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REGULAR BOARD MEETING MINUTES
April 23, 2026

A Regular meeting of the Board of Trustees of Metrocare Services was held on Thursday, April 23, 2026. The meeting took place at 3242 Remond Dr., Dallas, TX 75211.

Call to Order and declaration of quorum:
Ms. Cantu, Chair, called the meeting to order at 1:03 pm. A quorum was confirmed with nine (9) board members in attendance.

Trustees Present:
Stacy G. Cantu, Ryan J. Garcia, Ivette Marquez, Crystal Garland, Jennifer Farmer, PhD., E. Peter Urbanowicz, Heather Kitzman, PhD., and Jon Karp. Ms. Walkowiak participated via Teams.

Public Comment:
The procedure for public comment was available at the meeting. There was no public comment received.

Staff present:
Tate Ringer, John Burruss, M.D., Kelli Laos, Lucas Wilson, Jennifer Wadsworth and Ikenna Mogbo.

Guests present:
Joel Geary, Legal Counsel to Metrocare, Socorro Salazar and Idalia Amaya from Dallas County, and Adrian Colón from the North Texas Behavioral Health Authority (NTBHA).

Chair Updates:

- **Welcome new Board members:**
  Ms. Cantu welcomed Mr. Peter Urbanowicz, Dr. Heather Kitzman, and Mr. Jon Karp to the Board.

- **Stakeholder meetings update:**
  Ms. Cantu said that during the month of April she, along with other board members, and staff met with Dallas County Judge Jenkins and the Dallas County Commissioners.

- **Future Board meetings:**
  Ms. Cantu referred to the reason behind the addition of a Board meeting during the summer and after discussing a couple of dates, the board agreed to hold the meeting on July 15th.

- **Board Retreat:**
  Ms. Cantu said that every year during the month of August the board holds an Annual Board Retreat to discuss next year's Budget and to review and revise the Key Performance Indicators. The board agreed on Saturday, August 22nd to hold the board retreat, before the August 27th board meeting.

- **Texas Council Annual Conference:**
  Ms. Cantu referred to the upcoming Tx Council 39th Annual Conference scheduled to take place in San Antonio this coming June. She provided information on the training that is provided to staff and the board members and asked the board members to reach out to Martha if they would like to attend.

Next board meeting: Thursday, May 28, 2026

Board Liaison Reports:

- **Mental Health Advisory Committee:**
  Ms. Wadsworth reported that the committee met in the month of April and she shared the Metrocare Community Health Needs Assessment (CHNA) results with the committee as well as the appointment of Tate Ringer as the new Interim CEO.

  Ad Hoc Committee to Review the Center Board Policies and Bylaws:
  Ms. Cantu referred to the Center Bylaws that were provided to the board and asked the board to review the Bylaws and to inform her of any recommendations and/or changes.

Consent Agenda: March 2026 Board Reports

1. Acceptance of February 26, 2026, Board Meeting Minutes
2. Acceptance of March 26, 2026, Board Meeting Minutes
3. Acceptance of the Human Resources Report
4. Acceptance of the Information Technology Report
5. Acceptance of the Clinical Services Division Report
6. Acceptance of the FY26 2nd Quarter Report on Internal Review Board Approvals
7. Acceptance of the Mental Health Services Division Report
8. Acceptance of the Quality Management and Compliance Report
9. Acceptance of the Local Intellectual and Developmental Disability Report

Motion: Mr. Garcia moved to accept the March 2026 consent agenda as presented and Ms. Garland seconded. The motion was unanimously approved.

Chief Executive Officer:

Service Presentation:
Mental Health Crisis Services: Patricia Wordell, LPC, Crisis Services Manager

Ms. Tricia Wordell, Crisis Services Manager presented the success story - On February 19, 2026, Metrocare's Mobile Crisis Outreach Team responded to a request concerning an individual who disclosed suicidal thoughts at work. The team met the individual at her workplace, where she shared long-standing suicidal ideation, unresolved grief over her mother's death, and strained family relationships. She had no prior mental health services and reported minimal familial support. The individual agreed to outpatient care and was successfully connected to services at one of the Metrocare clinics. Follow-up engagement shows she remains connected to care, has begun counseling, reported improved family relationships, and expressed appreciation for Metrocare's support and intervention.

Action Agenda:

Acceptance of the Chief Executive Officer Report for the FY26 Key Performance Indicator Progress through March 2026:
Dr. John Burruss, CEO, presented the March activities report as provided in the packet. Dr. Burruss and Interim CEO, Tate Ringer, answered questions about KPIs, and provided context of

workforce changes impacting the Cares Café trainees. Interim CEO, Tate Ringer invited Chief Housing Officer, Ikenna Mogbo, to provide an update on the Housing KPI, which targets a 5% increase in the number of individuals receiving supportive housing through Metrocare Services in FY26. Mr. Mogbo reported that the department is currently slightly below target, trailing the goal by two individuals. He noted that the 5% increase represents a stretch goal for the fiscal year, particularly in light of uncertainty at the federal level. Recent shifts in administration priorities have signaled a potential reduction in federal engagement and funding in the homelessness response system, creating additional challenges for achieving growth targets.

Ms. Ringer presented a report on activities and actions in her first 23 days in the role.

Motion: Mr. Garcia moved to accept the CEO Report for March 2026, and Ms. Marquez seconded. The motion was unanimously approved.

Finance and Administration Reports:

Acceptance of the Financial Report for March 2026 (unaudited)

Mr. Wilson presented the March 2026 financial report and accompanying forecast. Management reported that while the organization remains unfavorable to budget, the projected year-end position has improved modestly from the prior month's forecast. The discussion focused primarily on the major drivers of variance, including employee health plan costs, contracted services, pharmacy performance, and cash flow.

Health plan expense remains significantly over budget, though recent months have shown signs of moderation. Management reviewed actions already implemented to reduce claims costs and stated that the impact of these initiatives will continue to be monitored. Contracted services remain above budget largely due to previously unbudgeted NetSmart-related costs, though management expects some improvement from bringing revenue cycle management back in-house and from other vendor contract renegotiations already underway.

Pharmacy performance remains below budget, though management anticipates rebate activity and additional operational review may partially mitigate this variance. Leadership also discussed ongoing reviews of purchasing and vendor strategies to improve pharmacy performance going forward.

The Board reviewed a weekly cash forecast process that has now been implemented to improve visibility into liquidity trends. Management reported that cash inflows have recently tracked ahead of forecast, driven in part by Medicaid-related receipts, and noted that reserves established from the recent Charity Care payment provide near-term support. At the same time, discussion reflected continued concern regarding structural cash flow pressures heading into FY27 and the importance of beginning next year's budget and cash planning earlier than in prior years.

Management also provided an overview of accounts payable, major vendor balances, and efforts to renegotiate payment terms where possible. The Board discussed the importance of continuing to evaluate expense reduction opportunities, contract optimization, and other cost containment measures.

The financial report was presented, discussed, and approved by the Board.

Motion: Mr. Garcia moved to accept the Finance Report for March 2026, and Mr. Karp seconded. The motion was unanimously approved.

Acceptance of the Facilities Division Report for March 2026:
Mr. Wilson presented an update to the construction funds provided by the tax-exempt bond issuance in November 2025 focusing on funds that have been drawn down to date for the eligible projects, anticipated funds to be drawn down in the coming months & the need to reallocate funds across the projects based on changing needs. He also discussed the facilities capital budget currently projected for FY27 & FY28 respectively.

Motion: Mr. Garcia moved to accept the Facilities Division Report for March 2026, and Dr. Farmer seconded. The motion was unanimously approved.

Acceptance of the Housing Division Report for March 2026:
Mr. Mogbo referenced his written Board report and highlighted ongoing challenges related to the relocation of the Safe Haven program. The move, originally scheduled for late March to early April as outlined in the March Board report, has been delayed. The delay is due to the receiving property not being prepared to meet required inspection standards. As a result, the program was compelled to negotiate an extension with the current property owner to remain in place for an additional month.

Motion: Mr. Urbanowicz moved to accept the Housing Division Report for March 2026, and Mr. Karp seconded the motion. The motion was unanimously approved.

Acceptance of the Strategic Initiatives Report for March 2026:
Interim CEO, Tate Ringer, presented the report as provided in the packet and provided details on the usage of WISE Consulting grant writing team after eliminating a permanent grant writing position. WISE has increased the number of philanthropic entities Metrocare has applied to and is able to apply for government grants if those become more readily available again. The benefit is Metrocare only pays for the time utilized, not a retainer.

Motion: Ms. Marquez moved to accept the Strategic Initiatives Report for March 2026, and Dr. Kitzman seconded. The motion was unanimously approved.

Executive Session:
(There will be no action taken during executive session)

Subject Matter of Deliberation: CEO Search

Announcement of Closed Session in Accordance with Texas Government Code:

§ 551.074 – Personnel Matters

Ms. Cantu closed the meeting at 2:50 pm and returned to open session at 3:25 pm.

Action taken as a result of Executive Session:
No action was taken as a result of executive session.

Board Acknowledgement:
Ms. Cantu acknowledged three (3) former board members of Metrocare, Mr. Anthony Farmer, Ms. Sonnia R. Ortega and Noel O. Santini, M.D., for their time and dedication as volunteers on our board and their support for the services we provide the community. Ms. Ortega and Dr. Santini addressed the board and thanked them for the opportunity. Ms. Cantu said Mr. Farmer was not able to join us today, but the Plaque would be delivered by Dr. Farmer to her husband with our gratitude for his service on this board.

Meeting Adjournment: There being no further business to come before the Board, the meeting adjourned at 3:34 pm.

Minutes approved by:

Ryan Garcia

Ryan J. Garcia, Secretary

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