

**BEXAR COUNTY BOARD OF TRUSTEES FOR
MENTAL HEALTH MENTAL RETARDATION SERVICES d/b/a
THE CENTER FOR HEALTH CARE SERVICES**

Regular Board Meeting

Tuesday, October 8, 2019

Administrative Offices

6800 Park Ten Blvd, Suite 200-S

San Antonio, Texas 78213

6:00p.m.

TRUSTEES PRESENT: Daniel T. Barrett, Chairman
Donnie W. Whited, Secretary
Margaret A. Kelley, M.D., Treasurer
Graciela A. Cigarroa
Laura L. Parker, Judge

Polly Jackson Spencer, Ret. Judge
Richard P. Usatine, M.D.
Sheriff Javier Salazar, Ex Officio Member

TRUSTEES ABSENT: Mary Rose Brown, Vice Chairman
Margaret M. Vera

STAFF PRESENT: Jelynn LeBlanc Burley, President/ Chief Executive Officer
James Chapman, Chief Compliance Officer
Robert Guevara, Chief Operating Officer
April Johnson-Calvert, Chief Financial Officer
Rene Olvera, M.D., Chief Medical Officer
Adrienne Alcazar, VP/People & Culture
Lauro Garza, VP/Operational Safety Risk Management
Allison Greer, VP/External Communications
Melissa Tijerina, VP/Children's Behavioral Health
Noah Almanza, Director/CHCS Foundation
Ruth Morgan, M.D., Medical Director/Primary Care
Adam Velez, Director/Contracting & Procurement
Frank Garza, General Counsel
Maritza Farias, Senior Executive Administrative Assistant

GUESTS: Hunter Stanco, DFA, Morgan Stanley
Danielle Arguello, Graduate Student – Shadowing Dr. Kelley

The regular meeting of the Bexar County Board of Trustees for Mental Health Mental Retardation Services d/b/a The Center for Health Care Services was held on Tuesday, October 8, 2019, at the Center's Administrative Offices located at 6800 Park Ten Blvd., Suite 200-S, San Antonio, Texas 78213.

CALL MEETING TO ORDER CERTIFICATION OF QUORUM

Upon certification of a quorum, Chairman Dan Barrett called the meeting to order at 6:08 p.m. with the following trustees present: Mses. Cigarroa, Parker, Whited, Jackson Spencer, and Drs. Kelley and Usatine; thereby establishing a quorum.

PLEDGE OF ALLIGIANCE - Led by Mr. Barrett

CITIZENS TO BE HEARD – There were no citizens to be heard presented.

1. APPROVAL OF MINUTES

The minutes of the Regular Board Meeting of August 13, 2019 were presented for review and approval. Ms. Whited moved for approval as presented; Dr. Kelley seconded the motion. Motion carried.

The Agenda order was altered to accommodate for the Executive Session.

EXECUTIVE SESSION (DISCUSSION ONLY: CLOSED TO THE PUBLIC)

The Board moved into Executive Session at 6:10 p.m., pursuant to Texas Government Code, Chapter 551, Sections:

551.071 (Consultation with General Counsel): Advise on matters in which the duty of the General Counsel to the Center under the Texas Disciplinary Rules of Professional Conduct of the State of Texas clearly conflicts with Chapter 552 of the Texas Government Code

Update on Office of the Inspector General's Review

551.074 (a) (1) (Personnel Matter): For the purpose to deliberate the appointment, employment, evaluation, reassignment, duties, discipline, or dismissal of a public Officer or employee

President/CEO's Employment Contract

OPEN SESSION

The board reconvened into open session at 6:54 p.m., where it was announced that no formal action had been taken in closed session.

Ms. Whited moved that the Board of Trustees approve the Amended CEO agreement with a term until April 30, 2023 with the possibility of two one- year options, and to approve the revised Deferred Compensation Plan as part of the CEO Agreement which will allow for additional yearly contribution by the Board. Dr. Usatine seconded the motion. Motion carried.

2. BOARD CHAIRMAN'S REPORT – There was no report presented by Mr. Barrett.

3. PRESIDENT/CHIEF EXECUTIVE OFFICER'S REPORT

- Leadership Briefing - Jelynn LeBlanc Burley

Ms. Burley introduced Jesse Peralez, Vice President of Restoration and Transformation Services to the Board.

Ms. Burley reported on the Center's Fiscal Year 2019 Achievements indicating that she wanted to share the Center's performance for the year concerning the metrics and goals that were approved by the Board at the FY2019 Board Retreat as follows:

- Patient Experience – Business Plan Achievement, Patient Satisfaction, 90%
 - 95% Achievement – Centralized Scheduling, Intake, Facilities improvement, Integrated Care expansion, Center Care averaging 1,034 encounters per month, Operationalize the FACT team and Increase Fidelity for ACT team.
- Patient & Community Outcomes – Business Plan Achievement, Waiver Outcomes Achievement, Productivity - 100%
 - 95% Achievement – 100% Waiver Outcomes met, CCBHC Certification is in process, expecting Certification by end of year, Community collaboration – 2 additional contracts with STRAC for high utilizers, Enhanced utilization at ITP, addition of physician at Methadone Clinic, Develop business requirement for EHR, Operationalized Compliance Business Unit, 15% Improvement on direct service time.
- Community Perception – Business Plan Achievement, Stakeholder and Board feedback, 95%
 - 87% Achievement – 500 target in attendance to Behavioral Conference, increased community outreach for a total of 70, 30% increase in distribution and readership in Stakeholder Newsletter, 49% of 100% participation in the United Way campaign with a total of \$56,000 in donations, and Fundraising goal for Foundation totaled \$50,000, 38 Speaker Bureau Events

Board members noted that they have not received the email with the link to the Newsletter. Ms. Greer will follow up.
- People & Culture - Business Plan Achievement, 100%
 - 75% Achievement – Implementation of Nurse Preceptor Program Curriculum and Nurse Rotation Program, Established Compensation Structure and Performance Management System, 15% reduction of full time open positions was not achieved, due to changes in personnel
- Safety – 5.1 Incident Rate and 5.0 Vehicle Rate
 - 100% Achievement – 1.6 -2.0 Best in Class, 5.1 Incident Target, 67% reduction and 5.0 Vehicle Incident Target, 57% reduction
- Financial & Sustainable Growth – No Material Audit Findings, Revenue and Budget Target Achievement, 96%
 - 99% Achievement – No Material Audit Findings, 97% of Revenue Targets, 95% of Expense Target

Ms. Burley noted that although there is still a lot to be done; she cannot say enough of the efforts of the CHCS's team. They achieved a lot during the past fiscal year.

Judge Spencer questioned how Centralized Scheduling operates. Ms. Burley clarified that the Centralized Scheduling Unit focus is to contact consumers with new and/or reoccurring appointments. They make sure that every available appointment slot is filled.

The new Same Day- Next Day Access design will begin October 14, 2019. Dr. Olvera noted that for medical prescribers- Just in time Scheduling will be launched in January 2020. The No Show policy was updated. The consumers are currently receiving appointment reminders via phone and text messages. Dr. Olvera noted that once Just in Time Scheduling system is in place the consumer will have the opportunity to schedule an appointment within 10 days.

Ms. Whited asked about the status of the Center's Mental Health App stating the need for the app to be updated – Ms. Burley stated that the app is still being used; however, staff will work with the Foundation to enhance it.

Dr. Kelley asked if the Center is identified in the caller ID when the consumers are called for appointment reminders. Staff will check with the IT department.

Judge Spencer asked about the fidelity of the ACT Team. Ms. Burley explained that the Assertive Community Team was created with Senate Bill 292 funding. Mr. Guevara added that the fidelity given by SAMHSA was not adopted by Texas. Texas has now agreed to bring the ACT Team to the SAHMSA fidelity model. The Center received funding to train the staff to implement the fidelity model and provided staffing to create a team to work with people involved with the Justice system.

Dr. Kelley asked if the Center has the ability to send secured portal messages to consumers. Dr. Olvera noted that Anasazi does not have that capability. However, all of the new EHR systems do; and it will be an option once the Center selects a new EHR system.

- Chief Medical Officer's Report – Dr. Rene Olvera

Dr. Olvera reported on the following:

- o Dr. William Lee, Medical Director for Crisis was hired as of October 1st and Dr. Thomas Hardaway is now the Medical Director for Children. The Medical Director position for ABH is still vacant. All medical directors will provide clinical time as well as provide supervision. The goal is for clinicians to become full-time providers once they are no longer needed at Intake.
- o Out of Senate Bill 11 a Texas Mental Health Care Consortium was created. It is a Consortium with all of the Chairpersons of the Medical Schools in Texas. They met in August and one of the directives was to increase the cooperation between the Medical Schools and LMHAs, increase children services, and address the lack of child and adolescents' psychiatry. Dr. Olvera submitted the interest assessment for the Center. Dr. Plizka believes this will ultimately result in support for Residency training.
- Contracts executed by the President/CEO over \$50,000 and under \$10,000 for the months of June & July 2019

Ms. Burley reported that there were no contracts over \$50,000 and under \$10,000 executed during the months of June and July 2019.

4. CONSENT AGENDA

Ms. Whited moved for approval of the Consent Agenda as presented; Dr. Usatine seconded the motion. Motion carried.

EXECUTIVE COMMITTEE (*Daniel T. Barrett, Chair*)

Approval of the Proposed Membership Renewal Applications of Ms. Melissa Allen-Jones, and the Proposed Membership of Mr. Gabriel Gonzales and Ms. Susan Beattie to the Center's Advisory Committee (CAC) – *Robert Guevara*

Dr. Usatine left the meeting at this time.

5. INDIVIDUAL ITEMS FOR REPORT, DISCUSSION & APPROPRIATE ACTION

FINANCE COMMITTEE (*Mary Rose Brown, Chair*)

1. Acceptance of the 2019 Second Quarter Performance Report of the Center's 401(a) and 457(b) Accounts from Morgan Stanley – *Hunter Stanco*

Mr. Hunter Stanco reported as follows:

- The performance to the second quarter was robust; the plans YTD through June 30th were up approximately 11.5% each in the aggregate. All of the performance of the individual buckets have outperformed in the first half of the year.
- The Finance Committee made some changes related primarily to the structure of the Investment Policy Statement in terms of the allocations and the age bands used for the buckets. The changes will be implemented in January 2020.
- Amended Investment Policies will be approved at the next Investment Policy Committee meeting as well as a similar Investment Policy Document was presented for the Non-Qualified Deferred Compensation Plan
- Since June 30th the performance has been flat, however the bonds performance has been good and the most conservative accounts are up approximately 1.5% between June 30th and September 30th.
- Recession odds are at 50%. At the Finance Committee it was agreed to shift some of the stocks to more of some value organizations.

Dr. Kelley moved to accept the 2019 Second Quarter Performance Report as presented; Ms. Whited seconded the motion. Motion carried.

2. Acceptance of the Center's Financial Statements for the period ending June 30, 2019 and July 31, 2019 – *Tom Cobb*

Mr. Cobb reported on the Center's Financials as follows:

- The month of June ended with a positive contribution to the Fund Balance of \$19,248 and a negative contribution YTD of (2,778,241). YTD Unrecognized Revenue - (\$2,87,766), Planned Revenue Expenditures -\$1,478,155. Operating gain net of planned spending - \$93,525. Net YTD Gain - \$1,571,680
- The month of July ended with a positive contribution to fund balance of \$527,774 and a negative contribution YTD of (\$2,250,487). YTD Unrecognized Revenue - \$1,604,886, Planned Revenue Expenditures - \$1,424,431. Operating Loss- (\$645,000). July was a high expense month with three additional payroll days, nearly all of HVAC units were paid, substantially increasing expenses. Net YTD Gain - \$778,830. Met 1115 Waiver metrics with savings of \$1,588,000 unexpended funding. Cash Flow

Ending Balance for the month of July - \$16,961,987

Ms. Whited asked why the monitors were not being used for the presentation of the Financials instead of using hard copies. Ms. Burley suggested the use of IPADS and electronic Board books instead.

Upon review, Judge Spencer moved for acceptance of the Center's financial statements as presented for the months of June and July. Dr. Kelley seconded the motion. Motion carried.

3. Approval of the Texas Council for Community Centers Fiscal Year 2020 Commitment of Dues for the Center – *Tom Cobb*

Ms. Johnson-Calvert noted the Texas Council budget was approved on August 24, 2019. The FY 2020 commitment of dues for the Center has been calculated and the net dues total is \$71,783. The Center will pay the FY 2020 net dues amount in quarterly installments of \$17,945.75 each.

Ms. Whited noted that the 19th Annual Bexar County Behavioral Health and Wellness Conference advertisement card did not have information on the hours of the conference. Ms. Greer clarified that the card was more of a save the date directing people to the website for additional information. However, next time it will include the conference hours.

Ms. Whited moved for approval of the Texas Council of Community Centers FY 2020 commitments of dues for the Center. Dr. Kelley seconded the motion. Motion carried.

4. Approval for the President/CEO to Negotiate and Execute a Contract with Services by Vital Signs and Worldwide Languages & Communication, LLC for the Provision of Interpretation and Sign Language Services – *Adam Velez*

Mr. Velez indicated that the proposed contract will be for an initial term of three years and the Center has the option to renew under the same terms and conditions for up to two additional one year extensions. The contracted services will provide all personnel and materials needed to perform the interpretation and sign language services to all Center locations. The projected yearly cost of contracted services is \$200,000.

Ms. Burley noted that Dr. Kelley had brought to the attention of the Finance Committee new technology that was not included in the RFP for these services. The Center will issue another RFP to see if there is better technology. In this case the Center will execute the termination clause on both of these contracts.

Judge Parker moved for approval for the President/CEO to negotiate and execute the contract with Services by Vital Signs and Worldwide Languages & Communications, LLC. Ms. Whited seconded the motion. Motion carried.

5. Approval to add Ms. Adrienne Alcazar, Vice President of People and Culture as a Trustee and Retirement Plan Administrator for the Center's 401(a) and 457(b) plans – *Robert Guevara*

Mr. Guevara stated that as Vice President of People & Culture, Ms. Alcazar has the added responsibility to serve as a Trustee and administrator of the Center's retirement plans. She shares the responsibility with Ms. Burley, Mr. Barrett, Ms. Cigarroa, and Mr. Cobb.

Judge Parker move for approval. Ms. Whited seconded the motion. Motion carried.

REPORTS

- Texas Council of Community MHMR Centers, Inc. Board - *Daniel T. Barrett*

Mr. Barrett reported that most of the Texas Council Board of Directors meeting was regarding housekeeping items, dues, audits, voting of officers. Overall, the meeting went well.

- Texas Council Risk Management Fund Board - *Robert Guevara*

Mr. Guevara reported that next Texas Council Risk Management Fund meeting is scheduled for November 15, 2019. Mr. Barrett added that the Fund was created 30 years ago. Currently the overall Fund Balance is a little over \$200 million. He calculated that in one year it saves approximately \$100 million in funds that went to Community Centers rather than premium insurance.

- Tejas Health Management Board - *Robert Guevara*

Mr. Guevara reported that next Tejas Health Management meeting is scheduled for October 30, 2019.

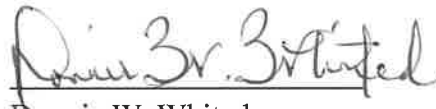
ADJOURNMENT

There being no further business to discuss, Mr. Barrett called for a motion to adjourn. Judge Parker moved for adjournment of the meeting; Dr. Kelley seconded the motion. Motion carried and the meeting was adjourned at 7:47 p.m.

Passed and approved this 10th day of December 2019.



Daniel T. Barrett
Board Chairman



Donnie W. Whited
Board Secretary