comes to an end in December 2018. Ms. Thompson said that she and Ms. Carrie Parks have talked about looking into some crisis dollar funding and they are going to try to incorporate as much of the staffing team as possible using this funding stream.

Ms. Salinas Gutierrez asked if it was typical for the complaints to be this high. Ms. Thompson said it varies from month to month.

Motion: Ms. Salinas Gutierrez moved Acceptance of the Quality Management Report for December 2017. All were in favor, none opposed. The motion was unanimously approved.

**Ms. Martinez stopped the board meeting at 2:56 in order to go into Executive Session.**

- 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 2:56 pm.

- Notice and Summary of Information Privacy and Security Incidents

Dr. Burruss asked if Ms. Thompson and Ms. DeLuca could stay on for the Executive Session as they are the lead for this particular issue in addition to the other individuals that routinely stay.

**Return to Open Session:** Ms. Martinez opened the meeting at 3:38 pm and declared that no action was taken during closed session.

**Ms. Martinez reconvened the Board meeting at 3:38 pm.**

**Consideration of Acceptance of Revision to Board Policy 8.02:** This report was made part of the packet. Ms. DeLuca said there were no substantive changes made to this policy.

Dr. Secrest referred to the redline policy and asked if there was a reason for the removal of some of that language. Ms. DeLuca said the language there was more indicative to fall under our Administrative Procedures (AP) which details the step by step things that staff need to do. Ms. Thompson said that information has been moved over to our Administrative Procedure.

Motion: Dr. Secrest moved Acceptance of Revision to Board Policy 8.02. All were in favor, none opposed. The motion was unanimously approved.

#### **REPORT OF THE MARKETING & DEVELOPMENT COMMITTEE:**

Ms. Martinez referred to Ms. Stark for this report.

**Consideration of Acceptance of the Marketing and Development Report for December 2017:** This report was made a part of the packet. Ms. Stark said that during December's Blanket Drive we collected over 200 blankets. She referred to Dr. Burruss comment on the upcoming conference and said we are in the beginning stages of planning our ACER conference in April. Ms. Stark provided information on the marketing that is taking place to highlight this conference. She reported that due to the holidays in December there were fewer community meetings. Ms. Stark said the grants report is in the packet and it has updates on the grants.

Dr. Secrest asked if the Sid Foundation was interested in supporting behavioral health. Ms. Stark said no, it was more of the fact that Pete Geren is their President and he's the Former Secretary of the Army. This was an update to share with them how we are expanding into Tarrant and other counties and the work we are doing with Veteran Services and America Serves. Ms. Stark said this was an opportunity for us to connect with them, but their charter is more towards education, versus Veteran Services.

Dr. Secrest asked that in terms of the activity at the Cohen Center, if Cohen is satisfied with the level of activity that they are getting in terms of services. Dr. Burruss said we have underperform our targets, but we hope to crack this soon with the new programs that are coming on line in December. These are programs that will hopefully feed the services at the Cohen clinic so that we can catch up to what we had projected. Dr. Burruss said they are not disappointed with us, but they would love to see us hit the targets which we thought we could. Dr. Secrest asked why this is being underutilized. Dr. Burruss said we are amongst the top two in coming close to our targets. But we are also behind even being amongst the top two percentage wise. Dr. Burruss said we have attracted thousands, but we are approximately 10% off the 800 or 900 that we are looking to serve in a year.

Dr. Secrest said his idea was that there was an underestimate of what the need is. Dr. Burruss said we are looking for anyway to try to facilitate entry into the clinic to address the stigma. He said Charlene and he will be presenting tonight at a program around how to continue to expand the support for the clinic. Dr. Burruss said we are still serving a lot of people. Ms. Martinez said that they also have to be willing and not feel stigmatized. Ms. Stark said with the expansion of our medical services we now have more Navigators and Support Specialists and she believes that we will be able to spread the word with this additional 8 staff.

Motion: Mr. James moved Acceptance of the Marketing and Development report for December 2017. All were in favor, none opposed. The motion was unanimously approved.

#### **REPORT OF THE LEGISLATIVE ACTION COMMITTEE:**

Ms. Martinez referred to Ms. Stark to present this report.

#### **Consideration of Acceptance of the Legislative Action Report for December 2017.**

Ms. Stark referred to her report and House Bill 13. She said staff continues to work on developing the proposal for the House Bill 13 (HB-13) grant. Four local mental health authorities were announced this week as recipients. The North Texas Behavioral Health Authority (NTBHA) is one of those recipients. We will be submitting our own grant next week to secure more funding for our Assertive Community Teams.

Ms. Stark said we also recognize the state for what they are doing with state funding for state hospitals. The first release of those funds is for a psychiatric hospital in Dallas/Ft. Worth in partnership with UTSW which is part of the Phase II that was announced in recent months. Ms. Martinez asked Dr. Burruss if Timberlawn's closing was worrisome. Dr. Burruss said Timberlawn would have been a major loss three years ago, but right now, it is inconsequential due to the fact they shrunk to a fraction of its previous existence in the wake of their prior troubles. He added that it provided most of the NorthSTAR inpatient care under ValueOptions (VO) before their troubles; but then those troubles shifted the business to Dallas Behavioral and left them without Medicaid business, concluding they haven't been a significant part of the delivery system in a while now.

Ms. Crockett asked about Green Oaks. Dr. Burruss explained they are not an impatient provider in the NorthSTAR system and function more as an emergency room where most enter the system for their initial evaluations.

Motion: Dr. Secrest moved Acceptance of the Legislative Action report for December 2017. All were in favor, none opposed. The motion was unanimously approved.

- V. **Meeting Adjournment:** There being no further business to come before the Board, Ms. Martinez adjourned the meeting at 3:55 pm.

Minutes approved by:

A handwritten signature in blue ink, appearing to be 'Corey Golomb', written over a horizontal line.

Ms. Corey Golomb, Secretary

Minutes distributed by:

Martha L. Toscano

Executive Assistant to the CEO/Board Liaison