



BOARD MINUTES
March 25, 2021

METROCARE SERVICES Board Meeting Minutes

A Regular Meeting of the Board of Trustees of Metrocare Services convened via a zoom conference meeting on Thursday, March 25, 2021.

CALL TO ORDER:

Mr. James called the meeting to order at 1:31 pm. A quorum of the Board was in attendance.

Board Members Present:

Terry James	Leslie Secrest, M.D.	Dalia Salinas Gutierrez
Jill Martinez	Kenneth Bernstein	Noel O. Santini, M.D.
Anthony Farmer		

Not present: Peter Schulte and Dave Hogan

Staff Present:

John Burruss, M.D., CEO	Linda Thompson	Judith Hunter, M.D.
Richard Buckley	Kelli Laos	Tate Ringer
Kevin Boyd	Ariana Guilford	

Guest: Joel Geary and other guests were present.

CITIZEN COMMENTS: None.

Chairman Updates:

Ad hoc committee to Review the Center Bylaws and Board Policies:

Mr. James informed the Board members that the revised Bylaws will be sent out to them so that they can review these revisions and discuss them at the upcoming April Board meeting. After that, they will begin to review the Board Policies and start to present them to the Board for review and discussion around potential-edits. He said the work at the committee is progressing very well.

Mr. James talked about the process on how to talk or reach out to members of the Senior Management staff for guidance as it relates to their work with the Ad hoc committees. He said that their communication is first with Dr. Burruss or at minimum copy him on those communications. This will avoid putting staff in an uncomfortable situation or position.

Mr. James said that Mr. Farmer, Mr. Hogan, and Mr. Schulte have been renewed for their additional two-year terms. He thanked them for their continued support of Metrocare, and for the people of this county.

Mr. James said that a question came up and referred to Governor Abbot's temporary allowance for Governmental entities to meet virtually. He said that at any point this temporary allowance could be lifted, and we would be required to return to in-person meetings again. If this is the case, we will take every effort to meet again in a safe and responsible fashion.

Dr. Burruss said that this emergency action has been extended to the end of June and with this comes all the allowances that the Governor has proposed. We will operate under the idea that we can continue to meet in this fashion through the June Board meeting. An immediate update will be provided if this changes.

Ad hoc committee on CEO Evaluation:

Mr. James said that this Ad hoc committee will start up soon and referred to Dr. Secrest for an update. Dr. Secrest said that we are looking at dates to schedule the next meeting.

Texas Council of Community Centers Annual Meeting:

Mr. James provided an update saying that the Annual Conference that normally occurs in the month of June has been changed to November 17-19, 2021. This is as a precaution to allow for more time as we try to work through the pandemic.

Board Liaison Reports:

Mental Health Advisory Committee:

Ms. Laos said the committee met on March 1st. She updated the committee with the January accomplishments for her division, and the strategic goals, but the focus was on the new phone system. She said their feedback was very informative, and she was able to incorporate this information into the final plan that she submitted to the phone consulting group. There were no questions posed for this item.

CONSENT AGENDA:

All consent agenda items are routine by the Board and will be enacted with one motion. There will be no separate discussion of items unless a Board Members so requests, in which event, the item will be removed from consideration as an item of consent business and considered in its normal sequence with the other action items listed below in which case full discussion of the item may occur, as necessary.

Mr. James requested to move the February 25, 2021 Board meeting minutes, and the Second Quarter report on Service Delivery to the Action Agenda.

Motion: Mr. James moved to Approve the Consent Agenda as revised. There were no dissenting votes. The motion carried.

CHIEF EXECUTIVE OFFICER

SERVICE PRESENTATION:

Dr. Burruss invited the Executive Management team to present examples of Metrocare staff's notable efforts to maintain services during the recent winter storm. Each executive was able to provide 1-3 stories of individuals who had managed their personal and professional challenges during the week in an effort to sustain programming for needy clients. The trustees voiced their strong appreciation.

ACTION AGENDA ITEM(s):

Consideration to Approve the Chief Executive Officer Report for the FY20 Key Performance Indicator Progress through February 2021: This report was made a part of the Board Packet. There were no questions posed for this item.

Motion: Mr. James moved Acceptance of the Chief Executive Officer Report for the FY21 Key Performance Indicator Progress through February 2021. Dr. Secrest second. All were in favor, and the motion carried.

Finance and Administration Reports:

Consideration to Accept the Financial Report for February 2021 (unaudited):

This report was made a part of the Board packet.

Mr. Buckley began his report by referencing to Page 146828 to the “Forecast Statement” which is a new report that was added for the February Board meeting and is now a permanent addition to the Monthly Financial Statements provided at the Board Meetings. This report shows a full year forecast based upon the YTD actual results plus the remainder months of the Approved Budget relative to the approved Budget. Mr. Buckley noted that the Forecasted Change in Net Assets is expected to be about double of that in the Approved Budget. This is because accounting rules for Restricted donations for the Hillside project are required to first be recorded as Non-Operating Revenue. Excluding these donations, the Forecasted Change in Net Assets is still expected to be greater than the Approved Budget.

Mr. Buckley then reference to Page 146823 to highlight some areas that are contributing to the positive financial performance for Metrocare YTD.

Mr. Buckley said this was not part of his report but wanted to refer to Ms. Laos report on the phone project the Center is implementing. Mr. Buckley said from a financial point of view the consulting firm of Schooley Mitchell was engaged. He provided information on the cost savings this will generate for the Center saying that this will all be company own. A week from tomorrow we will go live with the Grand Prairie facility and in a month or two we will revamp our entire phone communication system by going mobile with all our phones and all our computers. This will provide an expanding call reporting at the clinic level. This is a beneficial undertaking for the Center and effectively it is being done on a cost neutral basis.

Mr. Buckley said that fundamentally the backbone is through AT&T and we have a service provider called **3CX**. This computer application has call routing, call reporting, English and Spanish language versions on the call scripts. We have also implemented a mobile device management software. Schooley Mitchell has done a couple of 100 different clients. Ms. Ringer added that they are Health Care specifically and this is also HIPAA Certified.

Dr. Burruss said the operational benefits are going to be tremendous in just how to manage our call flow in a better way than we have with our existing system. Dr. Burruss gave kudos to the whole Executive Team and Schooley Mitchel for getting this done. An update will be presented six months from implementation.

Motion: Mr. James moved Acceptance of the Financial Reports for February 2021 (unaudited). Mr. Bernstein second. All were in favor, and the motion carried.

Consideration to Approve the Human Resources Report for February 2021:

This report was made a part of the board packet. Ms. Guilford provided new metrics and discussion of employee separations, time to hire and staff demographics. The Board requested more detail on turnover by Executive group which will be provided at the next meeting.

Motion: Mr. James moved to Approve the Human Resources Report for February 2021. Dr. Santini second. All were in favor, and the motion carried.

Consideration to Approve the Facilities Services Report for February 2021:

This report was made a part of the board packet. Mr. Buckley began his report by referencing to Page 146837 and providing a summary of the impacted facilities due to the sub-zero temperatures in February noting that we did not suffer any material damages impacting operations except to one location at the Hillside Campus due to frozen/burst water pipe. Repairs were underway and Mr. Buckley noted we are covered by insurance for all repairs work.

Mr. Buckley informed the Board that we have begun the Loan process for \$3,000,000 for the Architectural Fees for the Hillside project. This loan will be collateralized by the ~ \$2,000,000 philanthropic commitments to the project that we have already received; as well as additional commitments up to the entire loan balance. A Resolution will be presented for Board approval.

Motion: Mr. James moved Approval of the Facilities Services Report for February 2021. Dr. Santini second. All were in favor, and the motion carried.

Provider Services Report:**Consideration of Approval of the Clinical Services Division Report for February 2021:**

This report was made part of the board packet. Dr. Hunter referred to page 146844 and provided highlights on the Westmoreland Pharmacy and the allocation of Johnson and Johnson vaccines. She gave kudos to Chief Pharmacist, Ms. Emma Oh for spearheading our effort.

KPI 3: Dr. Hunter said that this remained low in February, but because our appointments are being conducted telephonically there is a lack of engagement. She said that a certain percentage of consumers are not coming back yet, but with staff coming back to the clinics she hopes that this drives this numbers up.

Motion: Mr. James moved Acceptance of the Clinical Services Division Report for February 2021. Mr. Hogan second. All were in favor, and the motion carried.

Consideration of Approval of the Quality and Authority Report for February 2021:

This report was made part of the board packet. Ms. Thompson reviewed the Quality and Authority Services report.

Consideration of Approval of the Second Quarter Reports on Service Delivery:

This report was made part of the board packet. Ms. Thompson reviewed utilization data for the second quarter of FY21. Noted decrease in service utilization due to COVID restrictions and February freeze.

Motion: Mr. James moved Acceptance of the Quality and Authority Report for February 2021, and the Approval of the Second Quarter Report on Service Delivery. Ms. Salinas Gutierrez second. All were in favor, and the motion carried.

Consideration of Approval of the Mental Health Division Report for February 2021:

This report was made part of the board packet. Ms. Laos reviewed the Mental Health Clinical Services Metrics highlighting the work of the clinical and business support staff in sustaining and/or exceeding expectations. She updated the board to progress with CCBHC programming. Ms. Laos reinforced that service delivery will prioritize safe face to face interventions but will allow telehealth and audio-only services as long as allowances from state remain.

Motion: Mr. James moved Acceptance of the Mental Health Division Report for February 2021. Dr. Santini second. All were in favor, and the motion carried.

Strategic Initiative Report:

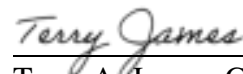
Consideration of Approval of the Strategic Initiative Report for February 2021:

This report was made a part of the board packet. As an addition to the report included in the packet, Ms. Ringer added that we were notified of a \$1MM grant from the Hillcrest Foundation for the Capital Campaign, and on March 24th we received the first installment check of \$500,000. Also notable is the Dallas Foundation notified us that we are one of five agencies all across Dallas County to be part of the Women's Philanthropy Institute. This is a prestigious group of women in Dallas that award funding each year to select organizations. As a part of the funding process they will do an in-person site visit in September and then host an awards luncheon in December when they announce the funding awards to the agencies. Not only is it significant because this comes from the Dallas Foundation, but also because about 50 community leaders in women's philanthropy will be exposed to Metrocare and our services as part of this initiative. Ms. Ringer also reminded everyone about the ceremonial grand opening of the new Grand Prairie Clinic next week that will be shown on zoom and Facebook Live.

Motion: Mr. James moved Acceptance of the Strategic Initiative Report for February 2021. Ms. Salinas Gutierrez second. All were in favor, and the motion carried.

Meeting Adjournment: There being no further business to come before the Board, Mr. James adjourned the meeting at 3:54 pm.

Minutes approved by:



Terry A. James, Chairman

Minutes transcribed by:

Martha L. Toscano

Executive Assistant to the CEO/Board Liaison