

LAKES REGIONAL COMMUNITY CENTER

REGULAR MEETING OF THE BOARD OF TRUSTEES

WEDNESDAY, OCTOBER 25, 2023, 5 PM

**MEETING TO BE HELD IN PERSON AND VIA ZOOM
AVAILABLE TO THE PUBLIC:**

You are invited to the LRCC Board of Trustees Meeting.

Zoom link for Board of Trustees Meeting, October 25, 2023

Location: 4804 Wesley Street, Greenville, Texas

Start Time: 5:00 PM

Join Meeting by Zoom:

<https://us06web.zoom.us/j/84599280952?pwd=QnjL6UbdaTVtUywwGHlkbl1tWh1Fzd.1>

Meeting ID: 845 9928 0952

Passcode: 436319

Dial by Phone: [346-248-7799](tel:346-248-7799)

Meeting ID: 845 9928 0952

Passcode: 436319

AGENDA

AGENDA NUMBER	TOPIC
10.01.23	CALL TO ORDER <ul style="list-style-type: none">• Roll Call / Introduction of Guest.
10.02.23	APPROVAL OF MINUTES <ul style="list-style-type: none">• Regular Board Meeting Minutes of September 27, 2023
10.03.23	COMMENTS FROM CITIZENS <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>
10.04.23	COMMITTEE MEETING REPORTS NA
9.05.23	RECOMMENDATIONS FOR APPROVAL NA
10.06.23	EXECUTIVE DIRECTOR REPORT (John Delaney) <ul style="list-style-type: none">• 1115 Transformation Waiver Update• Texas Council Update• HHSC Performance Contracts/Grants• East Texas Behavioral Health Network (ETBHN)
10.07.23	FISCAL REPORT (Erwin Hancock) <ul style="list-style-type: none">• Motion to Accept Center's Financial Statement for Period(s) Ending: September, 2023.

10.08.23 **MENTAL HEALTH SERVICES REPORT** (*Didi Thurman*)

- FY24 Performance Contract Changes
- Texas CCBHC Recertification
- DPP SFY24 Round 1 Reporting
- 6th Annual Judicial Summit

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

- Training Center/Individual Skills and Socialization (ISS)
- Home and Community-based Services (HCS)
- Intermediate Care Facilities (ICF)
- TMHP
- Outpatient Biopsychosocial Intervention Team (OBI)
- Staff Incentives

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

- Contracts
- PNAC
- QM MH, NTBHA & Substance Abuse – See Attached
 - **Motion to Accept and Approve Annual Quality Management Plan**
- IDD

10.11.23 **HUMAN RESOURCES REPORT** (*Jessica Ruiz*)

- Staffing Issues
- Compensation & Benefits

10.12.23 **ADJOURNMENT**

Lakes Regional Community Center
Upcoming Board-Related Meetings & Events

Regular Meeting of the Board of Trustees
December, 2023
1525 Airport Road
Rockwall, Texas

AGENDA ITEM NO. 10.02.23

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 September, 2023 as presented.

LAKES REGIONAL COMMUNITY CENTER
REGULAR MEETING OF THE BOARD OF TRUSTEES
WEDNESDAY, SEPTEMBER 27, 2023, 5PM
BOARD MINUTES

AGENDA NUMBER	TOPIC
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09.01.23

CALL TO ORDER

The September 27, 2023 regular meeting of the Lakes Regional Community Center Board of Trustees called to order by Chairperson, Tom Brown at 5 PM with a quorum present by Zoom. Chairperson asked for Roll Call.

Members Present (In Person/Zoom):

Tom Brown, Hunt County, Chairperson Margaret Webster, Kaufman County
Steve Earley, Lamar County Crystal Richardson, Navarro County (Zoom)
Shae Green, Rockwall County Jan Brecht-Clark, Ph.D., Delta County (Zoom)
Lisa Heine, Ellis County (Zoom) Sheriff Ricky Jones, Franklin County (Zoom)

Members Absent: E. P. Pewitt Morris County, Nancy Leflett, Titus County, Dana Sills, Hopkins County,

Vacant Seat(s): Camp County

Guest(s): NA

Ex Officio Members Present: NA

Ex Officio Members Absent: Sheriff Singleton, Delta County, Sheriff Tatum, Hopkins County

Management Staff Present: John Delaney, Erwin Hancock, Didi Thurman, Jessica Ruiz, Kellie Walker, Larry Jonczak, Laurie White

Management Staff Zoom: NA

Management Staff Absent: NA

Board Liaison/Recording Secretary:

Judy Dodd, Board Liaison/Recording Secretary
Tammy Johnson, CFO Administrative Assistant

09.02.23

APPROVAL OF MINUTES

Recommended Board Action:

➤ Approval of Minutes of August 30, 2023 meeting.

Rational:

Chairperson asked members if they had reviewed the minutes and if there were any corrections or additions. With no corrections or additions, Chairperson asked for motion to approve. Motion made by Steve Earley to approve and seconded by Margaret Webster. A sign of aye approved minutes unanimously.

CLOSURE

09.03.23

COMMENTS FROM CITIZENS

➤ NA

CLOSURE

09.04.23 COMMITTEE MEETING REPORT

- NA
- CLOSURE**

09.05.23 RECOMMENDATIONS FOR APPROVAL

- NA
- CLOSURE**

09.06.23 EXECUTIVE DIRECTOR REPORT (*John Delaney*)

Recommended Board Action:

None: Information only

Rationale:

Discussion on the following:

- **1115 Transformation Waiver Update:**
 - ❖ Direct Payment Plan Update: HHSC has published the September payment report for the new state fiscal year. We are working with the Tx. Council to review the financial modeling for DPP-Year 3 (FY24) reimbursement codes.
 - ❖ The Public Health Provider – Charity Care Pool (PHP-CCP): This program provides uncompensated care reimbursement to help cover our costs for services to uninsured and indigent clients. It follows the federal fiscal year calendar of October 1 through September 30.
 - ❖ PHP – CCP Update - HHSC held the final training for Year 2 of this program on September 15. The next cost report for Federal Fiscal Year 23 is due on November 11.
- **Texas Council Update:**
 - ❖ Texas Council Health Opportunities Committee (HOW) met and updated its FY24 workplan to focus on revised current priorities for the next year. The HOW will add additional items emphasizing supporting the public IDD Authority and Provider system.
- **HHSC Performance Contracts/Grants:**
 - ❖ ECI HHSC Contract Expansion – On September 7 we finalized our discussions with HHSC to add Franklin, Titus, Morris and Camp counties to our existing ECI contract with currently covers Hunt, Hopkins, Lamar and Delta. HHSC has sent our expansion contract. Start date for contact will be 10/20/23.
- **East Texas Behavioral Health Network (ETBHN)**
 - ❖ ETBHN oversight group met to approve provider and pharmacy contracts for this fiscal year. Fiscal documents for July were approved.

CLOSURE

09.07.23 FISCAL REPORT (Erwin Hancock)

Recommended Board Action:

- Motion to Accept Center's Financial Statement for Period(s) Ending: August, 2023.
- Motion to accept Center's 4th Quarterly Investment Report
- Annual Review of Investment and Cash Management Policy

Rationale:

Discussion on the following:

- **Erwin presented the Center's financial reports for the month(s) of August, 2023.**
 - ❖ Revenue and Expenditure
 - Includes three payroll periods
 - Increases due to additional psych bed expenses for December
 - Includes Cerner new electronic healthcare implementation costs
 - Includes Salary/Benefit expense for incentive payrolls
 - Includes purchase of 7 vehicles
 - Includes Arpa Revenue
 - Excess Revenue over Expenses July 2023 balance changed due to July expenditures not posted to Account Payables after moving to FE web- based platform.

Chairperson asked if any questions. With no further discussion, Chairperson asked for motion to approve financials for the month(s) of July 2023. Jan Brecht-Clark made motion to approve with second by Shae Green. Financial(s) were approved unanimously sign of aye.

- **Erwin presented information on the Center's 4th Quarterly Investment Report.**
 - ❖ The market value and the book value of our funds in TexPool are the same. The aforementioned funds are available upon demand and thus do not have a maturity date.
 - ❖ 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.

Chairperson asked if any questions. With no further discussion, Chairperson asked for motion to approve Center's 4th Quarterly Investment Report. Steve Early made motion to accept Center's 4th Quarterly Investment Report and seconded by Lisa Heine. Center's 4th Quarterly Investment Report was approved unanimously sign of aye.

- **Erwin presented the Annual Review of Investment and Cash Management Policy for review.**
 - ❖ Erwin informed the Board Trustees this was for review and no changes are needed at this time.

CLOSURE

09.09.23

MENTAL HEALTH SERVICES REPORT (Didi Thurman)

Recommended by Board Action:

None: Information only

Rationale:

Discussion on the following:

- **FY 24 Performance Contract Changes**
 - ❖ Held harmless for last 3 years lifted – looking at performance measures
 - ❖ Ten Percent Withhold Measures (At Risk Measures)

- ❖ Utilization Management Department created a cross-walk of changes that will be used for training staff
- **Suicide Prevention & Awareness Month**
 - ❖ Lapel pins and writing pens to all Behavioral Health and Administrative Staff
 - ❖ September 7th, 2023 Lakes Regional partnered with CASA in Hopkins County in hosting an information session on Suicide Awareness and Prevention
- **Oracle Health Conference and Implementation Update**
 - ❖ Behavioral Health main focus
 - ❖ Implementation in fast pace
- **East Texas "Critical Incident Stress Management Team hosting workshops**
 - ❖ Assisting Individuals in Crisis
 - ❖ Group Crisis Intervention

CLOSURE

09.09.23

INTELLECTUAL & DEVELOPMENTAL DISABILITIES REPORT (Laurie White)

Recommended by Board Action:

None: Information only

Rationale:

Discussion on the following:

- **Home and Community-based Service (HCS)**
 - ❖ New Director of Nursing, Andrea Hall RN – works wherever needed.
 - ❖ No finding in the past 3 years with Audits – very proud
- **Individual Skills and Socialization (ISS)**
 - ❖ 1 of 6 locations had the Health and Safety audit for a permanent ISS license
- **ICF**
 - ❖ 3 employees celebrated 20yrs of service
 - ❖ Annual surveys for 4 – some corrections were needed.
- **Employment**
 - ❖ 6 TWS contracts
 - ❖ Seeking employment referrals across all 12 counties.
- **Vocational Apprenticeship Program (VAP)**
 - ❖ Last day of round 1 for the current apprenticeship – November 10th
 - ❖ TSH and PJC facilities will be used for graduation.
 - ❖ Accepting applications for January 2024 apprentices
- **Outpatient Biopsychosocial Intervention Team (OBI)**
 - ❖ Served 27 individuals with 6 new enrollments.
 - ❖ Assisted 1 individual in getting HCS slot
- **Telehealth**
 - ❖ Follow ups - 152
- **IDD SUMMIT**
 - ❖ Community Centers that do not or previously provided HSC 9, ICF 22, TXHML 14
 - Reasoning varies between inadequate rates, workforce challenges, individual acuity, certification requirements, survey/audit requirements, billing issues converted to other programs.

CLOSURE

09.10.23

QUALITY MANAGEMENT/CONTRACTS REPORT (Kellie Walker)

Recommended by Board Action:

None: Information only

Rationale:

Discussion on the following:

- **Contracts**
 - ❖ All but two of the FY24 expenditure contracts have been signed and returned.
 - ❖ UT Health and LabCorp are still being reviewed by each contractor and have not yet been finalized.
- **PNAC/RPNAC**
 - ❖ PNAC – Meeting set for October 12, 2023.
 - ❖ RPNAC – Meeting set for September 27, 2023.
- **Rights Allegations**
 - ❖ IDDA – 1 unconfirmed
- **QM MH, NTBHA & Substance Abuse**
 - ❖ HHSC Performance Measures: Missing effective crisis response target for the month of August but are meeting it for the second half of FY23.
 - ❖ Superior Audit: Requested information for a chart audit that will be conducted between September 25-28, 2023.
 - ❖ Optum Audit: Requested information for a chart audit. Information will be uploaded to Optum before October 7, 2023.
 - ❖ HHSC Hospitality House Audit: Possibility of four findings with a possibility of three being removed. UTHSC-SA identified three individuals who demonstrated the potential to live independently, and three individuals who need a higher level of care.
 - ❖ Coffee House Survey: Quality-of-life survey in August – Coffee House has positively impacted their recovery goals.
 - ❖ TDCJ Bonham & Paris Site Visit: Bonham and Paris locations on September 14, 2023 and reported no findings.
 - ❖ HHSC Mystery Caller: Recognized as a “Shining Star”
- **IDD**
 - ❖ Service Target: Target is 169 and we are at 196.
 - ❖ HHSC IDD Audit Results: Request for reconsideration was submitted to HHSC on August 31, 2023 for the PASRR findings. September 20, 2023 HHSC removed four of the five findings that were submitted.

CLOSURE

09.11.23

HUMAN RESOURCES REPORT (Jessica Ruiz)

Recommended by Board Action:

None: Information only

Rationale:

Discussion on the following:

- **Staffing issues**
 - ❖ Headcount: 445 authorized FTEs and 40 employees ending FY 23
 - Vacancies: 33
 - ❖ Separations: 5 separations
 - Turnover rate for FY23 was 17%, 5% lower than FY22

- ❖ Training and Development:
 - August – 16 classes with a total of 67 participants
 - Training consisted of CPR (Cardio Pulmonary Resuscitation) and SAMA (Satori Alternatives for Managing Aggression)
- **Compensation and Benefits:**
 - ❖ Covid: Cases rising; 10 employees reported exposure and eight tested positive. Three requests for COVID Sick Pool Leave and 104 hours granted.
 - ❖ YTD: Sixteen large claims; seven of them are exceeding the stop loss limit.

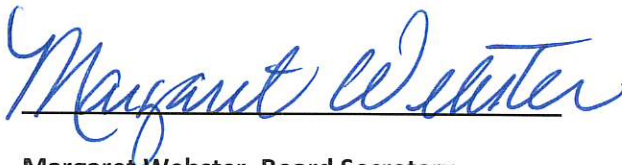
CLOSURE

09.12.23

ADJOURNMENT

Chairperson ask for any other matter to discuss if not for motion to adjourn. Steve Earley made motion and seconded by Margaret Webster. With no further discussion, motion carried unanimously by a sign of aye.

ATTEST:



Margaret Webster, Board Secretary



DATE:



Judy Dodd, Board Liaison/Transcriptionist Page | 3 10/10/23



AGENDA ITEM NO. 10.03.23

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. 10.04.23

Committee Meeting Reports

RECOMMENDATIONS FOR APPROVAL:

NA

Rationale:

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

- Budget & Finance, Margaret Webster, Chair
 - **No Meeting Posted**
- Human Resources, Shae Green, Chair
 - **No Meeting Posted**
- Programs, Dana Sills, Chair
 - **No Meeting Posted**

AGENDA ITEM NO. 10.05.23

Recommendations for Approval:

➤ NA

Rationale:

No recommendations presented.

AGENDA Item No: 10.06.23
Executive Director's Report:

Recommended Board Action:
None: For Information Only

Rational:

Executive Director Report:

1. 1115 Transformation Waiver Update:

Directed Payment Program – Behavioral Health Services (DPP-BHS)

This program operates on the state fiscal year but the quality measures we report follow the calendar year. The DPP-BHS program includes two components:

- Component 1 (B1-Dollar Increase) is a uniform dollar increase issued in monthly payments to entities participating in the program. As a condition of participation, providers will report on progress made toward certification or maintenance of CCBHC status. Enrolled providers are also required to report on the implementation status of activities foundational to quality improvement, such as telehealth services, collaborative care, integration of physical and behavioral health, and improved data exchange.
- Component 2 (B2-Rate Enhancement) is a uniform percent increase on certain CCBHC services. As a condition of participation, providers are required to report on metrics that align with CCBHC measures and goals. Providers that have CCBHC certification are eligible for a higher rate enhancement.

Payments are from services provided only to Medicaid Managed Care clients that we serve in the STAR, STAR+PLUS or STAR Kids programs.

DPP Update for October Board Meeting:

The first 6 month measure-reporting period for DPP BHS State Fiscal Year (SFY) 2024 Round 1 is due October 31, 2023.

The Public Health Provider – Charity Care Pool (PHP-CCP)

This program provides uncompensated care reimbursement to help cover our costs for services to uninsured and indigent clients. It follows the federal fiscal year calendar of October 1 through September 30.

Update for October Board Meeting:

HHSC opened the reporting portal for Centers to file their cost reports for Year 2 of this program. The report for Federal Fiscal Year 23 is due in November 14.

2. Texas Council Update:

The Texas Council Health Opportunities Committee (HOW) is finalizing its FY 24 workplan to present to the ED Consortium at their November meeting.

As part of a follow up to the IDD summit that occurred at the August Council ED Consortium and Board meeting, the TX. Council has put out a legislative alert to Centers and Council Board members with briefing documents to engage legislators during the Third Special Session. The materials are to:

- Communicate the outcomes from the regular session
- Share IDD services capacity data
- Build support for the emergency appropriations request the IDD associations

(Texas Council, PPAT, and PACSTX) submitted to HHSC Executive Commissioner Young.

3. HHSC Performance Contracts/Grants

- ECI

On October 20, Lakes became the official ECI contractor for Franklin, Titus, Morris and Camp counties. We have received the first transfer of files from the previous provider and are currently working on 74 new referrals.

4. East Texas Behavioral Health Network (ETBHN)

- The ETBHN oversight group met on 10/17 and reviewed the financials for August and the end of the last fiscal year.

AGENDA ITEM NO. 10.07.23

Fiscal Reports

RECOMMENDATIONS FOR APPROVAL:

- Center's financial statement for the month(s) of September, 2023.

Rationale:

- Review and take action to approve Center's financial statement for the month(s) of September, 2023.

Lakes Regional Community Center
Financial Report
For the Month of September 2023

Erwin Hancock
Chief Financial Officer

October 19, 2023

**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 4-6
Statement of Revenues & Expenditures	Page 7
IV. Related Data	Pages 8-9

Lakes Regional Community Center
 Financial Summary for the Month Ending September 30, 2023

Profit and Loss Summary

	Current Month	Year to Date
Revenues	\$3,521,116	\$3,521,116
Expenses	\$2,466,471	\$2,466,471
Net Income	<u>\$1,054,645</u>	<u>\$1,054,645</u>

Balance Sheet Summary

	Current YTD as of September 30, 2023	Last YTD as of September 30, 2022	Year to Year Change
Total Assets	\$39,311,164	\$36,270,509	\$ 3,040,655
Total Liabilities	\$6,647,227	\$8,594,969	\$ (1,947,742)
Fund Balance	<u>\$32,663,937</u>	<u>\$27,675,540</u>	<u>\$ 4,988,397</u>

Lakes Regional Community Center
Balance Sheet

	As of <u>9/30/2023</u>	As of <u>9/30/2022</u>	Net Change
Current Assets			
Cash	\$ 21,437,413	\$ 20,144,877	\$ 1,292,536
Accounts Receivable	3,899,448	3,752,450	146,998
Other Current Assets	903,118	1,347,417	(444,299)
Total Current Assets	\$ 26,239,979	\$ 25,244,744	\$ 995,235
Long-Term Assets			
Fixed Assets (net of depreciation)	\$ 9,170,385	\$ 8,091,172	\$ 1,079,213
Other Long-Term Assets	3,900,800	2,934,593	966,207
Total Long-Term Assets	\$ 13,071,185	\$ 11,025,765	\$ 2,045,420
Total Assets	\$ 39,311,164	\$ 36,270,509	\$ 3,040,655
Current Liabilities			
Accounts Payable	\$ 1,241,056	\$ 1,011,616	\$ 229,440
Accrued Expenses	545,575	1,054,903	(\$509,328)
Short-term Debt	959,796	3,593,857	(2,634,061)
Total Current Liabilities	\$ 2,746,427	\$ 5,660,376	\$ (2,913,949)
Long-term Debt	\$ 3,900,800	\$ 2,934,593	\$ 966,207
Total Long-Term Debt	\$ 3,900,800	\$ 2,934,593	\$ 966,207
Total Liabilities	\$ 6,647,227	\$ 8,594,969	\$ (1,947,742)
Investment In General Fund Assets	\$ 9,170,385	\$ 8,091,172	\$ 1,079,213
Fund Balance	23,493,552	19,584,368	3,909,184
Total Equities and other Credits	\$ 32,663,937	\$ 27,675,540	\$ 4,988,397
Total Liabilities, Equities and other Credits	\$ 39,311,164	\$ 36,270,509	\$ 3,040,655

**Lakes Regional Community Center
Income Statement Recap by Division
As of September 30, 2023**

Division	Current Month	Year to Date
Mental Health Adult	\$ 626,295	\$ 626,295
Mental Health C&A	12,352	12,352
Substance Abuse	26,171	26,171
IDDP	207,050	207,050
IDDA	169,617	169,617
ECI	343	343
Other	12,817	12,817
Total Lakes	<u>\$ 1,054,645</u>	<u>\$ 1,054,645</u>

Other		
Hospitality House	\$ 3,229	\$ 3,229
Mental Health First Aid	\$ 1,975	\$ 1,975
CCBHC/CMHC SAMSHA Grants	\$ -	\$ -
Expending Fund Raising	\$ (300)	\$ (300)
Administration	\$ 7,912	\$ 7,912
	<u>\$ 12,816</u>	<u>\$ 12,816</u>

Comparative Income Statement for the Month ended September 30, 2023

	<u>9/29/2023</u>	<u>9/30/2022</u>	Variance	Var %
Revenues				
General Revenue IDD	\$210,281	\$212,046	(\$1,765)	-1%
General Revenue MH	\$715,353	\$734,832	(\$19,479)	-3%
Early Childhood Intervention Revenue	\$68,387	\$106,207	(\$37,820)	-36%
Charity Care Pool / DPP	\$688,260	\$518,395	\$169,865	33%
NTBHA Revenue	\$217,896	\$204,383	\$13,513	7%
Medicaid Revenue	\$272,589	\$272,537	\$52	0%
Medicare Revenue	\$2,513	\$2,576	(\$63)	-2%
HCS Revenue	\$373,922	\$407,630	(\$33,708)	-8%
Managed Care Revenue	\$129,207	\$130,039	(\$832)	-1%
Private Insurance	\$18,409	\$19,246	(\$837)	-4%
Client Fees	\$2,670	\$2,882	(\$212)	-7%
Other Revenue	\$821,629	\$720,495	\$101,134	14%
Total Revenues	\$3,521,116	\$3,331,268	\$189,848	6%
Expenses				
Salaries and Wages	note1 \$1,033,961	\$1,641,520	(\$607,559)	-37%
Employee Benefits	\$387,799	\$585,619	(\$197,820)	-34%
Staff Training	\$13,102	\$5,329	\$7,773	146%
Furniture and Equipment	\$9,573	\$6,579	\$2,994	46%
Maintenance and Repairs	\$44,665	\$22,987	\$21,678	94%
Utilities	\$44,632	\$50,101	(\$5,469)	-11%
Client Support	\$11,173	\$3,731	\$7,442	199%
Supplies	\$24,855	\$20,692	\$4,163	20%
Vehicle Maintenance	\$8,545	\$6,425	\$2,120	33%
Insurance Costs	\$27,347	\$29,597	(\$2,250)	-8%
Debt Service	\$36,973	\$30,125	\$6,848	23%
Other Expenses	\$823,845	\$785,723	\$38,122	5%
Total Expenses	\$2,466,471	\$3,188,428	(\$721,957)	-23%
Net Surplus/(Deficit)	\$1,054,645	\$142,840	\$911,805	638%

note1 September payroll processing is consistent with the FY24 Budget plan (see Exhibit 1), however, the actual payroll period processed ended September 16, 2023.

The payroll period September 17-30 will be processed according to the bi-weekly schedule, and will be included in the month of October.

LAKES REGIONAL COMMUNITY CENTER

EXHIBIT 1

TOTAL LRCC SEPT COMPARISON

Description	SEP FY2024		SEP FY2024	SEP FY2023	SEP FY2022	SEP FY2021	SEP FY2020	SEP FY2019
	Budget	Actual	ACCRUAL	Actual	Actual	Actual	Actual	Actual
Revenue								
Total Revenue	3,731,778.00	3,521,116.00		3,331,268.00	3,111,798.00	2,998,212.00	2,939,982.00	3,223,601.00
Expense								
5000 SALARIES AND WAGES	930,236.00	1,033,961.00	854,326.06					
5010 EMPLOYEE BENEFITS	549,109.00	387,799.00	305,852.96					
Other Operating	1,106,977.00	1,044,711.00						
Total Expenses	2,586,322.00	2,466,471.00	1,160,179.02	3,294,428.00	3,056,718.00	2,881,132.00	2,836,437.00	2,936,485.00
Net Surplus/(Deficit)	1,145,457.00	1,054,645.00	(105,534.02)	142,841.00	55,080.00	117,080.00	103,545.00	287,116.00

Lakes Regional Community Center
Comparative Income Statement for the period ended September 30, 2023

	<u>YTD ended</u> 09/30/2023	<u>YTD ended</u> 09/30/2022	Variance	Var %
Revenues				
General Revenue IDD	\$210,281	\$212,046	(\$1,765)	-1%
General Revenue MH	\$715,353	\$734,832	(\$19,479)	-3%
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HCS Revenue	\$373,922	\$407,630	(\$33,708)	-8%
Managed Care Revenue	\$129,207	\$130,039	(\$832)	-1%
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Employee Benefits	\$387,799	\$585,619	(\$197,820)	-34%
Staff Training	\$13,102	\$5,329	\$7,773	146%
Furniture and Equipment	\$9,573	\$6,579	\$2,994	46%
Maintenance and Repairs	\$44,665	\$22,987	\$21,678	94%
Utilities	\$44,632	\$50,101	(\$5,469)	-11%
Client Support	\$11,173	\$3,731	\$7,442	199%
Supplies	\$24,855	\$20,692	\$4,163	20%
Vehicle Maintenance	\$8,545	\$6,425	\$2,120	33%
Insurance Costs	\$27,347	\$29,597	(\$2,250)	-8%
Debt Service	\$36,973	\$30,125	\$6,848	23%
Other Expenses	\$823,845	\$785,723	\$38,122	5%
Total Expenses	\$2,466,471	\$3,188,428	(\$721,957)	-23%
Net Surplus/(Deficit)	\$1,054,645	\$142,840	\$911,805	638%

Lakes Regional Community Center
Statement of Revenues and Expenditures
For the Period Ending September 30, 2023

Revenues	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Total
Local													
State Programs	\$ 83,442	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$ 83,442
Federal Programs	1,559,768												1,559,768
Interest Income	1,581,153												1,581,153
North Texas BH Assoc	217,896												217,896
TOTAL REVENUES	\$ 3,521,116	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 0	\$ 3,521,116

Expenditures	Sep-23	Oct-23	Nov-23	Dec-23	Jan-24	Feb-24	Mar-24	Apr-24	May-24	Jun-24	Jul-24	Aug-24	Total
Current:													
Salaries & Wages	\$ 1,033,961	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$	\$ 1,033,961
Employee Benefits	387,789												387,789
Other Operating Expenses:													
Client Respite	3,430												3,430
HCS Contract	120,033												120,033
Consult/Pro Svcs - External	8,011												8,011
Contracts with Other Orgs-Ext	363,377												363,377
ICF/MR Quality Assurance Fees	6,669												6,669
TXHML Contracts	7,350												7,350
Contracted Lab Services	133												133
Staff Development/Training	13,102												13,102
Non-Clinical Contracts with Others	10,393												10,393
Pharmaceuticals/Supplies	6,333												6,333
Atypical Meds	1,390												1,390
Patient Asst Program/Filing Fees	1,500												1,500
Training and Travel	15,170												15,170
Consumable Supplies	24,855												24,855
Building Capital Outlay	52,500												52,500
Furniture/Equipment over \$5,000	9,000												9,000
Computer Capital Outlay	13,100												13,100
Furniture/Equipment under \$5,000	573												573
Copier/Equipment Rental	9,629												9,629
Computer Equipment Under \$5,000	9,381												9,381
Other Monthly Expenses	9,337												9,337
Computer Software Support Fees	13,015												13,015
Building Rent, Repair, Maintenance	152,923												152,923
Vehicle Operating Expense	8,545												8,545
Vehicle Fuel Costs	11,696												11,696
Non-Client Utilities	44,532												44,532
Telecommunications	16,175												16,175
Data Connect/Internet Access	7,929												7,929
Crisis Hotline Answering Svc	2,500												2,500
Insurance	27,347												27,347
Client Support Costs	11,173												11,173
Client Reimbursable Services	3,678												3,678
NTBHA Supported Housing	5,009												5,009
Debt Service	36,973												36,973
DPP BHS Prem Tax Risk Admin	4,945												4,945
COVID-19 Expenses	428												428
Expanding Fund Raising Funds	520												520
LRM/MRC Board Expenses	624												624
Service Costs Unallowable	10,633												10,633
Total Other Operating Expenses	1,044,711	\$0	0	0	0	0	0	0	0	0	0	0	1,044,711
TOTAL EXPENDITURES	2,468,471	\$0	0	0	0	0	0	0	0	0	0	0	2,468,471

Excess (deficiency) of revenues over expenditures \$ 1,054,645

Lakes Regional Community Center
FY24 Aged Accounts Receivable

SEPTEMBER

Accounts Receivable Description	GL A/R Balance	Sep Current	Aug 30 Days	Jul 60 Days	Jun 90 Days	May & prior 120 +
MAC Adm Claim	1,017,017.02	143,825	109,149	109,149	109,149	545,745
<u>NTBHA: \$3523.72</u>						
Substance Abuse - GVL	3,356.82	2,610	747	-	-	-
Substance Abuse - TRL	121.38	-	121	-	-	-
Substance Abuse - RKW	45.52	-	46	-	-	-
VAP Class GVL	-	-	-	-	-	-
Medicaid	320,118.52	250,587	11,851	9,045	12,467	36,167
Medicare	2,592.84	2,513	43	37	-	-
Private Insurance	12,822.74	8,865	2,310	1,360	288	-
Chip	302.37	265	9	28	-	-
<u>MANAGED CARE:</u>						
Amerigroup	38,030.04	35,109	2,897	24	-	-
Superior (Cenpatico)	29,259.74	27,362	1,898	-	-	-
Optum	26,594.70	24,333	879	104	1,278	-
Cigna	282.14	62	72	148	-	-
Texas Childrens Plan	770.47	699	72	-	-	-
Beacon	12,408.31	12,408	-	-	-	-
Molina	27,350.99	27,351	-	-	-	-
Aetna Better Health	1,882.63	1,883	-	-	-	-
Texas Home Living - North **	41,994.30	22,412	19,582	-	-	-
Texas Home Living - South **	9,078.63	3,446	4,643	989	-	-
HCS - North **	212,527.51	212,528	-	-	-	-
HCS - South **	198,471.50	98,846	96,881	-	-	2,744
VAP (Vocational Apprenticeship)	26,662.01	11,707	14,955	-	-	-
Reimbursable Svcs-TxHmL North & South	1,360.00	811	549	-	-	-
Reimbursable Svcs-HCS North	4,483.20	3,959	524	-	-	-
Reimbursable Svcs-HCS South	739.60	637	103	-	-	-
HCS Rm/Brd	3,195.70	1,708	1,488	-	-	-
ICF Residential Homes	134,541.70	130,285	-	-	-	4,257
ARPA - HCS & TxHmL	-	-	-	-	-	-
Block Grant/TANF-Title XX Gen Revenue	23,694.35	23,694	-	-	-	-
CMHC Samsha Grant (798) 1370-6600	166,278.67	166,279	-	-	-	-
CCBHC Samsha Grant (799) 1370-6500	43,188.34	42,918	270	-	-	-
MCOT-Hotline ARPA	9,244.53	9,245	-	-	-	-
HR133-Outpatient Cap Activity **	47,254.34	19,066	28,189	-	-	-
Supported Employment	11,209.00	11,209	-	-	-	-
Day Hab Billings (Private Providers)	41,709.75	18,023	15,631	5,162	779	2,115
1048 IDD Billed Svcs	10,917.18	5,578	5,340	-	-	-
ECI Grant Revenue	235,718.24	35,574	200,144	-	-	-
ECI Respite	-	-	-	-	-	-
ECI TWC Grant	827.99	466	362	-	-	-
ECI Priv Ins	14,543.31	9,461	3,294	888	626	275
ECI Medicaid	29,452.46	29,294	-	158	-	-
ECI Managed Care	38,580.14	32,296	3,736	1,793	619	135
ECI Chip	186.79	-	187	-	-	-
A/R Other Employees	2,279.92	2,280	-	-	-	-
A/R Employee Insurance (Cobra)	-	-	-	-	-	-
TCOOMMI GRANT \$91,677.48 **	60,508.70	30,772	29,737	-	-	-
TCOOMMI Vehicle allotment (\$31,168.78)	31,168.78	-	-	-	-	31,169

Accounts Receivable Description	GL A/R Balance	Sep Current	Aug 30 Days	Jul 60 Days	Jun 90 Days	May & prior 120 +
TDCJ Contract-Greenville **	15,778.68	5,302	4,772	5,705	-	-
TDCJ - Sherman/Bonham/Paris **	42,235.69	15,030	13,621	13,585	-	-
Fannin County Drug Court	3,000.00	3,000	-	-	-	-
Titus County Drug Court	1,000.00	1,000	-	-	-	-
DSHS Region 3	9,772.96	9,773	-	-	-	-
DSHS Region 4	11,372.93	11,337	36	-	-	-
DSHS MHFA Outreach	10,599.38	4,585	6,014	-	-	-
ICF Upper Payment Limit	195,169.00	32,489	32,536	32,536	32,536	65,072
SAC Prog -Hunt County	1,541.60	1,542	-	-	-	-
ECC - (Enhanced Comm Coord)	19,901.60	10,624	9,278	-	-	-
Comm Education (Curt Pitton)	4,745.25	4,745	-	-	-	-
1115 Waiver Fed Share	-	-	-	-	-	-
CCP (Charity Care Pool)	537,447.00	537,447	-	-	-	-
Misc Revenue - 1370-1200 - \$154,110.97						
**FY23 Forfeiture Bal Due	22,819.09	22,819	-	-	-	-
**FY22 Amerigroup DPP(1) settle-up	91,487.78	91,488	-	-	-	-
**FY22 Parkland DPP(1) settle-up	39,365.21	39,365	-	-	-	-
**FY22 BCBS DPP(1) settle-up	67.52	68	-	-	-	-
FY22 Cook DPP(1) settle-up \$371.37	371.37	371	-	-	-	-
FY24						
Sep Bal Due	3,899,447.93					
		GL bal	bal ck			
		3,899,447.93	\$ -			

AGENDA ITEM NO. 10.08.23
Behavioral Health Director

Recommended Board Action:

None. Informational purposes only.

Rationale:

1. FY24 Performance Contract Measures

- General Revenue-Effective Crisis Response Measure-75%
 - i. Was not met for July and August
 - ii. September exceeded this measure at 80.56%
- General Revenue-Adult Improvement Target-20%
 - i. Not met for September-16%
- General Revenue-CMH Improvement Target-25%
 - i. Not met for September-20%

2. Texas CCBHC Recertification

- Staff interviews are scheduled for October 30th – November 3rd. Staff have been selected and are preparing for interviews with the Texas CCBHC Team. Two rounds of interviews, one with direct care staff and the other with management staff.
- Second submission of required documents are due by 10/27/2023.

3. DPP SFY24 Round 1 Reporting

- Reporting is due by 10/31/2023
- 4 Process Measures
- 6 Quality Outcome Measures

4. 6th Annual Judicial Summit

AGENDA Item No.: 10.09.23

**Intellectual and Developmental Disabilities Director's Report
Recommended Board Action: None- Information Only**

1. Home and Community Services (HCS)

- Survey prep 10 counties north

2. Individual Skills and Socialization (ISS):

- 2 of 6 Licenses awarded
- 3 HCBS audits complete

3. ICF:

- Health and Safety audit at Sayle St. (3 deficiencies)
- Life Safety Code survey requiring facility corrections

4. Employment:

- 3 TWS successful closures, 2 Lamar (Whataburger & Braum's) and 1 Ellis County (Whataburger)
- Seeking apprentice and employment referrals

5. Vocational Apprenticeship Program (VAP)

- Lamar County Vocational Apprenticeship Program Graduation is **11/14/23 @10:30 at Paris Junior College** in the Student Center. A celebratory lunch honoring the 6 apprentices will follow.
- Kaufman County Apprentice Graduation is **11/13/23 @ 10:30 at Terrell State Hospital in the Gym**. A celebratory lunch honoring the 4 apprentices will follow.
- 3 weeks left of round #1 apprenticeship. We will begin accepting new applications and conduct interviews for January 1, apprenticeship immediately after graduation. Many of the worksites want to continue the partnership next round.

6. Outpatient Biopsychosocial Intervention Team (OBI):

- OBI served 27 individuals
- HHSC quarterly report submitted
- Lakes OBI Audit was a success with no findings

7. Telehealth:

- Follow-ups (116) = Corsicana -14, Greenville -24, Mt. Pleasant -21, Paris - 8, Sulphur Springs-8, Terrell-19, Waxahachie-22, No Shows-23, New Evals-3, and Hospital Discharges-2

AGENDA Item No.: 10.09.23

Intellectual and Developmental Disabilities Director's Report

Recommended Board Action: None Information Only

1. **Training Centers/Individual Skills and Socialization (ISS):**
 - ISS programmatic changes to occur 03/2023, with 6-7 licenses to obtain.
2. **Home and Community-based Services (HCS):**
 - Sadly a long term loved individual from Lamar County passed away in his home with family.
3. **Intermediate Care Facilities (ICF):**
 - Marie made her journey to West Virginia and her Retirement Party was a success.
 - Patsy Jefferson is moving into the ICF Residential Manager's position.
4. **TMHP:**
 - IDD new billing system has had a very hectic start. New employees in Admin and new system state wide. The billing is being corrected from May to present day. The training from the state level for Provider and LIDDA has been minimal.
5. **Outpatient Biopsychosocial Intervention Team (OBI):**
 - Waiting list to get into OBI in maintained.
 - TANF/PEAF funds obtained for a young boy and his family to help with necessities while going back and forth to Houston area (Texana's Behavior Treatment and Training Center) for 6 months.
 - Memorandum of Understanding (MOU) with ARC of Texas 15K to assist in Toolkit Development received
6. **Staff Incentives:**
 - IDDP June & July with ARPA funds
 - Vacation buyouts are also warranted for those needed to work.

AGENDA ITEM NO. 10.10.23

Contracts & Quality Management Report

1. CONTRACTS

- Federal Probation: We received our notice of extension for FY24 to the Federal Probation contract on September 26, 2023.
- ECI Contract Amendment #8: We received a contract amendment on October 5, 2023, that expanded our service area and increased the FY24 contract to \$2,486,139.
- We received notification from HHSC that we can increase our bed day amount for PPB. We are currently negotiating with Texoma for a rate of \$750.00 per bed day.

2. PNAC

- Meeting rescheduled for November 8, 2023 due to several committee members not being able to attend
- Regional PNAC – Met September 27, 2023
 - Reviewed Annual Training
 - Reviewed RPNAC schedule for FY24

3. QM MH, NTBHA & SUBSTANCE ABUSE

- **QM Plan Approval:** The QM Plan describes what processes are in place to ensure individuals receive quality care. The FY24-25 QM Plan represents IDD, MH, & SUD services. The Texas Administrative Code mandates that the MH & SUD Plan is approved by the board at least once each biennium. Information that applies to all three programs is in the QM Plan's main body. Program-specific information is in the attachments. MH & SUD will continue the peer review process with QM completing walk-behinds to ensure that staff are auditing the same way as QM. IDD will continue quarterly chart audits.

Main Changes:

Added MH UM Plan as part of the QM Plan

MH Project: Implement Cerner Millennium by March 1, 2024.

Key Performance Indicators: Updated KPI to match FY24-25 contracts

- Performance Measures: We are missing our AMH Improvement Service target for the month of September at 15%, our target is 20%. AMH Improvement measures the percentage of adults in a full level of care that show improvement in at least one domain in their assessment.
- Optum Audit: We uploaded all requested documents to Optum on October 3, 2023.
- Superior Audit: The requested documentation was submitted to Superior on September 22, 2023. Overall chart compliance was 90.74%, and the overall claims compliance was 86.47%.
- TDCJ Site Visits: TDCJ conducted a site visit at the Paris and Bonham facilities on September 14, 2023. Both site visits received no findings.
- HHSC Hospitality House Audit: HHSC conducted a hybrid audit for Hospitality House. Previously HHSC recommended we audit Hospitality House based on the community standards and now they are requesting we audit only what is in our contract. *Decrease auditing time.*
- Peer Review:
 - LPHA: 1 chart scored below 70%, the difference between peer and QM scores was 9%.

4. IDD

- Service Target: We are meeting our service target for the month of September at 233, our target is 169.
- HHSC IDDA CAP: HHSC requested revisions to the Corrective Action Plans that were submitted in response to the audit findings during their desk review. Revised Corrective Action Plans were submitted to HHSC on October 4, 2023. *Accepted -*

AGENDA ITEM NO. 10.11.23

Human Resources Report

Recommended Board Action:

None; information only.

1. Staffing Issues

➤ Headcount

During the month of September, we had 407 employees and 444 approved FTE's. We filled seven positions last month; six were new hires and one internal transfer. Due to the Early Childhood Intervention program expansion, six new positions were created. We ended the month with 41 vacancies.

➤ Separations

We had seven separations during the month of September, six of which were voluntary. Some of the reasons for separation cited were better job opportunity with higher pay, to take care of newborns, personal matters, and stress. The involuntary separation was due to performance issues.

➤ Recruitment

Some of the sources used to advertise our openings were Indeed, Newspapers, Colleges and Universities website (Handshake), Facebook, Texas Workforce Commission website and Chambers of Commerce. We also started posting our licensed vacancies on the HRSA-Health Resources and Services Administration portal, and on the Healthcare Job Posting website. *Student loan forgiveness program*

➤ Training and Development

We had 18 classes with a total of 65 participants. Some of the trainings were CPR (*Cardio Pulmonary Resuscitation*), SAMA (*Satori Alternatives for Managing Aggression*), and ASIST (*Applied Suicide Intervention Skills Training*) Initial and Refresher.

2. Compensation & Benefits

- September benefits report reflects the changes from value to enhance plan and an increase in employee's retirement contributions. Eighteen employees moved from value to the enhanced plan and 17 employees started contributing to their retirement. Seventy employees increased their contribution percentage while seven decreased it.
- Compared to previous months, COVID exposures are slowing down. We had nine employees who reported exposure and seven of them tested positive. All the employees recovered well and returned to work. We received two requests for COVID Sick Pool Leave and 68 hours were granted.
- So far, we have one large claim, which also exceeds the stop loss limit.

HR Monthly Report
FY2024

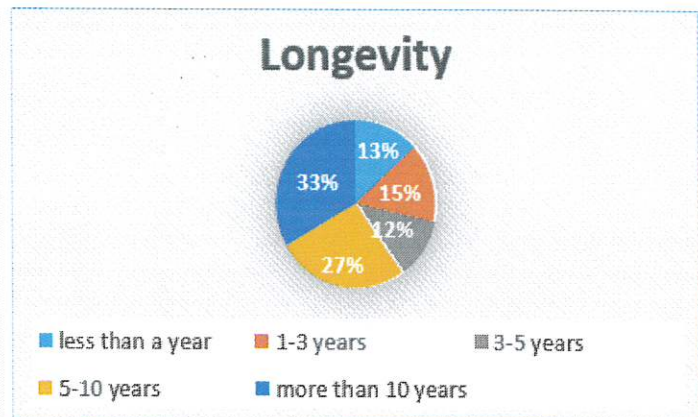
10/18/2023

I. Head Count (end of mo)	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	YTD
Overall Total													
# Positions	448											445	447
# FTE	444											440	442
# Employees	407											409	408
# Vacant Positions	41											33	37
# Full-Time Vacancies	38											28	33
# Part-Time Vacancies	3											5	4
General Administration													
# Positions	41											41	41
# FTE	41.0											41	41
# Employees	39											40	40
# Vacant Positions	2											1	2
# Full-Time Vacancies	2											1	2
# Part-Time Vacancies	0											0	0
ECJ Services													
# Positions	31											25	28
# FTE	31											24	28
# Employees	25											24	25
# Vacant Positions	6											1	4
# Full-Time Vacancies	6											1	4
# Part-Time Vacancies	0											0	0
IDD Authority Services													
# Positions	64											64	64
# FTE	64.0											64	64
# Employees	54											55	55
# Vacant Positions	10											9	10
# Full-Time Vacancies	10											8	9
# Part-Time Vacancies	0											1	1
IDD Provider Services													
# Positions	115											115	115
# FTE	114.00											114	114
# Employees	109											110	110
# Vacant Positions	8											7	8
# Full-Time Vacancies	7											6	7
# Part-Time Vacancies	1											1	1
Medical Prescriber Services													
# Positions	13											15	14
# FTE	13											15	14
# Employees	12											12	12
# Vacant Positions	1											3	2
# Full-Time Vacancies	1											2	2
# Part-Time Vacancies	0											1	1
Mental Health Adult Services													
# Positions	182											184	183
# FTE	182											182	182
# Employees	168											171	170

Employee Satisfaction Survey 2023

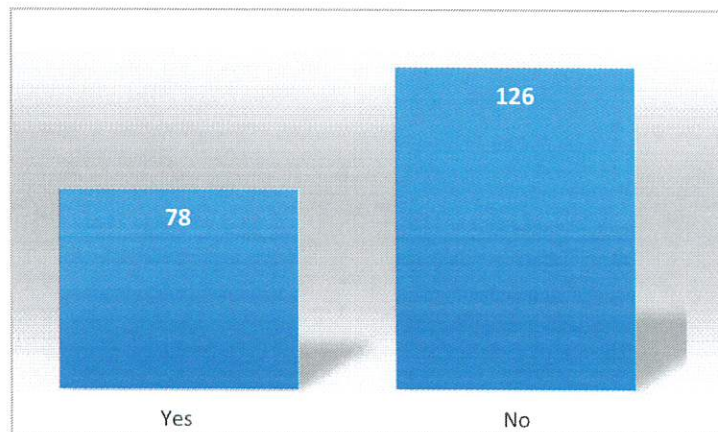
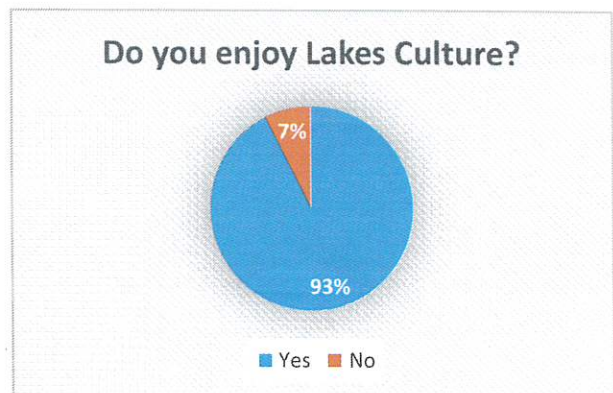


The newly implemented Employee Satisfaction Survey was sent to all employees on July 26, 2023. Out of 400 employees, 204 submitted their responses. Below you will find a brief summary of the results and plans to improve some areas that were mentioned during the survey.



We received responses from all locations and all departments. Above you will find the responses regarding the years of service that they have dedicated to Lakes.

Over 95% of employees expressed that they feel comfortable with Lakes work environment and 82% said that they feel valued at work. Unfortunately, some employees only derive value in terms of monetary compensation. Most responses related to how they like to be recognized had the answer "money" next to it. This answer supports the chart you will see below, which encompasses the answers to the question; Is your pay rate one that will keep you from leaving to work elsewhere?



Although, pay is not keeping them from searching for a new job, 92% of the respondents see themselves working at Lakes a year from now. This shows that our employees are passionate about their jobs and are willing to stay for reasons other than pay, which could be the community we serve, the benefits offered, or the work environment.

Plan to address feedback

As mentioned above, pay is the one-thing employees mentioned the most when asked which type of recognition they value the most and what can we do better to improve their work experience. Even though we cannot pay everyone what they wish for, there are some things that were mentioned that we could improve.

Response	Action
"Pay for gym memberships."	Highlight Lakes Benefit Hub, which includes gym membership discounts and more.
"Give us Good Friday off!"	Evaluating Holiday Schedule proposal for next year.
"More training on Excel, Word, PowerPoint, etc."	Share additional training available through our Learning Management System, Relias.
"More Dental insurance coverage"	Shared repetitive responses regarding Dental plan with broker so we can look at different options next year.
"Better rewards for those that have been with Lakes for 10 years or more."	Revise our longevity procedure and consider adding longevity increases to employees that have worked for Lakes for 15 and 20 years.

Many responses included the request to work four days per week, request for job specific trainings, work from home flexibility, and more. Those responses are being evaluated individually and will be shared with program Directors to find attainable options.

Finally, our employees had wonderful things to say about what they enjoy most working at Lakes. Out of the 204 responses received, the words below were the ones that were mentioned the most. Once again, this reflects the reason why our employees decide to stay regardless of the pay.

work environment making difference time understanding care culture employees
 CLOSE atmosphere paid love Everything supervisor day good great
 individuals know support individuals serve coworkers
 schedule people Helping people clients making work
 serve feel really family community flexibility part staff way
 team need enjoy holidays job sure Helping well Lakes helpful
 co-workers colleagues valued Helping others environment benefits