

# LAKES REGIONAL COMMUNITY CENTER

## REGULAR MEETING OF THE BOARD OF TRUSTEES

WEDNESDAY, APRIL 22, 2020, 5 PM

PER GOV. ABBOTT'S MARCH 26, 2020 PRESS RELESSE THIS MEETING WILL TAKE PLACE VIA  
TELECONFERENCE AND IS AVAILABLE TO THE PUBLIC:

DIAL: 469-458-9004 ENTER THE PASS CODE: 890251

## AGENDA's

AGENDA NUMBER	TOPIC
04.01.20	<b>CALL TO ORDER</b> <ul style="list-style-type: none"><li>• Roll Call / Introduction of Guest</li></ul>
04.02.20	<b>APPROVAL OF MINUTES</b> <ul style="list-style-type: none"><li>• Regular Board Meeting Minutes of February 25, 2020.</li><li>• Regular Board Meeting for March Cancelled</li></ul>
04.03.20	<b>COMMENTS FROM CITIZENS</b> <p><i>Presentations are limited to three minutes per person and must pertain to an agenda item. The Board reserves the right to limit the number of speakers and/or the length of comments on any topic. Citizens wishing to address the Board must register prior to the start of the meeting.</i></p>
04.04.20	<b>COMMITTEE MEETING REPORTS</b> <ul style="list-style-type: none"><li>• None Scheduled</li></ul>
04.05.20	<b>RECOMMENDATIONS FOR APPROVAL</b> <ul style="list-style-type: none"><li>• Motion to approve Payroll Protection Plan Application.</li><li>• Motion to approve Authorizing the Borrowing of Funds and Designating Authorized Representatives</li></ul>
04.06.20	<b>EXECUTIVE DIRECTOR REPORT</b> ( <i>John Delaney</i> ) <ul style="list-style-type: none"><li>• 1115 Transformation Waiver Update</li><li>• COVID-19 Center Response</li><li>• FY-19 Stats of State Performance Contracts Update</li></ul>
04.07.20	<b>FISCAL REPORT</b> ( <i>Erwin Hancock</i> ) <ul style="list-style-type: none"><li>• Motion to Accept Center's Financial Statement for Period(s) Ending: February, 2020 and March, 2020.</li><li>• Motion to approve 2<sup>nd</sup> Quarterly Financial Report</li></ul>
04.08.20	<b>MENTAL HEALTH SERVICES REPORT</b> ( <i>James Williams</i> ) <ul style="list-style-type: none"><li>• April Behavioral Health Plan</li><li>• Behavioral Health Messenger</li><li>• FEMA Crisis Counseling Grant</li></ul>
04.09.20	<b>INTELLECTUAL &amp; DEVELOPMENTAL DISABILITIES REPORT</b> ( <i>Laurie White</i> ) <ul style="list-style-type: none"><li>• COVID-19</li><li>• Individuals/Families/Staff Update</li><li>• Success Vingettes</li></ul>

**04.10.20 QUALITY MANAGEMENT/CONTRACTS REPORT** *(Kellie Walker)*

- Contracts/Network Development
- PNAC
- Rights Allegations
- APS Allegations
- QM MH, NTBHA & Substance Abuse
- IDD
- COVID-19

**04.11.20 HUMAN RESOURCES REPORT** *(Keith Matthews)*

- Staffing Issues
- Employee Benefits

**04.12.20 ADJOURNMENT**

**Lakes Regional Community Center  
Upcoming Board-Related Meetings & Events**

*Regular Meeting of the Board of Trustees  
Wednesday, May 27, 2020  
4804 Wesley Street  
Greenville, Texas*

**AGENDA ITEM NO. 04.02.20**

Approval of Minutes

**RECOMMENDATIONS FOR APPROVAL:**

- Motion to approve prior Board of Trustees meeting minutes.

**Rationale:**

Discussion and Approval of Regular Board Meeting Minutes of February 26, 2020 as presented.

LAKES REGIONAL COMMUNITY CENTER  
REGULAR MEETING OF THE BOARD OF TRUSTEES  
4804 WESLEY STREET  
GREENVILLE, TEXAS 75402  
WEDNESDAY, FEBRUARY 26, 2020, 5PM  
BOARD MINUTES

AGENDA  
NUMBER

TOPIC

02.01.20

**CALL TO ORDER**

The February 26, 2020 regular meeting of the Lakes Regional Community Center Board of Trustees was called to order by Board Chair Tom Brown at 5:00 PM with a quorum present.

**Members Present:**

Tom Brown, Hunt County, Chair

James Ervin, Rockwall County, Vice-Chair

John Kegerreis, Ph.D., Kaufman County, Board Secretary

E.P. Pewitt, Morris County

Linda Sharpin, Franklin County

Frances Neal, Titus County

Marti Shaner, Navarro County

Lisa Heine, Ellis County

Steve Earley, Lamar County

**Members Absent:**

Carrie Hefner, Camp County

Jan Brecht-Clark, Ph.D., Delta County

**Vacant Seat(s):** Hopkins County;

**Guest:** Dana Sills, Hopkins County Board of Trustees Applicant

**Ex Officio Members Absent:**

Sheriff Scott Cass, Lamar County

**Ex Officio Members Present:**

Sheriff Jack Martin, Morris County

**Management Staff Present:**

John Delaney, Erwin Hancock, James Williams, Keith Matthews, Kellie Walker & Laurie White

**Management Staff Absent:** None

**Board Liaison/Recording Secretary:** Judy Dodd

**Guest Staff Present:** Alex Polley, CFO Administrative Assistant

02.02.20

**APPROVAL OF MINUTES**

**Recommended Board Action:**

➤ Approval of Minutes of January 22, 2019 meeting.

**Rational:**

Tom Brown asked members if they had reviewed the minutes and if there were any corrections or additions. With the correction of the spelling of the word plaque, no other corrections or additions were noted. Chair then asked for motion to approve. Motion was made by E. P. Pewitt to approve minutes and seconded by John Kegerreis. Minutes were approved unanimously by a sign of aye.

**CLOSURE**



02.03.20

**COMMENTS FROM CITIZENS**

- At this time, John Delaney introduced our new Board member, Steve Earley from Lamar County to the Board. Mr. Earley then spoke about why he is interested on becoming a member. Next, John introduce Dana Sills who has applied pending court approval on becoming our representative from Hopkins County. Ms. Sills then spoke of why she is interested. John feels both will be assets to our Board.

**CLOSURE**

02.04.20

**COMMITTEE MEETING REPORT**

- NA

**CLOSURE**

02.05.20

**RECOMMENDATIONS FOR APPROVAL**

- NA

**CLOSURE**

02.06.20

**EXECUTIVE DIRECTOR REPORT** (*John Delaney*)

**Recommended Board Action:**

- None: Information only

**Rationale:**

Discussion on the following:

Handouts

➤ **1115 Transformation Waiver Update:**

- FY'21 operation fund from 7.3 to 7.8million.
- Staff working toward completing process on being CCBHC certified
- Noted: Working with Coordinating entity – Parkland Hospital

➤ **TX Council Activities:**

- Grant due on 10<sup>th</sup> of March
- SB 633 Texas All Access activities will continue in February

➤ **FY'20 Status of State Performance Contracts Updates**

- HHSC – Signed FY 20-21 HHSC MH Performance Contract with our new target numbers and outcome provisions. Received updated allocation schedule for the remainder of this FY 20 which includes all expected revenues directed through the last legislative session.
- HHSC – IDD Authority and Provider Division is one of 5 Centers chosen to participate in a MH/IDD learning collaborative. This was on the basis of new funding. The legislature appropriated last session to review outpatient services for dual diagnosed individuals.
- DARS ECI – HHSC released the statewide ECI contract RFA in December. Lakes submitted their application on January 31<sup>st</sup>.
- NTBHA – Signed contract.

➤ **East TX Behavioral Health Network Update:**

- NA.

**CLOSURE**

**02.07.20**

**FISCAL REPORT (Erwin Hancock)**

**Recommended Board Action:**

- Approval of Center's Financial Statement for Period(s) Ending:
  - January, 2020

**Rationale:**

- Erwin presented the financial report for the month of January, 2020. Erwin noted that we had a small loss in January due to a higher payroll in December. Chair, Tom Brown asked for any questions of financials if not motion to approve. Francis Neal approved, with a second motion of approval by Steve Earley. Financials were unanimously approved by a sign of aye.

**CLOSURE**

**02.08.20**

**MENTAL HEALTH SERVICES REPORT (James Williams)**

Recommended by Board Action:

None: Information only

**Rationale:**

- Carevide, Federally Qualified Health Clinic (FQHC)  
A presentation of Carevide was presented to the Board. We coordinate with them to be sure services are provided.
- NTBHA - Signed contract with lower rates
- Rockwall Center Director Position – Shayla Turner, LPC
- Bonham Substance Use Disorder Clinic - NA

**CLOSURE**

**02.09.20**

**INTELLECTUAL & DEVELOPMENTAL DISABILITIES REPORT (Laurie White)**

**Recommended by Board Action:**

None: Information only

**Rationale:**

Laurie was proud to inform the Board of staff being written up in local magazine.

- HCS South/ICF Survey - all good reviews
- Vacancies - working on entry level pay to compete with competitors.
- Relocation of Programs - successful move (joined programs)
- HHSC Committees - 2 providers

**CLOSURE**

02.10.20

**QUALITY MANAGEMENT/CONTRACTS REPORT (Kellie Walker)**

**Recommended by Board Action:**

None: Information only

**Rationale:**

- Contracts/Network Development
  - NTBHA increased ACT target effective 02/01/2020
  - Submitting a proposal to HHSC/DSHS RFA to provide substance use servicers in regions 3 and 4 which is due February 28, 2020.
- PNAC – discussed need to have more voice in decisions.
- APS Allegation Investigations – 5 Unconfirmed, 1 Pending
- Certified Community Behavioral Health Clinic (CCBHC) – meeting all deadlines.
- QM MH, NTBHA & Substance Abuse
  - Missed Employment Functioning for January
  - Superior completed a chart review. Overall chart review 85.13% / claims compliance score 100%
  - HHSC conducted a mystery caller survey resulted in routine care – no correction plan needed
  - NTBHA in Greenville on December 12, 2019 to conduct a comprehensive audit. A plan of correction is due to NTBHA by February 28, 2020 for the following topics: Operations, Personnel and Client Record.
- IDD – Lakes target 169 and we are at 206 for the month of January.

**CLOSURE**

02.11.20

**HUMAN RESOURCES REPORT (Keith Matthews)**

**Recommended by Board Action:**

None: Information only

**Rationale:**

- Staffing issues – 403 employees with 460.35 authorized FTEs.
- Employee Compensation and Benefits:
  - Claims for the month of January were substantially less than in December.
- Keith reported that Lakes received a grant from Texas Mutual Insurance Company for a wellness program. This program offers a behavioral approach to learning new skills for wellness and began on February 10<sup>th</sup>.

**CLOSURE**

02.12.20

**ADJOURNMENT**

Tom Brown asked for motion to adjourn. E. P. Pewitt made motion and seconded by Lisa Heine with no further discussion, motion carried.

**ATTEST:**

---

John Kegerreis, Ph.D., Board Secretary

---

DATE:

---

Judy Dodd, Board Liaison/Transcriptionist

**AGENDA ITEM NO. 04.03.20**

Citizens' Comments

**RECOMMENDATIONS FOR APPROVAL:**

Public comment(s) may be addressed to the Board of Trustees by community members and/or any interested parties.

**Rationale:**

Presentations are limited to three (3) minutes per person. The Board reserves the right to limit the number of speakers and/or the length of comment on any topic. Citizens wishing to address the Board must register prior to the start of the meeting and any comments should pertain to an agenda item.

**AGENDA ITEM NO. 04.04.20**

Committee Meeting Reports

**RECOMMENDATIONS FOR APPROVAL:**

NA

**Rationale:**

Report of the following committees of the Board of Trustees, if applicable:

- Budget & Finance, Lisa Heine, Chair
  - **No Meeting Posted**
- Human Resources, Tom Brown, Chair
  - **No Meeting Posted**
- Programs, James Ervin, Chair
  - **No Meeting Posted**



## **AGENDA ITEM NO. 04.05.20**

### **Recommendations for Approval:**

- Review and take possible action to approve Payroll Protection Plan Application
- Review and take possible action to approve Authorizing the Borrowing of Funds and Designating Authorized Representatives

### **Rationale:**

On April 7, 2020, Lakes Regional Community Center submitted our application for a loan in the amount of \$4.571 million. The loan subject to Paycheck Protection Program, a provision of the Coronavirus Aid, Relief and Economic Security Act (CARES Act). Terms of eligibility to apply include 501(c)(3) status, and an employee count of less than 500 staff. The program provides for forgiveness if the funds are used for payroll costs, interest on mortgages, rent, and utilities. **Forgiveness is based on the employer maintaining or quickly rehiring employees and maintaining salary levels.**

**Forgiveness will be reduced if full-time headcount declines, or if salaries and wages decrease.** Loan payments will be deferred for six months. No collateral or personal guarantees are required. Any outstanding, “not forgiven” amounts will have a ten year maturity and carry interest at a rate not to exceed 4%.

- Motion to approve Resolution Authorizing Application Payroll Protection Plan
- Motion to approve Resolution Authorizing the Borrowing of Funds and Designating Authorized Representatives

**Resolution**  
**Authorizing Application for Paycheck Protection Program**

Whereas, Lakes Regional MHMR Center dba Lakes Regional Community Center (Lakes) is an agency of the State of Texas, a governmental unit and a unit of local government as defined by Chapter 101 and 102, Civil Practice and Remedy Code and a local government as defined by Section 3, the Inter-local Cooperation Act-Article 4413 (32c), Vernon's Texas Civil statute, and is empowered to apply for a loan subject to Paycheck Protection Program, a provision of the Coronavirus Aid, Relief and Economic Security Act (CARES Act).

NOW THEREFORE, be it resolved as follows:

This resolution and its authorization shall continue in full force and effect until amended by the Board of Trustee of Lakes, and until receives a copy of any such amendment or resolution.

This resolution is hereby adopted by the Board of Trustees of Lakes Regional Community Center at its regular meeting held on this \_\_\_\_ day of \_\_\_\_\_, 2020.

Lakes Regional Community Center

By: \_\_\_\_\_  
Thomas Brown, Chairman of the Board

By: \_\_\_\_\_  
John Delaney. Executive Director

**Resolution**  
**Authorizing the Borrowing of Funds**  
**And**  
**Designating Authorized Representatives**

Whereas, Lakes Regional Mental Health and Intellectual Developmental Disability Center, DBA Lakes Regional Community Center (Lakes Regional) is an agency of the State of Texas, a governmental unit and a unit of local government as defined by Chapter 101. And 102. Civil Practice and Remedy Code and a local government as defined by Section 3, the Inter-local Cooperation Act-Article 4413(32c), Vernon's Texas Civil Statutes and is empowered to borrow funds for business purposes.

NOW THEREFORE, be it resolved as follows:

- A. That Lakes Regional confirms its line of credit of \$3,000,000 for the purpose of providing needed working capital. Said funds will be used to cover the Centers operating cost. Lakes Regional accordingly authorizes Erwin L. Hancock, to consummate said line of credit. The preceding individual will have the authority to negotiate the interest rate and terms of said line of credit, and any other action to facilitate said loan.
- B. That the individual whose signature appears below is authorized representative of Lakes Regional and is hereby authorized to borrow the aforementioned funds, by signing said loan documents and any other documents that may be required to facilitate the consummation of the loan.

The Authorized representative of Lakes Regional is:

Name \_\_\_\_\_

Title: Chief Financial Officer

This resolution is hereby adopted by the Board of Trustees of Lakes Regional Community Center at its regular meeting held on this \_\_\_\_ day of \_\_\_\_\_, 2020.

Lakes Regional Community Center

By: \_\_\_\_\_ Title: Chairman of the Board  
Thomas Brown

By: \_\_\_\_\_ Title: Executive Director  
John Delaney

**AGENDA Item No: 04.06.20**  
**Executive Director's Report:**

**Recommended Board Action:**  
None: For Information Only

**Rational:**

Executive Director Report:

1. 1115 Transformation Waiver Update

- For Lakes' the current reporting period has not been affected by the COVID-19 changes to programs elsewhere, since it involves our reporting of measures achieved during calendar year 2019. We are on track to complete the reporting by April 30<sup>th</sup> with 100% of measures reporting successfully.

2. COVID-19 Response Summary:

Since the Governors' disaster declaration and the imposition of state and local shelter in place orders in March, the state has published daily updates on CDC recommendations and DSHS recommendation for essential service providers like Lakes Regional to follow in its programs. These have included clarifications on our status as essential healthcare providers as well as use of masks and other personal protective equipment (PPE) in our outpatient and residential settings.

In addition, federal and state waivers have been released that prohibit congregate services such as day habilitation programs but allow for delivering both mental health and IDD services through telephone and tele-video contact. Much of our activity the last few weeks have been around adapting our workforce and data systems to comply with this sudden change from face to face contact and now utilizing these other methods. We have also initiated an effort to reduce the staff footprint at each of our facilities by allowing staff to work remotely for part or all the week where feasible. See the synopsis below of each program's status.

- ECI: The current ECI service plan involves most direct service staff working remotely with some time in the office on a rotational schedule. State waiver guidelines now allow most direct services to be carried out through video and telephone contacts.
- IDD Authority Services (Case Management, PASSR, Intake and Crisis) are also mostly occurring through a telephone contact or FaceTime contact with families and clients. About half of the staff are working remotely at various offices in the 12-county region. Some critical services such as for the IDD Crisis Coordinator are being provided by face to face when necessary. Crisis respite is still occurring, and nursing home visits are now being done by telephone when possible. Some nursing homes are in a lock down mode and providing contact is difficult.
- Mental Health: Services have also been transitioning to telephone contacts for most services. In addition, prescribers are now using both the phone and our regular telemedicine network as usual. James' report will summarize their current status.



- **IDD Provider:** After some initial confusion, our state and federal regulatory have allowed most IDD HCS, TXHML and GR non-residential services the ability to be billed and completed through telephone or tele-video means. Group day programs have been shut down and their staff are now working at the group homes providing day services. Residential ICF and HCS group homes and foster care provider homes continue to require on site staffing and are the most vulnerable in the current situation, because of the need to maintain acceptable staffing levels. They have the most rigorous infection control procedures as long term care facilities. Laurie's report will give a synopsis of their current status.
- **Administration:** Administrative and programmatic indirect staff have been allowed to work partly remotely where feasible. This is to reduce the overall numbers of staff in the Terrell building at any given time. Appropriate CDC and social distancing recommendations are being followed as needed and most meetings of any type are being conducted through teleconferencing.
- **HR Workforce Issues:** Keith will provide a more summarized status report during his presentation. But we have been reviewing the three major stimulus bills passed by Congress in response to the COVID-19 pandemic earlier this month. Two of the most relevant are described below.

a. Families First Coronavirus Response Act (FFCRA).

This is focused on paid sick leave and extended unemployment benefits for workers and families. These included required emergency family and medical leave expansion (FMLA) and Emergency paid sick leave act (EPSLA). The mechanism for businesses to fund these expansions of benefits is through a series of tax credits that Community Centers cannot receive as they are governmental entities. In addition, healthcare providers such as Lakes Regional can opt out of FMLA and EPSLA extended benefits. As such we have decided to opt out but will provide our own emergency COVID-19 sick leave. (Described in Keith's report).

b. Coronavirus Aid, Relief, and Economic Security (CARES) Act.

This is the 2 trillion economic stimulus bill, designed to provide financial support to individuals and businesses affected by the pandemic. The Paycheck Protection Program (PPP) is the feature that is for businesses with under 500 employees. When we filed our application, indications were that we could qualify for the loan forgiveness part of the bill. More recent interpretations from the TX. Council now doubt that nonprofit "governmental" organizations can qualify. But since new guidance on the bill is currently evolving, we are going forward with our application.

3. FY-19 Status of State Performance Contracts Updates:

- **HHSC (IDD-MH) FY-20 Status:**
  - a. HHSC has waived almost all performance contract penalties and outcome measure sanctions for underachievement during the current designated disaster declaration period. The same has occurred for ECI.



**AGENDA ITEM NO. 04.07.20**  
Fiscal Reports

**RECOMMENDATIONS FOR APPROVAL:**

- Approval for acceptance.

**Rationale:**

Review and discussion of the Center's financial statement for the month(s) of February and March for approval.

Review and discussion of the Center's 2<sup>nd</sup> Quarterly Investment Report for approval.

**Lakes Regional Community Center**  
**Financial Report**  
**For the Month of February 2020**

**Erwin Hancock**  
**Chief Financial Officer**

**March 25, 2020**

**Lakes Regional Community Center**  
**Financial Report Outline**

- |      |                                      |            |
|------|--------------------------------------|------------|
| I.   | Financial Summary                    | Page 1     |
| II.  | Balance Sheet                        | Page 2     |
| III. | Income Recap by Division             | Page 3     |
|      | Comparative Income Statement         | Pages 4 -5 |
|      | Statement of Revenues & Expenditures | Page 6     |
| IV.  | Related Data                         | Page 7     |
| V.   | Quarterly Investment Report          | Page 8     |

Lakes Regional Community Center  
Financial Summary for the Month Ending February 29, 2020

Profit and Loss Summary

	Current Month	Year to Date
Revenues	\$3,120,238	\$18,006,031
Expenses	\$3,088,202	\$17,627,850
Net Income	<u>\$32,036</u>	<u>\$378,181</u>

Balance Sheet Summary

	Current YTD as of February 29, 2020	Last YTD as of Februray 28, 2019	Year to Year Change
Total Assets	\$22,145,298	\$23,153,534	\$ (1,008,236)
Total Liabilities	\$7,964,565	\$9,090,466	\$ (1,125,901)
Fund Balance	<u>\$14,180,733</u>	<u>\$14,063,068</u>	<u>\$ 117,665</u>

Lakes Regional Community Center  
Balance Sheet

	As of 2/29/2020	As of 2/28/2019	Net Change
<b>Current Assets</b>			
Cash	\$ 6,471,011	\$ 7,189,216	(\$718,205)
Accounts Receivable	3,381,353	2,456,301	925,052
Other	180,862	122,170	58,692
<b>Total Current Assets</b>	<b>\$ 10,033,226</b>	<b>\$ 9,767,687</b>	<b>\$265,539</b>
<b>Long-Term Assets</b>			
Fixed Assets (net of depreciation)	\$ 8,187,682	\$ 8,925,563	(\$737,881)
Other Long-Term Assets	3,924,390	4,460,284	(\$535,894)
<b>Total Long-Term Assets</b>	<b>\$ 12,112,072</b>	<b>\$ 13,385,847</b>	<b>(\$1,273,775)</b>
<b>Total Assets</b>	<b>\$ 22,145,298</b>	<b>\$ 23,153,534</b>	<b>(\$1,008,236)</b>
<b>Current Liabilities</b>			
Accounts Payable	\$ 548,811	\$ 536,574	\$12,237
Accrued Expenses	531,511	683,838	(\$152,327)
Short-term Debt	2,958,853	3,409,770	(450,917)
<b>Total Current Liabilities</b>	<b>\$ 4,040,175</b>	<b>\$ 4,630,182</b>	<b>(\$590,007)</b>
Long-term Debt	\$ 3,924,390	\$ 4,460,284	(\$535,894)
<b>Total Long-Term Debt</b>	<b>\$ 3,924,390</b>	<b>\$ 4,460,284</b>	<b>(\$535,894)</b>
<b>Total Liabilities</b>	<b>\$ 7,964,565</b>	<b>\$ 9,090,466</b>	<b>(\$1,125,901)</b>
Investment in General Fund Assets	\$ 8,187,682	\$ 8,925,563	(\$737,881)
Fund Balance at Beginning of Year	5,993,051	5,137,506	855,545
<b>Total Equities and other Credits</b>	<b>\$ 14,180,733</b>	<b>\$ 14,063,069</b>	<b>\$ 117,664</b>
<b>Total Liabilities, Equities and other Credits</b>	<b>\$ 22,145,298</b>	<b>\$ 23,153,535</b>	<b>(\$1,008,237)</b>



## Lakes Regional Community Center

### Income Statement Recap by Division

As of February 29, 2020

<u>Division</u>	<u>Current Month</u>	<u>Year to Date</u>
MH	\$ (1,788)	(94,474)
Mental Health First Aid & Outreach	(2,753)	7,840
Hospitality House	3,317	(9,064)
IDD	(16,496)	207,562
ECI	(5,461)	(33,893)
Administration	2,091	22,944
Bonham Property	74	445
Expending Fundraising	(694)	(1,775)
1115 Waiver	38,164	214,061
Medical Prescriber Services	15,582	64,535
<b>Total Lakes</b>	<b>\$ 32,036</b>	<b>\$ 378,181</b>

Lakes Regional Community Center  
Comparative Income Statement for the Month ended February 29, 2020

	<u>2/29/2020</u>	<u>2/28/2019</u>	<u>Variance</u>	<u>Var %</u>
<b>Revenues</b>				
General Revenue IDD	\$178,913	\$202,916	(\$24,002)	-12%
General Revenue MH	\$648,574	\$618,131	\$30,443	5%
Early Childhood Intervention Revenue	\$61,375	\$79,178	(\$17,803)	-23%
1115b Waiver Revenue	\$523,077	\$475,771	\$47,306	10%
NTBHA Revenue (Or VO)	\$236,867	\$266,255	(\$29,388)	-11%
Medicaid Revenue	\$325,105	\$300,396	\$24,710	8%
Medicare Revenue	\$3,149	\$3,377	(\$227)	-7%
HCS Revenue	\$368,333	\$362,227	\$6,107	2%
Managed Care Revenue	\$108,275	\$109,043	(\$768)	-1%
Private Insurance	\$10,356	\$5,607	\$4,749	85%
Client Fees	\$6,050	\$7,156	(\$1,106)	-15%
Other Revenue	\$650,163	\$450,970	\$199,193	44%
<b>Total Revenues</b>	<b>\$3,120,238</b>	<b>\$2,881,025</b>	<b>\$239,212</b>	<b>8%</b>
<b>Expenses</b>				
Salaries and Wages	\$1,422,660	\$1,466,113	(\$43,453)	-3%
Employee Benefits	\$505,831	\$422,511	\$83,320	20%
Staff Training	\$2,571	\$2,841	\$231	10%
Furniture and Equipment	\$180,460	\$737	\$179,723	24395%
Maintenance and Repairs	\$21,955	\$23,641	(\$1,687)	-7%
Utilities	\$10,541	\$10,437	\$103	1%
Client Support	\$5,102	\$1,838	\$3,164	163%
Supplies	\$25,167	\$22,783	\$2,384	10%
Vehicle Maintenance	\$6,412	\$3,080	\$3,332	108%
Insurance Costs	\$26,369	\$24,062	\$2,307	10%
Debt Service	\$55,413	\$60,696	(\$5,283)	-9%
Other Expenses	\$825,721	\$861,430	(\$35,709)	-4%
<b>Total Expenses</b>	<b>\$3,088,202</b>	<b>\$2,899,770</b>	<b>\$188,433</b>	<b>6%</b>
<b>Net Surplus/(Deficit)</b>	<b>\$32,036</b>	<b>(\$18,744)</b>	<b>\$50,780</b>	<b>271%</b>



Lakes Regional Community Center  
Comparative Income Statement for the period ended February 29, 2020

	YTD ended 02/29/2020	YTD ended 02/28/2019	Variance	Var %
<b>Revenues</b>				
General Revenue IDD	\$1,080,862	\$1,215,314	(\$134,453)	-11%
General Revenue MH	\$3,813,452	\$3,880,473	(\$67,021)	-2%
Early Childhood Intervention Revenue	\$439,783	\$443,794	(\$4,010)	-1%
1115b Waiver Revenue	\$3,138,462	\$2,854,626	\$283,836	10%
NTSBA Revenue	\$1,404,170	\$1,431,325	(\$27,155)	-2%
Medicaid Revenue	\$1,862,765	\$1,780,122	\$82,643	5%
Medicare Revenue	\$48,588	\$63,906	(\$15,318)	-24%
MCS Revenue	\$2,370,008	\$2,350,643	\$19,365	1%
Managed Care Revenue	\$632,554	\$682,967	(\$50,413)	-7%
Private Insurance	\$66,515	\$54,319	\$12,197	22%
Client Fees	\$43,040	\$44,238	(\$1,198)	-3%
Other Revenue	\$3,105,833	\$3,383,847	(\$278,014)	-8%
<b>Total Revenues</b>	<b>\$18,006,031</b>	<b>\$18,185,573</b>	<b>(\$179,542)</b>	<b>-1%</b>
<b>Expenses</b>				
Salaries and Wages	\$8,711,377	\$8,548,175	\$163,202	2%
Employee Benefits	\$2,892,342	\$2,891,851	\$491	0%
Staff Training	\$17,656	\$14,163	\$3,493	25%
Furniture and Equipment	\$180,460	\$5,173	\$175,287	3388%
Maintenance and Repairs	\$181,534	\$92,528	\$89,007	96%
Utilities	\$43,903	\$60,945	(\$17,042)	-28%
Client Support	\$17,076	\$14,247	\$2,829	20%
Supplies	\$160,361	\$153,367	\$6,994	5%
Vehicle Maintenance	\$29,993	\$28,571	\$1,422	5%
Insurance Costs	\$158,214	\$144,373	\$13,841	10%
Debt Service	\$336,702	\$520,993	(\$184,291)	-35%
Other Expenses	\$4,898,232	\$5,190,576	(\$292,344)	-6%
<b>Total Expenses</b>	<b>\$17,627,850</b>	<b>\$17,664,963</b>	<b>(\$37,113)</b>	<b>0%</b>
<b>Net Surplus/(Deficit)</b>	<b>\$378,181</b>	<b>\$520,610</b>	<b>(\$142,429)</b>	<b>27%</b>

**Lakes Regional Community Center**  
**Statement of Revenues and Expenditures**  
**For the Period Ending February 29, 2020**

Revenue	Sep-19	Oct-19	Nov-19	Dec-19	Jan-20	Feb-20	Total
Local	\$ 99,768	131,994	88,158	91,445	99,104	249,876	\$ 724,317
State Programs	1,444,528	1,508,578	1,449,344	1,472,589	1,499,812	1,442,237	8,811,086
Federal Programs	1,159,924	1,192,521	1,191,840	1,182,561	1,179,113	1,187,889	7,090,146
Interest Income	4,017	6,744	5,255	7,267	6,172	6,888	36,912
North Texas SH Assoc	234,777	241,031	234,104	231,111	226,281	236,667	1,404,170
<b>TOTAL REVENUES</b>	<b>2,938,992</b>	<b>3,079,968</b>	<b>2,968,500</b>	<b>2,904,963</b>	<b>3,031,482</b>	<b>3,120,239</b>	<b>18,006,031</b>
<b>Expenditures</b>							
Current:							
Salaries & Wages	1,453,808	1,449,050	1,439,833	1,423,098	1,503,128	1,422,850	8,711,377
Employee Benefits	494,947	489,305	497,697	391,853	512,510	505,831	2,892,342
Other Operating Expenses:							
Client Respite	7,094	19,800	18,229	12,280	8,506	8,977	72,325
HCS Contract	109,029	107,066	108,840	108,142	109,497	102,236	656,569
Consult/Pro Svcs - Internal							0
Nursing Contract - Rft					254	(254)	0
Consult/Pro Svcs - External	13,409	15,348	12,270	8,969	8,878	10,990	67,859
Contracts with Other Orgs-Ext	300,040	316,595	322,554	310,939	318,513	324,599	1,893,626
ICF/MR Quality Assurance Fees	8,469	8,723	8,795	8,789	8,821	8,975	52,576
TXHML Contracts	14,825	17,367	13,484	11,142	14,983	14,718	85,966
Contracted Lab Services	1,530	9,835	4,883	4,072	(2,896)	1,949	13,253
Staff Development/Training	1,997	2,999	2,138	3,282	4,697	2,971	17,956
1115 Projects Certif/Training Fees							0
Non-Clinical Contracts with Others	8,033	8,590	7,110	6,270	7,429	10,541	48,903
Pharmaceuticals/Supplies	25,042	26,383	23,749	38,123	10,067	17,019	140,358
Atypical Meds	8,182	6,914	6,388	10,154	3,321	6,047	50,387
Patient Assist Program/Filing Fees	1,550	1,550	1,506	1,500	1,500	0	7,500
Training and Travel	32,562	69,795	60,499	42,561	84,591	59,705	349,712
Consumable Supplies	24,078	28,558	32,242	22,663	28,655	25,167	160,361
1115 Residential Equip/Supplies				0		0	0
Building Capital Outlay							0
Capital Outlay Projects							0
Furniture/Equipment over \$5,000						160,480	160,480
Computer/Capital Outlay	2,452	4,904	2,452	2,452	2,452	2,452	17,166
Furniture/Equipment under \$5,000	210	626	2,087	1,838	1,193	14,423	16,758
Copier/Equipment Rental	11,860	11,849	11,202	14,083	11,079	11,816	70,570
Computer Equipment Under \$5,000	6,399	8,938	6,777	9,959	12,220	4,716	47,908
Other Monthly Expenses	11,855	17,360	4,451	13,141	12,995	11,824	71,416
Computer Software Support Fees	6,592	6,440	9,713	8,657	7,999	6,655	43,191
Computer Software Fees for HR System	3,973	6,979	6,000	5,973	13,945	6,973	43,839
Bad Debts							0
Building Rent, Repair, Maintenance	119,227	123,658	132,762	147,569	140,035	121,888	794,598
Building Rent to Other Programs					0	0	0
Vehicle Operating Expense	4,868	9,148	3,799	3,891	2,843	6,412	29,999
Vehicle Fuel Costs	8,425	9,433	8,678	7,702	6,441	7,837	48,214
Non-Client Utilities	47,315	39,780	55,893	27,873	41,109	98,829	234,889
Telecommunications	15,435	28,218	25,920	25,142	31,869	28,470	158,850
Data Connect/Internet Access	4,728	7,175	7,175	7,175	7,820	7,885	41,158
Crisis Hotline Answering Svc	2,500	2,500	2,500	2,500	2,500	2,500	15,000
Insurance	26,365	26,365	26,365	26,365	26,369	26,369	158,214
Client Support Costs	154	257	2,859	3,689	5,215	5,102	17,076
Peer Training and Support							0
Client Reimbursable Services	4,397	17,395	9,095	4,802	9,408	11,885	57,014
NTSHA Supported Housing	1,125	6,324	1,137	2,645	521	8,087	14,759
Diet Service	59,136	55,864	55,864	55,856	55,569	55,413	334,762
Other Expenses							0
EDI Client Support Costs	210	210	210	0			830
DSRP Audit Costs							0
Expanding Fund Raising Funds	999	549	653	599	272	694	3,875
Program Indirect							0
LRMHRC Board Expenses	575	224	681	1,881	1,532	1,409	5,575
Expanding Red River Funds						26	26
General Admin Fees							0
Expanding Empowerment Funds							(100)
EDI In-Kind Volunteers							0
Service Costs Unallowable	5,265	3,748	3,903	9,075	11,821	17,818	51,130
<b>Total Other Operating Expenses</b>	<b>987,782</b>	<b>1,518,237</b>	<b>976,587</b>	<b>977,088</b>	<b>1,604,685</b>	<b>1,159,711</b>	<b>5,024,131</b>
<b>TOTAL EXPENDITURES</b>	<b>2,836,437</b>	<b>2,968,552</b>	<b>2,954,086</b>	<b>2,792,038</b>	<b>3,030,424</b>	<b>3,088,202</b>	<b>17,827,650</b>
Excess (deficiency) of revenues over expenditures	\$ 102,555	111,416	14,414	112,925	101,058	31,037	\$ 378,181

note1 - Includes (\$108,364.99) Credit to benefit expense due to Blue Cross Blue Shield check received for final FY2018 settle up.  
note2 - Increase in Salary Cost due to 4 holidays during pay period of 1/15/20 payroll. Staff paid over time to cover direct care shifts.  
note3 - Increase in Benefit Cost due to match up to 5%, paid on increased salary cost for January.  
note4 - Integrated Prescriptions lab expense accrual adjustments.  
note5 - Empowerment Grant check issued FY2019 not used - Voided in January, FY2020.  
note6 - Includes Purchase of 6 vehicles- Vehicle notes & Fixed Assets recorded (offsetting each other)  
note7 - Reclass January coding error for travel expense.



Lakes Regional Community Center  
FY20 Aged Accounts Receivable  
FEBRUARY, 2020

Accounts Receivable Description	Amount	FEB Current	JAN 30 Days	DEC 60 Days	NOV 90 Days	OCT & prior 120 +
C Adm Claim	638,355.50	79,448	79,448	79,448	79,448	320,564
<b>NTBHA:</b>						
Substance Abuse	4,609.07	4,609	-	-	-	-
ACT - addtl billed svcs	1,200.00	-	-	1,200	-	-
Medicaid	314,727.16	282,040	8,630	6,936	5,206	11,915
Medicare **	3,310.19	3,310	-	-	-	-
Private Insurance	10,064.11	4,837	3,093	463	504	1,167
Chip **	1,738.28	1,078	42	191	311	116
<b>MANAGED CARE:</b>						
Amerigroup	19,644.02	19,644	-	-	-	-
Superior (Cenpatico)	27,518.57	27,485	-	-	34	-
Optum	13,440.19	13,383	58	-	-	-
Cigna	18,559.89	17,022	650	469	-	419
Texas Childrens Plan	4,326.81	3,175	975	-	-	177
Beacon	9,777.49	9,650	127	-	-	-
Molina	20,151.87	19,089	524	117	182	240
Texas Home Living - North	35,533.00	35,533	-	-	-	-
Texas Home Living - South	18,259.11	18,259	-	-	-	-
HCS - North	274,376.12	269,616	4,760	-	-	-
HCS - South	71,062.33	71,062	-	-	-	-
Reimbursable Svcs-TxHml North & South	6,554.25	1,868	2,175	1,511	-	1,000
Reimbursable Svcs-HCS North	21,867.89	10,221	2,258	6,360	1,488	1,541
Reimbursable Svcs-HCS South	892.12	229	664	-	-	-
HCS Rm/Brd	731.00	-	-	-	731	-
ICF Residential Homes	108,633.51	108,634	-	-	-	-
Block Grant/TANF-Title XX Gen Revenue	59,913.75	19,971	19,971	19,971	-	-
Block Grant Supp Housing	-	-	-	-	-	-
Supported Employment	-	-	-	-	-	-
Day Hab Billings (Private Providers)	49,664.42	27,570	17,822	3,738	471	64
1048 PASSR IDDP SVCS	10,335.36	4,491	5,800	45	-	-
ECI Grant Revenue	149,580.64	61,375	88,206	-	-	-
ECI Respite	-	-	-	-	-	-
ECI Pre-School Develop Grant **ENDED 12/31/2019	-	-	-	-	-	-
ECI Priv Ins	23,230.13	7,283	3,397	2,241	2,800	7,509
ECI Medicaid	39,111.49	37,808	282	-	1,021	-
ECI Managed Care	46,210.99	32,522	4,152	1,775	1,789	5,973
ECI Chip	3,210.19	730	438	519	438	1,085
A/R Other Employees	6,017.39	6,017	-	-	-	-
A/R Employee Insurance (Cobra)	319.68	80	169	70	-	-
TCOOMMI GRANT	33,844.25	16,800	17,044	-	-	-
TDCJ Contract-Greenville	35,317.41	9,355	10,773	8,347	6,842	-
TDCJ - Sherman/Bonham/Paris	79,521.19	26,629	26,226	20,177	6,489	-
Fannin County Drug Court	4,000.00	2,000	2,000	-	-	-
Grayson County Drug Court	-	-	-	-	-	-
Titus County Drug Court	1,200.00	1,200	-	-	-	-
DSHS Contract Region 3	7,877.50	7,878	-	-	-	-
DSHS-Rural Region 4	23,081.47	14,681	8,401	-	-	-
DSHS-MHFA	-	-	-	-	-	-
DSHS-MHFA Outreach	23,201.88	8,990	8,503	-	-	5,709
ICF Upper Payment Limit	40,000.00	20,000	20,000	-	-	-
SAC Prog -Hunt County	1,860.00	1,860	-	-	-	-
ECC - (Enhanced Comm Coord)	11,423.32	5,413	6,010	-	-	-
Pharmacy Rental Income	-	-	-	-	-	-
Comm Education (Curt Pitton)	18,223.50	5,612	6,623	5,989	-	-
1115 Waiver Fed Share **accrual	1,086,801.71	523,077	523,077	40,648	-	-
Misc Revenue - 1370-1200 - \$2,074.18	-	-	-	-	-	-
** Priv Ins (BCBS) refund/stop pay balance due	1,590.03	-	-	-	-	1,590
** Suicide Prevent Expense Reimb Ashley Lewis	484.15	484	-	-	-	-

		GL bal	bal ck
Febuary Balance Due	3,381,352.87	3,381,352.87	-
January Balance Due	3,024,731.51	356,621.36	
December Balance Due	4,487,991.29	1,106,638.42	



**Lakes Regional Community Center**  
**Financial Report**  
**For the Month of March 2020**

**Erwin Hancock**  
**Chief Financial Officer**

**April 22, 2020**

**Lakes Regional Community Center**  
**Financial Report Outline**

- |      |                                      |            |
|------|--------------------------------------|------------|
| I.   | Financial Summary                    | Page 1     |
| II.  | Balance Sheet                        | Page 2     |
| III. | Income Recap by Division             | Page 3     |
|      | Comparative Income Statement         | Pages 4 -5 |
|      | Statement of Revenues & Expenditures | Page 6     |
| IV.  | Related Data                         | Page 7     |
| V.   | Financials Exhibit                   | Page 8     |

Lakes Regional Community Center  
Financial Summary for the Month Ending March 31, 2020

Profit and Loss Summary

	Current Month	Year to Date
Revenues	\$3,015,998	\$21,022,029
Expenses	\$2,935,290	\$20,563,140
Net Income	<u>\$80,709</u>	<u>\$458,889</u>

Balance Sheet Summary

	Current YTD as of March 31, 2020	Last YTD as of March 31, 2019	Year to Year Change
Total Assets	\$22,976,737	\$22,866,403	\$ 110,334
Total Liabilities	\$8,715,296	\$8,669,845	\$ 45,451
Fund Balance	<u>\$14,261,441</u>	<u>\$14,196,558</u>	<u>\$ 64,883</u>

Lakes Regional Community Center  
Balance Sheet

	As of		As of		Net Change
	3/31/2020		3/31/2019		
Current Assets					
Cash	\$	6,831,575	\$	6,550,372	\$281,203
Accounts Receivable		3,866,748		2,902,545	964,203
Other		208,730		83,993	124,737
Total Current Assets	\$	10,907,053	\$	9,536,910	\$1,370,143
Long-Term Assets					
Fixed Assets (net of depreciation)	\$	8,187,682	\$	8,925,563	(\$737,881)
Other Long-Term Assets		3,882,002		4,403,930	(\$521,928)
Total Long-Term Assets	\$	12,069,684	\$	13,329,493	(\$1,259,809)
Total Assets	\$	22,976,737	\$	22,866,403	\$110,334
Current Liabilities					
Accounts Payable	\$	615,357	\$	269,944	\$345,413
Accrued Expenses		586,136		707,571	(\$121,435)
Short-term Debt		3,631,801		3,288,400	343,401
Total Current Liabilities	\$	4,833,294	\$	4,265,915	\$567,379
Long-term Debt	\$	3,882,002	\$	4,403,930	(\$521,928)
Total Long-Term Debt	\$	3,882,002	\$	4,403,930	(\$521,928)
Total Liabilities	\$	8,715,296	\$	8,669,845	\$45,451
Investment In General Fund Assets	\$	8,187,682	\$	8,925,563	(\$737,881)
Fund Balance at Beginning of Year		6,073,759		5,270,995	802,764
Total Equities and other Credits	\$	14,261,441	\$	14,196,558	\$64,883
Total Liabilities, Equities and other Credits	\$	22,976,737	\$	22,866,403	\$110,334

**Lakes Regional Community Center**  
**Income Statement Recap by Division**  
**As of March 31, 2020**

<b>Division</b>	<b>Current Month</b>	<b>Year to Date</b>
MH	\$ 78,972	(15,502)
Mental Health First Aid & Outreach	(213)	7,628
Hospitality House	(7,028)	(16,092)
IDD	(40,307)	167,255
ECI	(2,736)	(36,628)
Administration	(1,360)	21,584
Bonham Property	74	520
Expending Fundraising	(575)	(2,350)
1115 Waiver	42,700	256,761
Medical Prescriber Services	11,182	75,717
<b>Total Lakes</b>	<b>\$ 80,709</b>	<b>\$ 458,889</b>



Lakes Regional Community Center  
Comparative Income Statement for the Month ended March 31, 2020

	<u>3/31/2020</u>	<u>3/31/2019</u>	Variance	Var %
<b>Revenues</b>				
General Revenue IDD	\$185,412	\$207,930	(\$22,518)	-11%
General Revenue MH	\$793,439	\$600,888	\$192,551	32%
Early Childhood Intervention Revenue	\$117,018	\$60,192	\$56,826	94%
1115b Waiver Revenue	\$523,077	\$475,771	\$47,306	10%
NTBHA Revenue (Or VO)	\$236,321	\$252,054	(\$15,733)	-6%
Medicaid Revenue	\$269,127	\$303,361	(\$34,234)	-11%
Medicare Revenue	\$4,155	\$7,199	(\$3,043)	-42%
HCS Revenue	\$361,859	\$382,048	(\$20,189)	-5%
Managed Care Revenue	\$89,456	\$103,826	(\$14,370)	-14%
Private Insurance	\$3,881	\$10,057	(\$6,175)	-61%
Client Fees	\$7,003	\$7,563	(\$560)	-7%
Other Revenue	\$425,249	\$494,799	(\$69,550)	-14%
<b>Total Revenues</b>	<b>\$3,015,998</b>	<b>\$2,905,687</b>	<b>\$110,311</b>	<b>4%</b>
<b>Expenses</b>				
Salaries and Wages	\$1,411,385	\$1,315,318	\$96,067	7%
Employee Benefits	\$549,881	\$462,661	\$87,220	19%
Staff Training	\$2,597	\$2,602	(\$5)	0%
Furniture and Equipment	\$1,908	\$6,666	(\$4,758)	-71%
Maintenance and Repairs	\$18,935	\$11,925	\$7,009	59%
Utilities	\$38,311	\$6,852	\$31,459	459%
Client Support	\$4,253	\$3,703	\$550	15%
Supplies	\$27,689	\$23,532	\$4,157	18%
Vehicle Maintenance	\$5,593	\$3,882	\$1,711	44%
Insurance Costs	\$26,369	\$24,062	\$2,307	10%
Debt Service	\$54,992	\$68,977	(\$13,984)	-20%
Other Expenses	\$793,377	\$842,017	(\$48,640)	-6%
<b>Total Expenses</b>	<b>\$2,935,290</b>	<b>\$2,772,197</b>	<b>\$163,093</b>	<b>6%</b>
<b>Net Surplus/(Deficit)</b>	<b>\$80,709</b>	<b>\$133,490</b>	<b>(\$52,781)</b>	<b>40%</b>

Lakes Regional Community Center  
Comparative Income Statement for the period ended March 31, 2020

	YTD ended 03/31/2020	YTD ended 03/31/2019	Variance	Var %
<b>Revenues</b>				
General Revenue IDD	\$1,266,274	\$1,429,244	(\$162,971)	-11%
General Revenue MH	note1 \$4,606,891	\$4,334,228	\$272,663	6%
Early Childhood Intervention Revenue	\$556,802	\$503,986	\$52,816	10%
1115b Waiver Revenue	\$3,661,539	\$3,330,397	\$331,142	10%
NTBHA Revenue	\$1,640,491	\$1,683,378	(\$42,887)	-3%
Medicaid Revenue	\$2,131,892	\$2,083,483	\$48,409	2%
Medicare Revenue	\$52,743	\$71,105	(\$18,362)	-26%
HCS Revenue	\$2,584,937	\$2,589,766	(\$4,828)	0%
Managed Care Revenue	\$722,010	\$786,793	(\$64,783)	-8%
Private Insurance	\$70,397	\$64,375	\$6,021	9%
Client Fees	\$50,042	\$51,801	(\$1,758)	-3%
Other Revenue	\$3,678,012	\$4,162,704	(\$484,692)	-12%
<b>Total Revenues</b>	<b>\$21,022,029</b>	<b>\$21,091,260</b>	<b>(\$69,231)</b>	<b>0%</b>
<b>Expenses</b>				
Salaries and Wages	\$10,122,762	\$9,863,493	\$259,269	3%
Employee Benefits	note2 \$3,442,224	\$3,354,512	\$87,712	3%
Staff Training	\$20,253	\$16,766	\$3,487	21%
Furniture and Equipment	\$199,104	\$11,839	\$187,265	1582%
Maintenance and Repairs	\$133,570	\$82,589	\$50,981	62%
Utilities	\$272,680	\$67,797	\$204,883	302%
Client Support	\$21,329	\$17,951	\$3,379	19%
Supplies	\$188,050	\$176,899	\$11,151	6%
Vehicle Maintenance	\$35,585	\$32,453	\$3,133	10%
Insurance Costs	\$184,583	\$168,435	\$16,148	10%
Debt Service	\$391,695	\$589,970	(\$198,275)	-34%
Other Expenses	note3 \$5,551,305	\$6,054,457	(\$503,152)	-8%
<b>Total Expenses</b>	<b>\$20,563,140</b>	<b>\$20,437,160</b>	<b>\$125,980</b>	<b>1%</b>
<b>Net Surplus/(Deficit)</b>	<b>\$458,889</b>	<b>\$654,100</b>	<b>(\$195,210)</b>	<b>30%</b>

note1 - Includes \$153,065 additional MH General Revenue received in February amendment, recorded to adjust to 1/12 of total YTD General Revenue Amount.

note2 - Includes \$47,986 SUTA adjustment due to retro rate increase for January through March, effective March, 2020.

note3 - Includes \$16,715 for COVID-19 expenditures.



**Lakes Regional Community Center**  
**Statement of Revenues and Expenditures**  
**For the Period Ending March 31, 2020**

<u>Revenues</u>	<u>Sep-19</u>	<u>Oct-19</u>	<u>Nov-19</u>	<u>Dec-19</u>	<u>Jan-20</u>	<u>Feb-20</u>	<u>Mar-20</u>	<u>Total</u>
Local	\$ 99,738	131,994	88,158	61,445	96,104	note6 246,878	54,207	\$ 778,524
State Programs	1,444,526	1,508,576	1,449,344	1,472,589	1,493,812	1,442,237	note6 1,890,335	10,401,421
Federal Programs	1,156,924	1,182,521	1,191,640	1,132,561	1,179,113	1,187,388	1,129,851	8,159,997
Interest Income	4,017	6,744	5,255	7,257	6,172	6,868	5,285	41,597
North Texas BH Assoc	234,777	241,031	234,104	231,111	226,281	236,887	236,321	1,840,491
<b>TOTAL REVENUES</b>	<b>2,939,982</b>	<b>3,070,865</b>	<b>2,968,500</b>	<b>2,904,963</b>	<b>3,001,483</b>	<b>3,120,238</b>	<b>3,015,996</b>	<b>21,022,029</b>
<b>Expenditures</b>								
Current:								
Salaries & Wages	1,453,808	1,449,050	1,459,633	1,423,098	note2 1,503,128	1,422,660	1,411,385	10,122,762
Employee Benefits	494,847	489,305	497,897	note1 391,853	note3 512,610	505,831	note9 549,881	3,442,224
Other Operating Expenses:								
Client Respite	7,034	19,800	16,229	12,280	8,505	8,977	4,599	77,424
HCS Contract	103,023	107,066	106,640	108,142	109,457	102,236	109,063	745,627
Consult/Pro Svcs - Internal								0
Nursing Contract - RK					254	note7 (254)		0
Consult/Pro Svcs - External	13,409	15,348	12,270	8,966	6,876	10,990	1,599	69,458
Contracts with Other Orgs-Ext	300,040	316,585	322,554	310,930	318,618	325,099	314,151	2,207,977
ICF/IR Quality Assurance Fees	6,499	6,723	6,795	6,763	6,821	5,975	6,581	46,157
TXHML Contracts	14,325	17,367	13,484	11,142	14,963	14,715	10,365	96,362
Contracted Lab Services	1,530	3,635	4,863	4,072	note4 (2,696)	1,849	2,583	16,836
Staff Development/Training	1,997	2,999	2,139	3,252	4,697	2,571	2,597	20,253
1115 Projects Certif./Training Fees								0
Non-Clinical Contracts with Others	6,003	6,550	7,110	6,270	7,429	10,541	7,085	50,986
Pharmaceuticals/Supplies	25,042	26,363	23,745	38,123	10,067	17,019	26,728	167,087
Atypical Meds	8,162	6,314	5,388	10,154	3,321	6,047	8,155	47,541
Patient Asst Program/Filling Fees	1,500	1,500	1,500	1,500	1,500	0	3,000	10,500
Training and Travel	32,562	69,795	80,499	42,561	84,591	58,705	55,160	403,872
Consumable Supplies	24,078	28,556	33,242	22,663	26,655	25,167	27,689	188,050
1115 Residential Equip/Supplies				0		0	0	0
Building Capital Outlay								0
Capital Outlay Projects								0
Furniture/Equipment over \$5,000					note6 180,460			180,460
Computer Capital Outlay	2,452	4,904	2,452	2,452	2,452	2,482	2,482	19,677
Furniture/Equipment under \$5,000	210	528	2,067	1,338	1,153	11,423	1,906	18,644
Copier Equipment Rental	11,860	11,649	11,392	13,083	11,070	11,516	11,819	82,389
Computer Equipment Under \$5,000	6,299	6,936	6,777	9,959	13,220	4,716	3,761	51,669
Other Monthly Expenses	11,855	17,350	4,451	13,141	12,695	11,924	16,305	87,721
Computer Software Support Fees	6,582	6,440	9,713	6,507	7,093	6,855	5,983	49,174
Computer Software Fees for HR System	3,973	6,973	5,000	6,973	13,946	6,973	6,973	50,812
Bad Debts								0
Building Rent, Repair, Maintenance	119,227	133,658	132,762	147,509	140,035	121,388	136,823	931,403
Building Rent to Other Programs					0	0	0	0
Vehicle Operating Expense	4,688	9,148	3,799	3,301	2,643	6,412	5,593	35,585
Vehicle Fuel Costs	8,425	9,433	8,676	7,702	6,441	7,537	6,043	54,257
Non-Client Utilities	47,315	33,760	35,883	37,873	41,109	38,629	38,311	272,680
Telecommunications	15,435	28,213	26,920	26,142	31,669	28,470	27,708	184,558
Data Connect/Internet Access	4,728	7,175	7,175	7,175	7,520	7,385	7,527	48,686
Crisis Hotline Answering Svc	2,500	2,500	2,500	2,500	2,500	2,500	2,500	17,500
Insurance	26,369	26,369	26,369	26,369	26,369	26,369	26,369	184,583
Client Support Costs	154	257	2,659	3,688	5,215	5,102	4,253	21,329
Peer Training and Support								0
Client Reimbursable Services	4,397	17,385	9,035	4,802	9,408	11,988	14,238	71,252
NTBHA Supported Housing	1,125	6,324	1,137	2,545	521	3,087	785	15,524
Debt Service	58,136	55,864	55,864	55,856	55,569	55,413	54,992	391,695
Other Expenses								0
ECI Client Support Costs	210	210	210	0			480	1,110
DSRIP Audit Costs								0
Expanding Fund Raising Funds	998	649	663	599	272	694		3,875
Program Indirect								0
LRMHMRC Board Expenses	375	224	881	1,681	1,002	1,409	483	6,055
Expanding Red River Funds						26	40	66
COVID-19							16,715	16,715
Expanding Empowerment Funds					note5 (100)	note10 575		475
ECI In-Kind Volunteers								0
Service Costs Unallowable	5,265	3,748	3,903	9,075	11,821	17,318	1,999	53,129
<b>Total Other Operating Expenses</b>	<b>887,782</b>	<b>1,018,297</b>	<b>976,567</b>	<b>977,088</b>	<b>1,004,685</b>	<b>1,159,711</b>	<b>974,024</b>	<b>6,998,155</b>
<b>TOTAL EXPENDITURES</b>	<b>2,836,437</b>	<b>2,956,652</b>	<b>2,934,098</b>	<b>2,792,036</b>	<b>3,020,424</b>	<b>3,088,202</b>	<b>2,935,290</b>	<b>20,563,140</b>
Excess (deficiency) of revenues over expenditures	\$ 103,545	\$ 114,213	\$ 34,403	\$ 112,925	\$ (18,941)	\$ 32,036	\$ 80,709	\$ 458,889

note1 -Includes (\$108,364.99) Credit to benefit expense due to Blue Cross Blue Shield check received for final FY2016 settle up.  
note2 -Increase in Salary Cost due to 4 holidays during pay period of 1/15/20 payroll. Staff paid over time to cover direct care shifts.  
note3 -Increase in Benefit Cost due to match up to 5%, paid on increased salary cost for January.  
note4 -Integrated Prescriptions lab expense accrual adjustments.  
note5 -Empowerment Grant check issued FY2019 not used - Voided in January, FY2020.  
note6 -Includes Purchase of 8 vehicles- Vehicle notes & Fixed Assets recorded (offsetting each other)  
note7 - Reclass January coding error for travel expense.  
note8 - Includes \$153,085 MH General Revenue - Adjusted to actual YTD per amendment.  
note9 - Includes \$47,988 SUTA expense adjustment due to retro rate change eff March - for Jan through Mar.  
note10 - Includes \$16,715 additional expenses due to COVID-19.

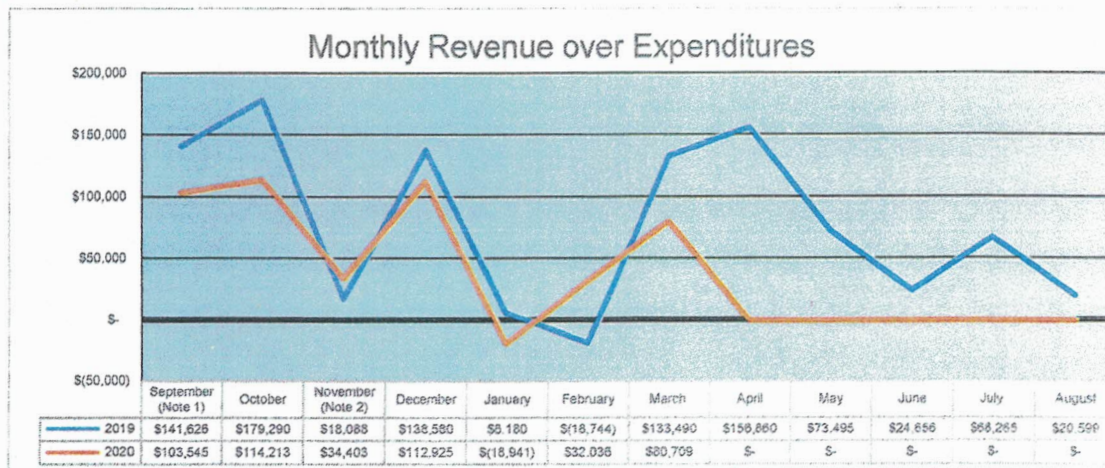
Lakes Regional Community Center  
FY20 Aged Accounts Receivable  
MARCH, 2020

Accounts Reivable Description	Amount	MAR Current	FEB 30 Days	JAN 60 Days	DEC 90 Days	NOV & prior 120 +
MAC Adm Claim	717,803.50	79,448	79,448	79,448	79,448	400,012
<u>NTBHA:</u>						
Substance Abuse	3,872.27	3,872	-	-	-	-
ACT - addtl billed svcs	4,500.00	3,300	-	-	1,200	-
Medicaid	293,670.15	260,506	6,741	7,391	5,867	13,165
Medicare **	3,276.42	3,264	12	-	-	-
Private Insurance	9,320.45	4,637	1,713	1,250	436	1,285
Chip **	1,579.67	871	91	-	191	427
<u>MANAGED CARE:</u>						
Amerigroup	14,983.20	14,983	-	-	-	-
Superior (Cenpatico)	24,710.09	24,710	-	-	-	-
Optum	12,374.47	12,374	-	-	-	-
Cigna	13,768.37	13,090	-	260	-	419
Texas Childrens Plan	2,869.87	1,341	1,352	-	-	177
Beacon	7,996.00	7,707	161	127	-	-
Molina	23,167.31	22,583	105	-	117	363
Texas Home Living - North	15,994.63	15,995	-	-	-	-
Texas Home Living - South	9,817.81	9,818	-	-	-	-
HCS - North	262,699.39	257,940	-	-	4,760	-
HCS - South	75,447.54	75,448	-	-	-	-
Reimbursable Svcs-TxHmL North & South	2,704.74	1,983	531	191	-	-
Reimbursable Svcs-HCS North	22,927.30	17,749	2,808	111	-	2,259
Reimbursable Svcs-HCS South	1,075.70	192	220	664	-	-
HCS Rm/Brd	-	-	-	-	-	-
ICF Residential Homes	118,498.77	117,331	-	1,167	-	-
Block Grant/TANF-Title XX Gen Revenue	19,970.50	19,971	-	-	-	-
Block Grant Supp Housing	-	-	-	-	-	-
Reported Employment	-	-	-	-	-	-
Hab Billings (Private Providers)	27,131.68	13,182	10,437	2,075	1,438	-
1048 PASSR IDDP SVCS	6,170.39	1,607	4,491	73	-	-
ECI Grant Revenue	178,153.06	116,778	61,375	-	-	-
ECI Respite	240.00	240	-	-	-	-
ECI Pre-School Develop Grant **ENDED 12/31/2019	-	-	-	-	-	-
ECI Priv Ins	14,962.14	3,385	3,799	1,891	1,247	4,641
ECI Medicaid	29,937.41	27,126	405	441	-	1,966
ECI Managed Care	35,769.32	21,827	3,621	2,227	708	7,386
ECI Chip	2,858.44	25	649	303	492	1,388
A/R Other Employees	2,073.99	2,074	-	-	-	-
A/R Employee Insurance (Cobra)	70.40	-	-	-	70	-
TCOOMMI GRANT	40,778.97	16,800	23,979	-	-	-
TDCJ Contract-Greenville	27,723.32	7,556	9,355	10,773	38	-
TDCJ - Sherman/Bonham/Paris	85,741.32	24,984	26,629	26,226	7,901	-
Fannin County Drug Court	4,000.00	2,000	2,000	-	-	-
Grayson County Drug Court	-	-	-	-	-	-
Titus County Drug Court	1,200.00	1,200	-	-	-	-
DSHS Contract Region 3	5,665.90	5,666	-	-	-	-
DSHS-Rural Region 4	19,617.97	10,994	223	8,401	-	-
DSHS-MHFA	-	-	-	-	-	-
DSHS-MHFA Outreach	14,096.81	5,107	8,990	-	-	-
ICF Upper Payment Limit	60,000.00	20,000	20,000	20,000	-	-
SAC Prog -Hunt County	1,960.00	1,960	-	-	-	-
ECC - (Enhanced Comm Coord)	15,864.18	4,441	5,413	6,010	-	-
Pharmacy Rental Income	-	-	-	-	-	-
Comm Education (Curt Pitton)	17,733.00	5,747	5,612	6,375	-	-
1115 Waiver Fed Share **accrual	1,609,878.71	523,077	523,077	523,077	40,648	-
Misc Revenue - 1370-1200 - \$2,093.07	-	-	-	-	-	-
** Priv Ins (BCBS) refund/stop pay balance due	1,590.03	-	-	-	-	1,590
** Analysis Chg - ANB to refund 4/20	18.89	19	-	-	-	-
suicide Prevent Expense Reimb Ashley Lewis	484.15	-	484	-	-	-

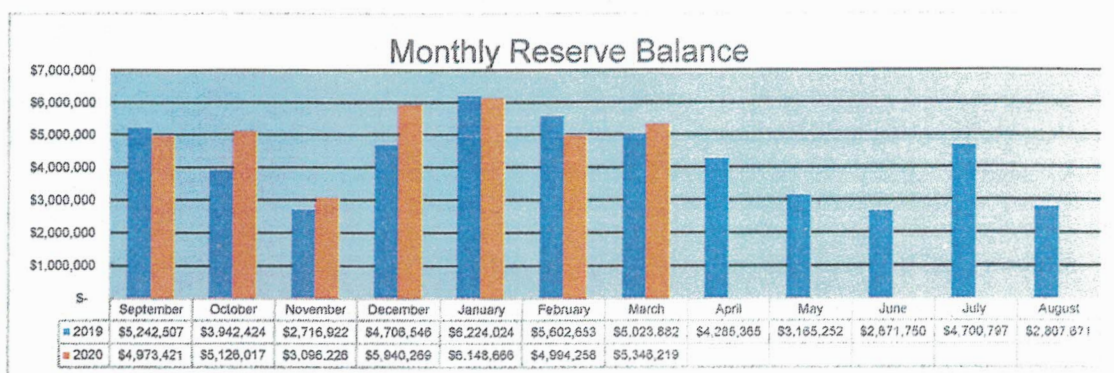
		GL bal	bal ck
Balance Due	3,866,748.23	3,866,748.23	-
February Balance Due	3,381,352.87	(485,395.36)	
January Balance Due	3,024,731.51	(842,016.72)	
December Balance Due	4,487,991.29	621,243.06	



## MONTHLY TRENDS ANALYSIS



Monthly Revenue over Expenditures - Revenues, Expenditures and their combined financial results tend to cycle over the course of the fiscal year. This chart is provided to compare the current monthly trend to that of the prior year. For the month of March and due to circumstances associated with COVID-19, LRCC did not experience the expected "bounce" in net revenues over expenditures. The chart will be updated to monitor financial performance as operations are normalized.



Monthly Reserve Balance – Due to funding patterns that are unique to Texas agencies, LRCC fund balance levels fluctuate, however predictably, over the course of a fiscal year. This chart highlights trends as to fund balance, and may provide some insight as to future balance expectations.



Center's Quarterly  
Investment Report 2nd Quarter  
Ending February, 2020

**Lakes Regional Community Center Quarterly Investment Report  
For the 6 Months Ending February, 2020**

<b>Particulars</b>		<b>Amount</b>
Beginning Balance September 1, 2019:		
	TexPool	\$ 559,279
	Certificate of Deposit	\$1,031,706
	Business Star A/C	\$1,976,511
	Omaha Res. Savings	\$ 8,252
	Total Sept. 1, 2019	\$3,575,748
Ending Balance February 29, 2020:		
	TexPool	\$1,115,789
	Certificates of Deposit	\$1,032,752
	Business Star A/C	\$3,642,292
	Omaha Res. Savings	\$ 8,254
	Total August 31, 2019	\$5,799,087
<b>Net Change</b>		<b>\$2,223,339</b>

The market value and the book value of our fund in TexPool are the same. The aforementioned funds are available upon demand and thus do not have a maturity date. Lakes investments include a certificate of deposit that pays interest at the rate of 0.9%. Lakes, additionally earns 1.60% interest on its business investment account at the American National Bank.

Lakes Regional Community Center's investment portfolio is in compliance with the Lakes Regional Community Center Investment and Cash Management Policy 4.07 and is in compliance with the Public Funds Investment Act.

Respectfully submitted,



Erwin Hancock  
Chief Financial Officer  
Investment Officer

**Recommended Board Action:**

None. Informational purposes only.

**Rationale:**

1. April Behavioral Health Plan
  - a. Emphasis on telephone calls vs. face to face in reducing footprint in the parking lots.
  - b. Reduce footprint in buildings.

Many clients are waiting in their cars on face-to-face visits and come into the building when called on the phone.
  - c. Prescribers telephone calls are being performed at remote sites such as homes.
  - d. Non-prescribers phone services are now being done by some staff from remote sites.
  - e. COVID-19 plan is for the five (5) weeks of April (March 30<sup>th</sup> to May 1<sup>st</sup>) and may be extended for May in the same manner based on need at this time.
2. Behavioral Health Messenger
  - a. The Messenger will have a weekly distribution for the month of April focusing on the five weeks of the COVID-19 Plan.
  - b. Focus on dispersing materials that have been sent out by the various payers (State General Revenue, NTBHA and Medicaid).
  - c. Focus on dispersing materials that have been sent out by various departments of Lakes Regional (Timekeeping, Accounting, Billing, and Information Services that have been impacted by COVID-19).
  - d. Focus on Client and Staff stories about how we are adapting to providing services in this pandemic.
3. FEMA Crisis Counseling Grant
  - a. State Disaster Services is applying for federal grant.
  - b. Our catchment area for this grant would be our seven (7) General Revenue counties of Lamar, Delta, Titus, Franklin, Morris and Camp as well as the five (5) counties of the Andrews Center which include Smith (Tyler), Van Zandt (Canton and Wills Point), Henderson (Athens), Rains (Emory) and Wood (Quitman).
  - c. Will use Avail, our current contractor for our 800-crisis line, in providing an 800-phone line for these COVID-19 Crisis Counseling Services.
  - d. Will utilize some current staff as well as contract providers.
  - e. Grant initially for 60 days but has extensions.
  - f. Disaster Services has submitted the grant application and expect a fast decision. State is already asking us to start the process of training to speed up implementation.



AGENDA NO: 04.09.20  
IDD Provider Board Report

1. COVID-19

Over 1 month of staff/individual training, RN delegation, purchasing of PPE, altering means of provision of services.

2. Individuals/Families/Staff:

- i. All Group Homes, Host Homes and Individuals we serve in other Community Services locations are following CDC Screening processes and logging info.
- ii. Eight families chose to take their family member home from the group home at the time Shelter in Place orders were declared. (5 Terrell/3 Greenville)
- iii. IDDP staff are maintaining open communication with all families to ensure their needs are being met or a plan generated to resolve. We have dropped groceries, supplies, activities etc. at many homes across our 12 counties.
- iv. Families are offering Day Hab in their own home if/when contracted for Host Home. Families that are not a spouse or parent are being allowed to provide Community First Choice services to their family member during these rule suspensions. Lake's Day Hab staff are covering day shifts and Day Hab programming in all group homes.
- v. Emergency Procedures developed and Quarantine Boxes being assembled in case of isolation or quarantine required.
- vi. Resurrected portions of our Crisis Respite Wrap program to fill gaps in services that are created related to COVID-19.
- vii. Staff continue to provide all services that can be safely provided in the community respecting the Shelter in Place orders and CDC guidelines. Providers have gotten very creative offering clinically warranted and fun sessions via phone, ZOOM, FaceTime, and Skype for Business sessions and many other platforms. It is most important to the TEAM not to lose any momentum we've generated in an individual's life.
- viii. There is a strong plea across our division to create Hazard Pay for the front line staff making \$10.33 an hour. They have been relentless and covering shifts that are uncovered 24/7.
- ix. Good news! We are one of 5 recipients of \$300k for the remainder of this fiscal year. We were chosen as experts in the IDD Telemedicine world in the Crisis Services best practice redesign. This is a Learning Collaborative developed from the Exception Item (EI) 22 from this past legislative session.

### 3. SUCCESS VINGETTES

\*\*\*\*IDD Providers view person-centered planning especially important in the context of the nation's COVID-19 public health emergency. Lake's IDD individuals with unique long-term service and support needs are continuing to receive holistic community based services with an integrated clinical approach. Our goal is to continue to enhance our individual's quality of life, by teaching "new ways in our new world". Below are some direct messages from front line staff to myself (Laurie White). I am copying and pasting as is..... Enjoy!

- The majority of these families coming into clinic have chosen not to get their families out of their homes and not to let people into their homes. They were all given the option for teleservices. The Wrap Team was resurrected using staff that were working with children in the Connection's Specialized Skills clinic. The Wrap team went to every area manager and discussed with them individuals who are having issues or who have the proclivity to get upset or anxious. There were 17 individuals that were identified within that first week and some more have trickled in as the days went by. All of these people are getting daily calls and/or Zoom contacts to alleviate those anxieties that are building up, to head off the problem behaviors that may be uncovered by this trying time.
- We have a zoom conference every day at 10 am from Waxahachie. Zooms are done in the group homes and include all the group homes as well as community individuals. Zoom has been very successful. The group home individuals all come out for ZOOM time - even those that generally dislike anything and everything come out to see the faces of their friends.  
Social hour had the best attendance. Autumn did a great job on letting everyone talk; gave them a goal for the week.  
Sandra did very well on her first exercise Zoom. She had about 18 minutes of exercise and then everyone wanted to talk. We are adding health/nutrition class at the end to have 30-60 minute session.  
Culinary was like watching a cooking show. The group home individuals were doing the actual cooking while staff instructed. She would ask the audience (other Zoom Members) questions and have them interact while cooking.
- Some parents have reported that these zoom meetings have brought some normalization to the individuals. One in particular had begun showing signs of depression; not getting out of bed, refusing to go walking, no energy or excitement about anything. Now the individual is up and dressed every morning by 9 and anxiously waits for the Zoom invite. He is always the first one to log in and the last to leave. It has drastically changed his emotional well-being for the better.



- We also have had great success using the Zoom Conference for Day Hab Training with the Rockwall Team. We do a class daily from 11-11:45am, we have around 10-18 individuals participating every day. Our classroom activities include: Hang Man, Arts and Craft Activities, Hand Washing and Safety, Guided Social Time, Nutrition Jeopardy and much more. We have been able to integrate the Terrell Group Home also in our Daily Zoom meetings, they have been joining the calls and participating in the activities with us.
- For Rockwall individuals that have not been able to attend the Zoom conferences many of the parents have asked if we could send them training material weekly or bi-weekly to help maintain skills, teach new skills and breakup the boredom at home. Files were created with person specific materials that are sent out per parent's requests to help them while everyone is stuck at home.
- At the Rash group home we have created specific new daily jobs or training opportunities for the guys to help breakup the boredom. Joe is learning computer Webpage programming with me. This has been something we have been working on since Day Hab was still open. Jerry and I have been talking about budgeting for his needed supplies. Jerry has also started crushing cans to help build up his "savings" and it gives him a job to do daily. Chris and I have been working on focusing on using art as stress relief, he was provided large velvet art canvases.
- At 9th Street the ladies have been great working with Staci on focusing on her weight loss journey and having "Spa Days". Last Friday they had an entire day dedicated to doing nails and learning about personal hygiene.
- One of the individuals that has been in and out of the hospital throughout the past year, has had skilled oversight through a Home Health agency in our Group Home setting., as well as has had the best staff possible tending to her every needs and wants around the clock.  
A Speech Therapist provided detailed training on the type of foods she should eat, how to thicken her liquids properly, and how to position her to ensure she doesn't have any episodes. It was determined that since she has had her mechanical bed and manual wheelchair for over 5 years, it was time to get her a specialized one to keep her in the proper spot while she eats, drinks, or just enjoys the company of her housemates. The Lakes Regional Nurses and Case Manager worked closely the Vendor and Speech Therapist to get her needs met.

The moment we have been waiting for was today with a new wheelchair delivered in one of her favorite colors (Green). Custom built to ensure all her needs are met. Now we wait for the stay-in place to be lifted so we can go out and test the chair out for comfort.

- LAMAR COUNTY SUCCESS STORY KATIA IS SUCCEEDING IN HER GOALS OF SUPPORTED EMPLOYMENT AND AS WELL AS HER MONTHLY SKILLS TRAINING IN COOKING AND EXERCISE Amidst Covid19 pandemic. Katia struggled the first couple of weeks when COVID19 began. She works at Lolly Pop Daycare center as a childcare provider. She has not been able to work since this began and they closed the daycares. Her mother reached out to her trainer and told her that it was bothering Katia not having the human contact that she is used to. Katia lives independently in her own duplex. The trainer reached out to her PCC and they in turn reached out to Katia and her mother. They offered to provide more CFC services to Katia and she gladly accepted and chose to add exercise to her goals. The hours were quickly added to her plan and she is moving forward! She is now training 2 days a week with Wanda, once for supported employment learning to cook and once with Wanda to exercise. She is also training 1 day a week with Kenyona on her goal of budgeting. This has improved her depression per her mother as well as being acknowledged by Katia. Katia is a nurturing person and needs that human contact. This is being safely provided now by the community support department and we could not be happier about this success for Katia!

## **AGENDA ITEM No. 04.10.20**

### **Contracts & Quality Management Report**

#### **Recommended Board Action:**

None. Information only

#### **Rationale:**

#### **1. CONTRACTS/NETWORK DEVELOPMENT**

- Lakes received an amendment for the Mental Health first Aid contract effective 03/30/2020. The amendment increased the annual training funds allocation by \$10,500.00 per year.
- Lakes received an amendment to increase the rate for substance abuse services for the Region 3 contract. The amendment will be effective 07/01/2020 and it increases the value of the FY 2020 contract by \$1,654.00
- Lakes is in the process of implementing DocuSign for electronic signature of contracts and business documents.
- Lakes applied for a COVID-19 Crisis Counseling Program (CCP) grant.

#### **2. PNAC**

- The RPNAC meeting scheduled for April 8, 2020 was cancelled due to the COVID-19 Pandemic.
- Next Local PNAC meeting will be held on April 28, 2020.

#### **3. RIGHTS ALLEGATIONS**

- GR : 3-Unconfirmed (1-Sulphur Springs MH ; 2-Paris MH)
- NTBHA: 2- Unconfirmed (1-Rockwall MH; 1-Terrell MH)  
1-Pending (Greenville MH)

#### **4. APS ALLEGATIONS**

- Royal Group Home: 1 -Allegation: Emotional/Verbal Abuse/ **Results:** Unconfirmed

#### **5. QM MH, NTBHA & SUBSTANCE ABUSE**

- MH Performance Measures: Lakes Regional will be held harmless for performance measures and outcomes until further notice due to COVID-19.
  - Lakes Regional is meeting 91% of the MH performance measures for the month of March.
    - Lakes Regional is missing the adult service target with 1473, the target is 1507. Since Lakes Regional is within 95% of the adult service target, HHSC will not apply sanctions to the missed target.
    - Lakes Regional is missing Employment Functioning with 37.0%, the target is ≥39.8%. This measure is held harmless for FY20.
    - Lakes Regional is missing Family Partner with a 0% for the month of March due to vacancy, the target is ≥10%.
- Superior Audit: The overall chart score was 86.6%. Superior stated that they can tell Lakes Regional's individuals are "making progress and are being provided good services"



## 6. IDD

- IDD Service Targets: Lakes Regional will be held harmless for performance measures and outcomes until further notice due to COVID-19.
  - Lakes target is 169 and we are at 165 for the month of March.

## 7. COVID-19

- The Office of Civil Rights will not impose penalties for noncompliance with HIPAA rules in connection with good faith provisions of telehealth such as non-public audio or video communications during the COVID-19 nationwide public health emergency. Lakes Regional may use Apple FaceTime, Facebook Messenger video chat, Google Hangouts video or Skype, to provide telehealth without risk that the Office of Civil Rights might seek to impose penalty for noncompliance with the HIPAA rules. Facebook Live, TicToc, and similar video communication applications are public facing, should not be used.
- HHSC and CMS are allowing case management to be provided through audio-visual technologies or phone for MH, IDD and ECI services.
- HHSC is allowing the expanded use of Teleservices
- HHSC is relaxing contract requirements for performance measure and outcomes
  - IDD
    - Determination of Intellectual Disability (DID) may be completed using video conferencing or other interactive technology. If face to face testing is required to complete the DID, HHSC will allow the DID testing to be completed within the next year.
    - PASRR screening is suspended and services are completed by phone until April 30, 2020.
    - HHSC is postponing the release of the HCS Interest List Reduction Slots
    - All services to be provided by audio-video or phone, unless the service must be face to face which should be taken on a case by case basis (ex. Nursing assessment)
  - MH
    - HHSC is allowing all CANS/ANSA assessments to be completed over the phone. This allowance is open ended for general revenue and expires April 30, 2020 for Medicaid.



## **AGENDA ITEM NO. 04.11.20**

### **Human Resources Report**

#### **Recommended Board Action:**

None; information only.

#### **Headcount**

At the end of March we had 402 employees with 454.45 authorized FTEs. We filled 17 positions during February and March, 15 of which were new hires. We also experienced 15 separations, 11 of which were voluntary. Some of the reasons cited for leaving the Center include new employment with higher salary (one in the private sector) and/or closer to home; loss of childcare; left adult services for position with another provider serving children; expenses for insurance and housing were too much and is relocating to another state; dislike of work ("not for me"); and fear of contracting COVID-19. Of the four involuntary separations, two were neutral, due to extended absences after exhausting FMLA leave, and two others were let go due to poor work performance. Jane Weems retired to Florida to take care of her elderly mother after serving five years in IT Services as the Resource Support Coordinator. We are averaging 8.14 separations per month, and are projecting a year-end turnover of 24.3%, which is slightly lower than the FY19 rate of 25.3%.

In March, we closed the IDDP Day Programs in an effort to prevent spreading the coronavirus. This is a temporary measure that will be rescinded once the current COVID-19 crisis is proclaimed over by public health officials. Most day program staff and some supported employment staff were reassigned to either work vacant shifts in the Residential Services' group homes or to provide day program services in the group homes. A few others elected to either reduce their hours or take vacation leave in lieu of reassignment. This decision to temporarily close the day programs occurred while two new employees were in NEO. They had been employed only two days when we had to tell them that we could not continue their employment, but they would be subject to recall once the emergency is past and we resume normal operations. We have placed recruitment for vacant residential positions on hold while openings are covered by other staff.

#### **Compensation & Benefits**

Healthcare expenses in March were approximately half of what they were in February, with a loss ratio of only 58.5%; it is 85.8% YTD. It is likely that people are postponing routine visits and elective procedures during the coronavirus crisis. This pent-up demand is expected to increase costs once the crisis subsides in the latter half of 2020.

Eleven employees have been reported to have self-quarantined during March for reasons related to COVID-19. The number of days in quarantine for this period ranged from two to 10, with an average of 5.4 days. As of April 1, eight of these employees were still in quarantine. Only one of these individuals is known to have actually been tested for COVID-19, the results of which were negative and she has returned to work. Two other staff are reported to have been tested. We've received conflicting reports about the results from one of them, and the results aren't in yet for the other.

There has been much anxiety among staff about their risk for exposure to the coronavirus. As healthcare providers, the Center is exempt from the shelter-in-place orders of local governments, as well as the new federal legislation providing emergency paid sick leave and expanded Family Medical Leave (the Families First Coronavirus Response Act, FFCRA). So, we have had staff continue to come to work, and with very little Personal Protective Equipment (PPE). With the relaxing of the state regulations on how services may be provided, most services across divisions are now being done by telephone or with tele video media. This has allowed us to begin allowing staff to work from home or other remote site and, thereby, minimize any group presence at each office and service site.

Although we are exempt from the FFCRA, we believe that we need to provide some supports to employees who are directly affected by the coronavirus. We have created a sick leave pool into which staff with large balances of accrued sick leave may donate some portion of their leave, as long as they maintain a minimum balance of 80 hours. The Center will match these donations hour for hour. An employee who is experiencing all three of the primary symptoms of COVID-19 (i.e., fever, cough *and* shortness of breath) or are caring for an immediate family member (i.e., spouse, child or parent) who is experiencing these symptoms, *and* has a balance of fewer than 80 hours of sick leave, may request up to 80 hours of emergency leave from this pool. The requesting employee is not required to be tested for COVID-19, nor must they be diagnosed with the virus. However, we do require that they report their symptoms to their doctor and obtain written documentation of the recommendation to self-quarantine for up to 14 days.

Through BCBS, we are covering both the cost of testing for COVID-19 and for treating the virus at 100%. If 1% of covered members (6 people) were to be treated for COVID-19, covering their maximum out-of-pocket expenses (at \$7250 each) would cost the Center \$43,500.



HR Monthly Report  
FY2020

4/15/2020

	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	YTD
<b>I. Head Count (end of mo)</b>													
<i>General Administration</i>													
# Budgeted FTE	37	37	37	37	37	37	37						37
# Assigned FTE	35	35	35	34	36	35	35						35
# Employees	35	35	35	34	36	35	35						35
# Vacant FTE	2	2	2	3	1	2	2	0	0	0	0	0	2
<i>ECI Services</i>													
# Budgeted FTE	21	21	23	24	22	22	22						22
# Assigned FTE	22	21	21	21	22	23	23						23
# Employees	22	21	21	21	22	23	23						23
# Vacant FTE	-1	0	2	3	0	-1	-1	0	0	0	0	0	-1
<i>1115 Waiver Projects</i>													
# Budgeted FTE	72	72	72	72	53	49.6	48.6						48.6
# Assigned FTE	50	45	47	48	48	47	48						48
# Employees	50	45	47	48	48	47	48						48
# Vacant FTE	22	27	25	24	5	2.6	0.6	0	0	0	0	0	0.6
<i>IDD Authority Services</i>													
# Budgeted FTE	68.6	67.6	66.6	66.6	64.6	62.6	62.6						62.6
# Assigned FTE	59	58	56	60	56	56	57						57
# Employees	59	58	56	60	56	56	57						57
# Vacant FTE	9.6	9.6	10.6	6.6	8.6	6.6	5.6	0	0	0	0	0	5.6
<i>IDD Provider Services</i>													
# Budgeted FTE	127.75	166.75	126.75	126.75	120.75	121.75	122.75						122.75
# Assigned FTE	108	103	104	105	106	104	105						105
# Employees	108	103	104	105	106	104	105						105
# Vacant FTE	19.75	63.75	22.75	21.75	14.75	17.75	17.75	0	0	0	0	0	17.75
<i>Medical Prescriber Services</i>													
# Budgeted FTE	11	11	11	11	11	11.5	11.5						11.5
# Assigned FTE	11	11	11	11	11	11	12						12
# Employees	11	11	11	11	11	11	12						12
# Vacant FTE	0	0	0	0	0	0.5	-0.5	0	0	0	0	0	-0.5
<i>Mental Health Adult Services</i>													
# Budgeted FTE	133	133	133	133	127	125	125						125
# Assigned FTE	109	108	110	107	108	108	107						107
# Employees	109	108	110	107	108	108	107						107
# Vacant FTE	24	25	23	26	19	17	18	0	0	0	0	0	18
<i>Mental Health C&amp;A Services</i>													
# Budgeted FTE	9	9	9	9	9	9	9						9
# Assigned FTE	5	5	5	5	5	5	4						4
# Employees	5	5	5	5	5	5	4						4
# Vacant FTE	4	4	4	4	4	4	5	0	0	0	0	0	5
<i>Substance Abuse Services</i>													
# Budgeted FTE	20	20	20	20	16	16	16						16
# Assigned FTE	10	11	11	10	11	11	11						11
# Employees	10	11	11	10	11	11	11						11

**HR Monthly Report  
FY2020**

4/15/2020

	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	YTD
# Vacant FTE	10	9	9	10	5	5	5	0	0	0	0	0	5
<i>Overall Total</i>													
# Budgeted FTE	499.35	537.35	498.35	499.35	460.35	454.45	454.45	0	0	0	0	0	454.45
# Assigned FTE	409	397	400	401	403	400	402	0	0	0	0	0	402
# Employees	409	397	400	401	403	400	402	0	0	0	0	0	402
# Vacant FTE	90.35	140.35	98.35	98.35	57.35	54.45	52.45	0	0	0	0	0	52.45
<b>II. Recruitment</b>													
# Applications Received	219	190	77	140	137	170	132						1,065
# Positions Filled	16	8	8	12	19	6	11						80
# New Hires	15	4	7	9	12	4	11						62
# Internal Promotions/Transfers	1	4	1	3	7	2	0						18
<b>III. Separations</b>													
# Separations *	13	8	4	10	7	7	8						57
YTD Avg # Employees													401.7
YTD Turnover Rate													14.19%
* excludes temporary, PRN, & RIF													
Avg LOS (Yrs)	5.04	2.42	3.22	4.13	2.97	3.25	1.48						3.41
# Involuntary Separations	0	1	1	1	2	1	3						9
# Voluntary Separations	13	7	3	9	5	6	5						48
# Vol Separations < 90 Days Emp	1	0	0	1	0	1	1						4
# Vol Separations > 90 Days < 1 Yr	3	0	2	3	2	3	3						16
<b>IV. Training</b>													
# NEO Classes	2	2	3	1	1	2	2						13
# NEO Participants	12	6	7	7	10	4	9						55
# CPR Classess	4	4	3	4	3	4	4						26
# CPR Participants	10	13	7	18	15	8	10						81
# SAMA Initial Classes	1	4	2	1	1	2	0						11
# SAMA Initial Participants	5	9	7	7	7	2	0						37
# SAMA Refresher Classes	2	6	3	3	5	4	2						25
# SAMA Refresher Participants	9	10	9	7	18	16	2						71
# ASIST Initial Classes	1	0	0	0	0	0	0						1
# ASIST Initial Participants	18	0	0	0	0	0	0						18
# SOSAM Classes	2	1	0	0	1	1	0						5
# SOSAM Participants	4	1	0	0	1	1	0						7
# YMHFA Classes	1	1	1	0	0	0	0						3
# ISD Participants	14	12	12	0	0	0	0						38
Total # Events	13	18	12	9	11	13	8	0	0	0	0	0	84
Total # Participants	72	51	42	39	51	31	21	0	0	0	0	0	307
<b>V. Benefits</b>													
<i>Retirement</i>													
# Eligible Employees	353	350	360	369	365	366	369						369
# 457(b) Participants	268	262	267	270	264	267	264						264
# Participating at 5% or More	160	158	160	161	157	158	158						158
\$ Avg Contribution Amount	205	197	190	185	214	204	202						202
\$ Total 457(b) Contribution	55,009	51,639	50,668	49,953	56,487	54,545	53,340						371,641
\$ Total Center's Match to 401(a)	42,585	41,945	41,823	41,240	41,240	42,503	42,397						293,733



HR Monthly Report  
FY2020

4/15/2020

	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	YTD
<i>Health Insurance</i>													
# Eligible Employees	353	350	360	369	365	366	369						369
# With Coverage	333	330	335	344	342	343	343						343
\$ Total Premium per Month	416,992	414,211	415,782	424,051	418,247	417,791	413,413						2,920,487
<i>Value Plan Enrollment</i>													
# Employee Only	153	153	161	170	174	174	179						179
# Employee & Child	32	33	33	33	32	34	29						29
# Employee & Spouse	19	19	19	19	17	19	17						17
# Employee & Family	33	34	34	35	34	32	33						33
\$ Paid by Employee	48,698	49,860	49,860	50,256	48,347	48,685	46,419						342,125
\$ Paid by Center	249,386	252,241	259,017	267,884	265,977	268,005	264,899						1,827,409
<i>Enhanced Plan Enrollment</i>													
# Employee Only	79	75	74	73	71	71	72						72
# Employee & Child	6	6	5	5	5	5	5						5
# Employee & Spouse	4	4	3	3	3	3	3						3
# Employee & Family	7	6	6	6	6	5	5						5
\$ Paid by Employee	27,595	25,811	24,093	23,946	23,652	22,456	22,603						170,156
\$ Paid by Center	91,313	86,299	82,812	81,965	80,271	78,645	79,492						580,797
\$ Total Admin Fee Paid	66,946	65,548	67,346	68,945	68,545	68,745	68,745						474,820
\$ Total Premium Paid	416,992	414,211	415,782	424,051	418,247	417,791	413,413						2,920,487
\$ Total Claims Paid (Med & Rx)	373,545	304,165	240,115	540,123	373,389	432,524	241,993						2,505,854
Loss Ratio	89.6%	73.4%	57.8%	127.4%	89.3%	103.5%	58.5%	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	#DIV/0!	85.8%
# Large Claims > \$50,000	1	2	3	6	9	12	11						11
# Claims Exceeding Ind Stop Loss	0	0	0	1	2	2	2						2