

2021 ANNUAL REPORT

# The Embrace of Support

Wraparound  
Systems of Care






## Our Mission

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

## Contents

2	Message from CEO
6	Suicide Prevention
8	Partnerships
10	Newly Funded Programs
12	Family Connects
13	Intellectual & Developmental Disabilities
14	Donors
16	Mental Health First Aid
18	Financials
20	Leadership

**METROCARE** is the largest provider of mental health and developmental disability services for Dallas County, serving over  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.

## Serving people with disabilities and mental illnesses is evolving.

The days of impersonal analysis and pejorative diagnoses are dwindling. Despite this, when someone musters the courage to ask for help, they are certainly exhibiting bravery, but also trust. Their hope is to be seen as more than a list of symptoms. A need to know that anyone can aspire, regardless of their diagnosis. These neighbors of ours deserve empathy alongside expert treatment.

Last year, Metrocare provided services for 55,590 people. That's akin to a good-sized city. Still, our therapeutic approach is personal, enveloping each client in a caring embrace. Following the principles of "wraparound services," a team of qualified workers meet the individual where they are. With the client as the hub, the spokes are care coordinators, licensed counselors, mental health professionals, carefully chosen medication, and peer support. The outer wheel is a continuous circle of compassionate, evidence-based, trauma-informed care. Metrocare clinics construct a support system for our clients designed to fill in all the gaps, thereby empowering our clients to heal, yes, but more importantly to thrive.



Every day, Metrocare team members deliver over 2,700 clinical encounters. The clients who walk through our doors represent the most vulnerable of Dallas County. Their stories are rarely simple. Therefore, our treatment must also be collaborative and holistic. The veteran struggling with PTSD benefits from innovative Cognitive Processing Therapy, but she also needs support from peers and family members who extend the therapeutic embrace of the clinic. Parents of children experiencing developmental delays need the full embrace of a team of case managers, family services, and behavioral-sensory therapy. The adolescent struggling with self-harm and suicidal ideation finds hope as he shares his story with a therapist-led group of peers and, when he goes home, is equipped with new skills to cope with turbulent emotions and trauma. Those in the grips of substance misuse and abuse experience life-changing medication-assisted treatment in our intensive outpatient program, but this doesn't happen without first removing financial barriers that hinder or prevent service.

Meeting people where they are requires creative problem-solving and compassionate tenacity. As you read about Metrocare's work, take notice of the commitment our team members continue to demonstrate to our community. Notice not only the structure of care, but the genuine heartbeat that drives it. Notice the generosity and support from partnerships and donors that make the work possible. As the largest provider of services for housing, veterans, mental health and disabilities in North Texas, we couldn't do this without you. Thank you for your constant support which ensures that Metrocare can embrace more people than ever!

Sincerely,

A handwritten signature in black ink that reads "John Burruss MD". The signature is fluid and cursive.

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



“

Our task must be to free ourselves...by widening our *circle of compassion* to embrace all living creatures.” **Albert Einstein**

# Metrocare's Embrace The Power of Wraparound Services

“

Metrocare clinics construct a support system for our clients designed to fill in all the gaps, thereby empowering our clients to heal, yes, but more importantly to thrive.”

**Dr. John Burruss**

## Suicide Prevention

# Surrounded by Hope

**Even before the pandemic, youth suicides were already at a record high. That number has been growing and something must be done to address the issue.**

This is why Adriana Carranza deeply loves the *Suicide Prevention and Resilience in Children* program (SPARC). Adolescents between the ages of 12-18 join a small cohort of peers and gather weekly to discuss topics and support one another. In their first session, they each make a personal “hope-box.” They fill it with visible items that remind them of life’s gifts. As teens with histories of suicidal ideation and often hospitalization, Adriana and her team strive to create a safe space to share, learn, and grow. They start each session with a safety check of their physical and emotional well-being. They end every session with a personalized statement of positivity, their “reason for living.”

**Adriana Carranza**  
*Clinical Manager IV,  
Wraparound Program  
and SPARC*

Adriana also oversees the Wraparound Program which supports children ages 3-18. Referrals often come from Child Protective Services of youth at risk of hospitalization and/or incarceration. Wraparound Services is a comprehensive methodology of care — a team approach. Each child receives a Care Coordinator, a Skills QMHP (Qualified Mental Health Professional) and a Family Partner who supports the guardian of the child. Wraparound Services focus on stabilizing the child through goal-setting, building on strengths, and enhancing the family support system. However, Adriana says that some of these children still need extra support. That’s where SPARC can make the difference.

The goal of SPARC targets suicide prevention and creating crisis plans, but it goes beyond that. SPARC encourages hope in teenagers by providing the full embrace of a support system designed to empower. The goal is resilience and, so far, it’s working.

# Natalie

Natalie\* is a high-school girl who started out timid and shy when she came to her first group. Adriana explains this is normal for these adolescents as many of them are coming from circumstances of severe trauma, self-harm, and attempted suicide. In the group, Natalie was slow to speak at first. Over time, her group made their “hope-boxes,” they discussed their feelings and how to identify them, and they closed each session with their “reason for living.” Slowly, Natalie’s latent leadership qualities began to emerge as she shared her story and began to blossom. Other peers, inspired by her courage, also began to share their stories as well. Together, the group of teens discovered that they were not alone. They uniquely understood what it was like to go through what they were experiencing. After the 8-week program ended and Natalie had graduated, she asked if she could continue to come back. Adriana encouraged it. And so, when Natalie’s current job doesn’t interfere, she attends a new cohort where she can give just as much as she receives.

\*name changed for confidentiality



## Partnerships

# Community Partners: A Network of Holistic Care

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

**155**  
Partnerships  
and Counting...

Parkland Cohen Veterans Network NTBHA  
Meadows Mental Health Policy Institute The  
County of Dallas The Stewpot City of Dallas  
Metro Dallas Homeless Alliance Children's Health  
Texas Health Resources Urban Inter-Tribal Center  
of Texas Homeward Bound U.S. Department of  
Housing and Urban Development The Bridge  
Dallas Police Department Texas Department  
of Criminal Justice Dallas Independent School  
District Baylor Scott & White Health Texas  
Department of Family and Protective Services

# Cultivating Excellence

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.

**THE  
ALTSHULER  
CENTER**  
for Education & Research



<b>202</b>	<b>ACER Total Trainees</b>
31	Advanced Practice Nurses
5	Child Development
6	Medical Students
9	Others
77	Paramedic
7	Psychiatric Fellows
44	Psychiatric Residents
5	Psychologists and Counseling Students
18	Social Work Students

**ACER Total  
Clinical Hours**  
**24,053**

# Power of Specialized Care

## Trauma is uncomfortably common for children.

Whether it is separation anxiety for preschoolers or peer pressure to use drugs as a teenager, around two-thirds of children report at least one traumatic event by the age of 16. This may be neglect, bullying, or sexual/physical abuse at home. Regardless of the event, the consequences typically manifest in some sort of behavioral problem.

Parents usually get referred to INTACT (*Integrated Treatment for Complex Trauma*) because their child is acting out in some way or another. But unlike other approaches which employ “random acts of therapy,” INTACT relies heavily on evidence-based assessments. This gives the trained psychologists the opportunity to target the treatment. Then the child not only receives effective therapy, but the parents or guardians also understand the full context of

their child’s situation. Some kids face intellectual disabilities or learning differences in addition to their trauma. In these cases, knowledge literally is power.

Thanks to a grant awarded by the Substance Abuse and Mental Health Services Administration (SAMHSA) for \$1,777,050 over 5 years, Metrocare has been able to refer children to our targeted treatment which employs assessments, symptom checks, and parental support. We can’t always control what happens to our kids, but we can support them with presence, compassion, and trusted methodologies of healing.



**Janie English (Left)**  
*Trauma Therapist, LPC*  
**Christina Wise (Middle)**  
*Licensed Psychologist, Ph.D.*  
**Tonya S. Fortenberry**  
*Special Projects Manager, LPC-A*

# Raising the Recovery Bar

## Pharmaceutical companies in the 90’s confidently

asserted people would not become addicted to opioid pain relievers, and they were wrong. Instead, the US finds itself in an epidemic of opioid misuse, overdose, and even death. Metrocare’s Medication-Assisted Treatment (MAT) program meets the problem head on.

Metrocare was awarded a grant from Substance Abuse and Mental Health Services Administration (SAMHSA) for \$2,620,420 over 5 years to implement MAT. This has empowered our passionate workers to wrap their arms around many who are struggling with Opioid Abuse Disorder. While medication that blocks receptors in the brain helps with craving and addiction, it is only one piece of the treatment puzzle. Disentangling from the consequences of addiction means embracing the “whole patient.”



**Teirney Guinyard**  
*Director Special Projects MAT-SAMHSA*  
**Maddisson Elizardo (Middle)**  
*Clinical Manager V, Substance Use Services*  
**Raneshia Lee (Right)**  
*Clinical Manager II, Project Evaluator MAT-SAMHSA*

# Charlie

Charlie\* — a program participant — was initially hesitant. The 1-year program requires members to attend a support group three times a week for the first three months. Though the meeting requirements taper over time, the intentional blend of counseling, peer support, medication, and addiction recovery have proven to be effective. Charlie is now crossing his 6-month milestone. His transformation is evident to all. Not only does he enjoy the weekly meetings, but he has also begun to lead by example with his engagement and encouragement.

\*name changed for confidentiality



# Fortifying the Whole Family

**When a new mother leaves the hospital, she gets the comfort of her own home, but she loses the support that surrounded her in the hospital.**

Post-partum issues such as breast feeding difficulties, emotional attachment with her newborn, or irregular sleep patterns don't stop once she is no longer surrounded by medical workers. It can feel lonely and overwhelming as everyone in the home adapts to the demands of a newborn infant. To fill this gap in healthcare services, Metrocare extends a continuum of care model with the collaborative program, Family Connects.

Metrocare sends expert support of Registered Nurses into the homes of these new moms starting three weeks from delivery. Whatever the need, the RN responsibly connects the family to the resource. Whether it's lactation consultation, counseling for post-partum depression, or even physical items like formula or a bed, Family Connects meets the need.

Not only is the program completely free of charge, but it is also universal in its application. As long as the parent resides in Dallas County and has given birth to a baby, they qualify. These generous criteria mean that parents of all kinds can receive services: mothers, fathers, foster parents, and women who experience pregnancy loss. Regardless of family complexion, the compassionate embrace of Family Connects provides intimate support during the critical first few months of a baby's life. Ms. Ihssan Tahir, mother of a two-week-old

and a three-year-old, said: "Simply being able to talk to someone about how I am feeling, how my baby is feeling has helped a lot. I am a second time mom, but no kid is the same. There are different challenges and different things you may need help with."

Family Connects is an evidenced-based program with proven outcomes like decreased symptoms of anxiety in mothers, fewer emergency room visits during the first year of the child, and improved home safety and parental behavior. It meets the family where the needs exist while also providing preventative intervention for future health. The results are thriving not only for the child, but the whole family.



## Intellectual & Developmental Disabilities: **Redefining Disabilities**

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 and adults 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.



**Selena Milles**  
Program Director of Early Childhood Intervention (ECI) & Center for Children with Autism (CCAM)

**Carrie Parks (Right)**  
Director of IDD Provider Services

# LIDDA

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  
**8,659**  
Unduplicated  
Clients



## Donor Spotlights

# Generosity Fuels the Work

### Corporate Donor: Lockheed Martin

In 2021, during the height of the pandemic, Lockheed Martin Missiles & Fire Control granted Metrocare's Cohen Military Family Clinic a gift to support the ongoing clinical services. This investment from Lockheed Martin enabled the Cohen Clinic to enhance the audio/visual equipment and furniture in a newly constructed community room dedicated for professional education, networking events, hybrid meetings, trainings, and workshops.



### Individual Donor: Blasnik Family

The Linda and Steven Blasnik Philanthropic Fund of the Dallas Jewish Community Foundation has supported Metrocare's greatest needs over the years, especially during the pandemic — at a time when the demand for mental health services skyrocketed nationwide and in our community! This ongoing support, through recommendations made by Linda and Steven Blasnik, signals they understand the importance of everyone having access to high-quality mental health and developmental disability services. Each year this generosity ensures adults and children in Dallas County get the help they need to live meaningful and satisfying lives. This investment in Metrocare and the individuals we serve has been life-changing and truly makes a difference!

## Donors

### INDIVIDUALS

Mona Alnaeemi  
 Bridget Angus  
 James & Carol Archer  
 Roberto Avendano  
 Barbara & Kenneth Bernstein  
 Jane Burruss, PhD, JD  
 Wendy Campbell  
 Shannon & Fred Cerise, MD, MPH  
 Wendy Cross  
 Carla & Dan Demarco  
 Israel Denis  
 Christine Dobson  
 Martie Donaldson  
 Anthony Farmer  
 Patricia & Mike Fiduccia  
 Kathleen Freeman  
 Adela Garza  
 Mary C. Geisler  
 Herlinda Glasscock  
 Corey E. Golomb  
 Nancy Grant  
 Dalia Salinas Gutierrez  
 Kathryn Hackett  
 Dave Hogan  
 Sherry & Dwain Howard  
 Terry A. James  
 Elaine P. Jones  
 Norma & Michael Katz  
 Hoange Khiem  
 Lisa Lachance-Skier  
 Bridget Lopez  
 Lorraine & John Luna  
 Tanya Mackin  
 Jill Martinez  
 Madeline Massey  
 Simeon May  
 Gretchen Megowen, MD  
 Angela Melone  
 Geraldine & John Minna  
 Linda Minturn

Pamalla Moes  
 Janie Peachee  
 Julia Petecki  
 John Pitts  
 Sherry Reagor  
 Tate & Steve Ringer  
 Noel Santini, MD, MBA, FACP  
 Cynthia Nix Savelli, MD  
 Linda & Leslie Secrest, MD, PA  
 Jeanine Smith  
 Daniel Tai  
 Elton Taylor  
 Martha Toscano  
 Akilah Wallace  
 Cindy Weatherall  
 Shirley Weddle  
 Peggy Wehmeyer  
 Jamie & Carl Weisbrod  
 Mark Wolf

### CORPORATIONS

Corder and Waller Consulting, LLC  
 CTL Aero Solutions  
 Fidelity Charitable  
 Kirksey I th+a  
 Lockheed Martin Missiles and Fire Control  
 Morgan & Weisbrod, LLP  
 SheppardMullin  
 Solender/Hall, Inc.  
 Stonegate Pharmacy

### FOUNDATIONS

Anonymous Foundation  
 The Addy Foundation  
 Clay & Lara Jenkins Foundation  
 The Dallas Foundation  
 The Eugene McDermott Foundation  
 The Hillcrest Foundation  
 The Hoblitzelle Foundation  
 The Leland Fikes Foundation, Inc.

The Mike and Mary Terry Family Foundation  
 The Ramesh and Kalpana Bhatia Family Foundation  
 The Rosewood Foundation  
 Theodore and Beulah Beasley Foundation, Inc.  
 William T. and Gay F. Solomon Advised Fund at The Dallas Foundation

### CIVIC ORGANIZATIONS/PARTNERS

Carry the Load  
 Cohen Veterans Network  
 Clara J Miller Trust Fund  
 c/o Sabine Oil & Gas Corporation  
 Employees of the Dallas County Tax Office  
 Linda and Steven Blasnik Philanthropic Fund of the Dallas Jewish Community Foundation  
 McDonnough Family Fund  
 North Texas Cares  
 SMU Cox School of Business  
 The Simmons Sister Fund  
 Texas Toy Run  
 Town of Addison  
 Trader Joe's  
 Trinbrook Fund  
 United Way of Metropolitan Dallas

### GOVERNMENT/STATE

Substance Abuse & Mental Health Services Administration (SAMHSA) — National Child Traumatic Stress Initiative  
 Health & Human Services Commission (HHSC) of Texas — Texas Veterans & Family Alliance Program  
 Housing of Urban Development (HUD)  
 US Department of Health & Human Services

## Mental Health First Aid

# Nobody is Alone

### Most people aren't comfortable asking, "Are you thinking about suicide?"

That's what Tanya Mac and James Wallace attest. Both are certified trainers in Mental Health First Aid (MHFA). They have been teaching classes in the community that empower individuals with tools of awareness. How can a person recognize the signs and symptoms of someone who is struggling with a mental health crisis?

James once delivered an MHFA training for parents of a girls' soccer league. Shortly before the class was scheduled, one of the athletes had attempted suicide and the parents were reeling about how to support their children. James was able to offer a methodology for identifying mental health issues. Tanya tells the story of training veterans when merely days later an attendee contacted her. That person had been talking with another veteran at a public event and noticed something was wrong. Fortunately, she remembered the set of questions she learned in

the MHFA workshop. Her friend was struggling with suicidal ideation, and shortly after, she was able to connect her to the Cohen Military Family Clinic for care.

The MHFA course encourages taking an active role in public health. Many who are struggling with mental health issues either lack the self-awareness to recognize they need help,

or hold a fear of stigma that discourages them from reaching out. The course flips the wraparound approach. Instead of proposing an inward approach of care towards the individual in need, the MHFA student redirects the focus of care outwards. Everyone has networks of people who surround them. Who knows which one is silently carrying a burden of anxiety, depression, or thoughts of ending their life? The message is clear: you are not alone. James and Tanya share this message by empowering groups of people whether they be in faith communities, schools, or non-profit organizations. While they both admit that the conversation may be awkward to initiate, it's too important to leave unspoken.



**Tanya Mac**  
Cohen Clinic  
Outreach Director

**James Wallace (Right)**  
HR Trainer

## 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 3,000 members of the military and veteran community in the North Texas area since opening.



The Steven A. Cohen  
Military Family Clinic  
at Metrocare



Evidenced-based practices are critical, but so is a robust support system to encourage healing and enhance one's quality of life."

**Dr. Chelsea Fiduccia**  
Clinic Director at the Cohen Clinic

# Statement of Net Position

August 31, 2021

## Assets

<b>Current assets</b>	
Cash	\$ 8,285,649
Short-term investments	400,890
Net receivables	13,363,814
Receivables from other governments	3,925,975
Inventories	962,188
Prepaid items	718,026
Restricted cash	253,242
<b>Total current assets</b>	<b>\$ 27,909,784</b>
<b>Noncurrent assets</b>	
Restricted investments	\$ 164,715
Accounts receivable	1,664,286
Nondepreciable capital assets	3,431,720
Depreciable capital assets, net	10,672,610
<i>Total noncurrent assets</i>	<i>15,933,331</i>
<b>Total assets</b>	<b>\$ 43,843,115</b>
Deferred outflows of resources-sales leaseback	317,953

## Liabilities

<b>Current liabilities</b>	
Accounts payable	\$ 3,030,773
Accrued payroll and payroll taxes	3,208,675
Other current liabilities	2,087,535
Unearned revenue	227,037
Accrued compensated absences	3,350,000
Capitalized leases	345,898
<b>Total current liabilities</b>	<b>\$ 13,176,796</b>
<b>Noncurrent liabilities</b>	
Notes payable	4,500,000
Capitalized leases	2,367,942
Other noncurrent liabilities	923,732
Accrued compensated absences	2,780,632
<i>Total noncurrent liabilities</i>	<i>10,572,300</i>
<b>Total liabilities</b>	<b>\$ 23,749,102</b>
Deferred inflows of resources-sale leaseback	576,983

## Net Position

Net investment in capital assets	\$ 6,540,490
Restricted for	
Center for Education and Research	164,715
Capital projects	1,753,242
Unrestricted	11,376,537
Net position, beginning	8,814,712
Change in net position	11,020,272
<b>Net position, ending</b>	<b>\$ 19,834,984</b>

# Statement of Activities

August 31, 2021

## Revenues

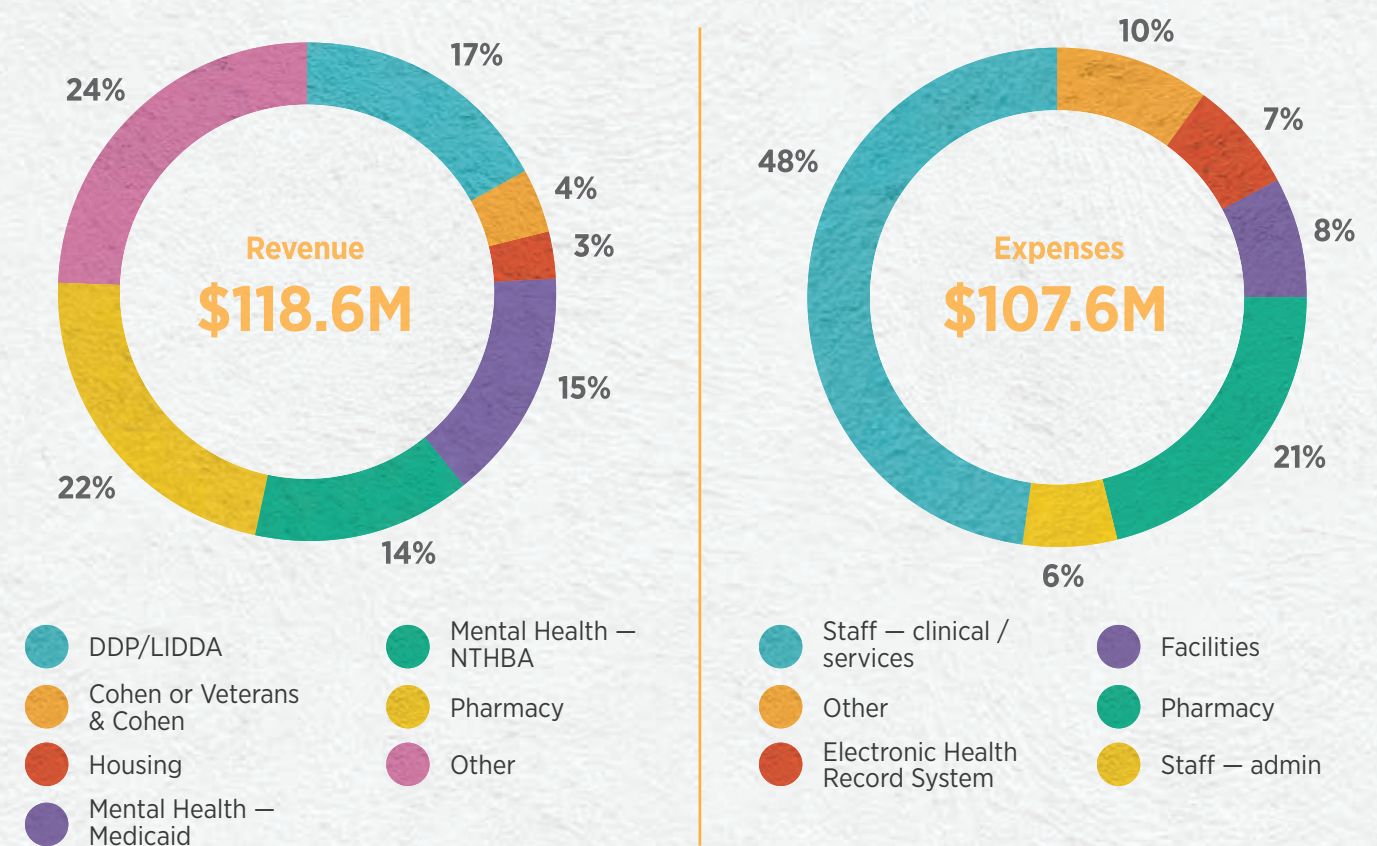
Program revenues	
Charges for services	\$ 69,194,331
Operating grants contributions	45,367,217
Capital grants and contributions	4,012,900
General revenues	
Local Income	15,713
Miscellaneous	31,414
<b>Total revenues</b>	<b>\$ 118,621,575</b>

## Expenses

Mental health	\$ 77,562,808
Intellectual disability authority	10,598,040
Developmental disability provider	8,326,307
Administration	10,878,052
Interest on long-term debt	236,096
<b>Total expenses</b>	<b>\$ 107,601,303</b>

**Change in net position \$ 11,020,272**

## Change in Net Position



Amounts are derived from Metrocare's audited financial statements as of and for year ending August 31, 2021. 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 Secret,  
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



**Dr. John W. Burruss**

Chief Executive Officer

**Linda Thompson**

Chief Operating Officer



**Rich Buckley**

Chief Administrative Officer /  
Chief Financial Officer

**Dr. Judith Hunter**

Chief Medical Officer



**Kelli Laos, LCSW**

Chief Clinical Officer

**Tate Ringer**

Chief Strategy Officer



Meeting people where they are requires creative problem-solving and compassionate tenacity.”

**Dr. John Burruss**



Metrocare

[metrocareservices.org](http://metrocareservices.org)

