



**Human Services Advisory Committee Minutes
City Hall East Second Floor Conference Room
City Hall East, 601 E. Hickory, Denton, TX
Friday, February 09, 2018, 11:30a-1:30p**

Members Present: Ryan Appleton, Pamela Barnes, Meredith Buie, Hannah Garcia, Laura Mauelshagen, Roy Onyebetor, Jane Upshaw, Christie Wood

Members Not Present: Angela Bennet-Engle, Stephen Coffey

Staff Present: Danielle Shaw

I. Call to Order

A Quorum was established. Hannah Garcia, Chair called the meeting to order at 11:34 a.m.

II. Introductions

No new guests or members were present. No introductions were required.

III. Approval of Minutes from February 2, 2018

Minutes from February 2, 2018 were presented for Approval.

Christie Wood moved that the minutes be approved as presented. Laura Mauelshagen seconded the motion. The motion carried.

IV. Conflict of Interest Disclosure

Pam Barnes reminded the committee of her conflict and that she will exit the room during the Health Services of North Texas presentation today.

V. Human Services Applicant Presentations

Prior to presentation, members discussed previous presentation for Boys and Girls Clubs of North Texas. The members are seeking clarification on the agency's response to if it had an alternate use for the \$10,000 requested for an ineligible expense. Members asked staff to request additional information from the agency to see if it could provide a more specific request for the \$10,000. Staff will request clarification from the agency and report back to the committee.

The following notes from the agency funding presentations are provided for committee information and review.

TAB	Applicant Organization	Guest(s)	Presentation Time
11	Health Services North Texas	Doreen Rue, Chief Executive Officer Louise Weston-Ferrill, Director of Programs	11:45a - 11:55a

Pam Barnes was excused from discussion.

The agency was provided with five minutes to present information to support its funding request.

Agency provide program updates. The agency is compiling 2017 data to reflect on how is doing and to look at a comparison to previous year data to see what is trending. Agency discussed the number of homeless served indicating that often people do not know they serve the homeless population. Last year in 2017 they served 275 people presenting as homeless up from the previous year which was about 161. The number of women served in prenatal care has remained about the same at about 484 women and of that they delivered 177 babies. About 52% of patients are uninsured which is up from 46% in the previous year. The agency is seeing an increase in the uninsured due to the growth in service across all their Denton County campuses. Agency indicated growth is good but it presents additional funding challenges as well. Agency share updates on its newest building which added nine additional exam rooms. Agency reported that their client satisfaction numbers are at an all-time high and that now they get this feedback daily. Agency reported the addition of a new medical director. Agency shared that its federal funding was just approved which a relief since the previous funding expired in April and it is leading to some new opportunities. The agency moved on to its goals, sharing its partnership with another agency for planned site expansion adding another 10,000 square foot facility for medical and also dental as dental is a big community need. New site will also add a pharmacy which is another vital service needed. In 2016 the agency also provided more than \$2 million dollars in medication assistance for patients which grew to almost \$3 million in 2017 representing a significant increase. Agency shared that it is a good choice for funding. They are a proven resource, they continue to provide more services, adding sites and thinking outside the box to work with the community to address community needs.

HSAC members took five minutes to ask the agency questions.

Agency was asked who it was partnering with on the dental program. Besides Serve Denton for the additional clinic space, it will also be working with First Refuge creating a dental continuum with the County helping with emergency, urgent things like teeth pulling and then they can come in to provide preventative and restorative care as well. Agency was asked if the \$3 million dollars for medication assistance was an in-kind or cash expense. Agency described that the agency does not pay for those medication, it helps patients acquire those medications through pharmaceutical assistance programs at no charge so it is saving the client's \$3 million dollars. Agency also has to be supporting the client medically for them to be eligible. Agency added that in some cases they are storing the medications for clients, like those who are homeless and have no place to store refrigerated medications. Agency explained that it was about 400 patients when asked how many patients benefit from this program. It added that these are the patients that have ongoing medication needs like insulin, hypertension, etc. Agency was asked for clarity on what it will provide through the dental program. Agency indicated that it is still planning but it expects to be able to do full preventative and restorative services like dentures. Members and agency had discussion about the benefit of the being able to assist clients in collaboration getting more bang for the buck when there is not duplication of services. Agency was asked if the additional 10,500 square feet will add new clients or just allow existing clients to access services in a different location. Agency indicated that it would do both. Zip code 76209 where the new clinic will be is the largest zip code where its current patients come from. Patients currently served at the Mesa location will be better served closer to home so there will be a shift but it expects new patients as well. Agency was ask if patients had trouble getting to the current locations. Agency said transportation can be a barrier but public transportation is available. Member asked if the new site will offer all the same services. Agency shared that it would plus this site will also offer pharmacy and dental. Agency was asked about it response to having a recent audit finding or concern. Agency explain they did have a finding related to how it assesses the sliding fee based on income certification for a client. There was one chart that was incorrectly assessed. The agency highlighted its steps like additional staff training to address this.

There was a brief transition to the next presentation.

TAB	Applicant Organization	Guest(s)	Presentation Time
8	Denton County MHMR	Claire Job, Organizational and Development Coordinator Tammy Weppleman, Special Projects Administrator	11:45a - 11:55a

The agency was provided with five minutes to present information to support its funding request.

Agency shared that it is requesting \$20,000 to provide outreach to suicide survivors in Denton County. Denton County averages 9 suicides per month or 2 per week and this is continuing to rise. Each suicide effects a families, friends, coworkers, students, teachers and clergy. Since the start of the Loss Team they have helped 3 survivors per suicide for a total of 650 Denton County residents. Program provides resources for grief support and installation of hope. The Loss Team meets with individuals and provides resources that include free books, journals and other items to help them process the event. The impact to City of Denton are that 1/3 of the survivors assisted were City residents. Research proves early intervention with individuals suffering from suicide grief prevents suicides. The loss team has lost 0 individuals in the program to suicide. Seeking full funding of the request.

HSAC members took five minutes to ask the agency questions.

Members asked for clarification of when the program was initiated. It was October, 2015. Agency was asked what exactly how the funding will be used. The funds will be used to purchase the books, journals and provide partial salary for a PT staff member. Agency described the book and how the other resources are used to support individuals. Members confirmed that the \$80 cost per client is for the supplies and does not include the salary. Members asked how the community knows about the Loss Team services. Agency explained its partnership with the Medical Examiner's (ME) Office means that ME calls the Loss Team immediately when out on any call with any survivors on the scene. The ME will call after in cases where a survivor is not present at the scene. Volunteer Loss Team response is within an hour. Agency was asked about training for volunteers. All training is done by MHMR and all teams have a trained mental health professional as well as a past survivor. Agency provided an example. In response to being ask about follow-ups, agency explained that it includes a volunteer call on set significant dates and it will do home visits when requested. Follow-up scheduling is managed by the Loss Team Coordinator. Agency showed an example of a survivor pack.

There was a brief transition to the next presentation.

TAB	Applicant Organization	Guest(s)	Presentation Time
15	PediPlace	Larry Robbins, President and CEO	12:15p - 12:25p

The agency was provided with five minutes to present information to support its funding request.

Agency expressed appreciation for the instructions provided not to discuss things in the application so agency shared new statistics for City of Denton residents just in the month of January 2018. Agency typically sees between 340-360 City of Denton residents per year. In January alone they have seen more than 100 kids already. Many came for multiple visits at 140 visits total visits. Specifically, 18% were diagnosed with flu. The agency explains it is important for a couple of reasons. One, the 100 compares to 33-38 patients in the same time frame over the last 3-5 year period. It falls in line with what they are seeing across N. TX and Denton County in terms of clinic loads. Most important, why they stand out and why the grant is important is that the kids and families need to have a health care choice. One option is just not good enough so the agency is another option and that should matter to members. Agency acknowledge that it does not have a clinic in the City of Denton because it can't afford to but they are open and serving Denton

residents at a steady and consistent rate over the last decade. The numbers are there and new patients establish every year as current patient's age out or choose a new medical home.

HSAC members took five minutes to ask the agency questions.

Agency was asked how City of Denton residents hear about the agency. In part the agency does not know but believes that parents with newborns are hearing about the agency in the hospitals and prenatal nurses. The agency is one of the few large scale Medicaid and CHIP providers' as well so uninsured patients can go without having to worry about payment. Doctors' offices know and refer and the Denton County Health Department refers patients when they can because they agree the agency is better equipped for pediatric care. Agency also gets referrals from the school districts. Agency was asked about its school based clinic. Agency described the clinic. LISD provides the agency with a physical location, utilities and administrative support. Agency provides a physician's assistant and nurse practitioner. It is open about 15 hours a week serving in the role of enhancing the school nurse by speeding up access to acute sick care and on occasion preventative care. Funding limits the number of hours it can be open. Agency shared patient story. Agency was asked about charting. Next Gen electronic charting is utilized making it seamless for the patient to visit any agency clinic. Agency was asked if it would like to use the same school clinic model in Denton. Agency said if funding and partnership was available it would. Agency was asked how many patients it plans to serve. Agency explained that the grant would fund about 8% of the value of services to the current 333 patients from Denton. Agency was asked why it had not asked for funding in the last few years. Agency discussed how it is strategic in how it allocates time to writing grants and the lack of funding in previous year request where factors. Agency added that it feels it is appropriate to ask again due to the fact that its Denton resident numbers remains steady. Agency was asked if the \$10,000 was worth the agencies time given the reporting requirements. Agency explained that it is now collecting income information for all patients therefore it would be easier to comply with grant reporting requirements now.

	Break		12:30p - 12:40p
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In lieu of a break committee members continued with presentations.

TAB	Applicant Organization	Guest(s)	Presentation Time
7	Denton Community Health Clinic (2)	Alice Masciarelli, PhD	12:45p - 12:55p

The agency was provided with five minutes to present information to support its funding request.

Agency's first presentation was for the behavioral health program. Agency shared the best way to describe the importance of the program is to illustrate an example. The goal is to prevent the exacerbations of chronic illnesses for people experiencing homelessness and those with low incomes who often cannot afford the health care to stay healthy and manage their chronic disease. Mental health is about 45% of what they do helping patients manage. Agency described a 65 year old patient who was put on Section 8 years ago but has had no income and cannot get on disability. The building he lives in was sold and the new rent and utilities became unaffordable with the small jobs he currently does. He became fearful of returning to homelessness which exacerbated his mental health issue and caused increasing depression. Agency coordinated a number of services to prevent this client from becoming homeless while treating the client's medical issues. It took more than three months to secure housing and would not have been possible without the coordination of intensive health, mental health, advocacy and other service and human resources to manage the patient. Agency serves many other complex cases like this one that are so complex that it underestimated the resources needed leading to fiscal issues in the spring that have since been corrected.

HSAC members took five minutes to ask the agency questions.

Agency was asked about any waitlist. Agency explained that it's not exactly a waitlist but they were following the application training instructions to also explain the demand by showing the numbers they

have to turn away and added that in health care you can't really have a waitlist since with illnesses by the time there is availability they may not be ill or the illness may end up putting the person in the hospital in a worst case scenario. Even when they were serving their max of 2500 patients, they were still turning away at least 5 low-income patients daily. Agency discussed the addition of nurse practitioner at ODB and extending hours of service there to the hours ODB is open. Discussion was conducted around the increased use of nurse practitioners over physicians in many clinic setting. Agency shared collaboration with Medical City to guarantee physician income and to help recruit a new physician at the clinic. Members asked for more information about ODB services. Agency indicated that service needs to be provided where the patients in many cases instead of expecting them to get to the clinic. It helps them better manage chronic issues that way as well and the satellite office at Cumberland will help as well. Agency was asked to clarify if it had fully addressed its financial issues. Agency complimented its current board and shared ongoing sustaining fundraising successes to support the clinic. Agency was asked about services at MKOC. Agency said it was also adding services at the shelter on an ongoing basis like ODB. Agency shared another patient story. Agency was asked about it the projection to serve 188 patients and if medication and symptom management were separate. Agency indicated that these were integrated and in house to reduce the need to refer out.

Agency transitioned immediately into the next presentation.

The agency was provided with five minutes to present information to support its funding request.

Denton Community Health Clinic's final presentation was for the Diabetic Eye Exams. Agency explained that diabetes can lead to vision problems. The retinal needs specialized care. Agency found that low-income patients could not afford a visit to an eye care specialist, the ophthalmologist. The agency now just directly sends diabetic patients immediately for this exam. Then to the retina specialist as needed if an issue is detected. Agency shared current patient information on 4 current clients where the early signs of issues have been detected and can be treated. Agency explains it negotiates pricing and advocates for clients care needs with other providers explaining that these individuals are working but if they become blind they will not be able to work. Their integrated care approach also ensure the patients go to visits and receive this specialized care. The agency has about a 60% success rate in getting patients to get to the first eye visit. Agency reiterated the immense coordination of services required.

HSAC members took five minutes to ask the agency questions.

Members asked about the timing of the new physician coming on board. Agency said as soon as possible and shared the ongoing recruitment process. Agency was asked about performance numbers being high but that it had not yet met those to explain how it expects to see that many diabetic patients. Agency explained that the nurse practitioner just completed licensing and will begin seeing increasing patients. Agency said that it will meet its goal this year. Member asked how it would report on both programs and how it would split the funding. Staff addressed the reporting to explain that in a single report each program would be a separate line item to be reported for each program. Agency was asked why it was acting as the "middle man" for the exams. Agency explained that patients would not be able to afford the exams and therefore the clinic can serve to help cover the cost for the specialist for the patient. Agency also described how its new community health worker can bridge the transportation need to help patients get to appointments, the support during the visits and help with the interpretation of the health information for the patient.

There was a brief transition to the next presentation.

TAB	Applicant Organization	Guest(s)	Presentation Time
19	Youth and Family Counseling	Terri Donsbach, LCSW-S, CT, Executive Director	1:15p - 1:45p

The agency was provided with five minutes to present information to support its funding request.

Agency's first presentation was for the FOARK, First Offender and At-Risk Kids Program. Agency shared that it has been around for 38 years. Agency announced it does now have an office in Denton and it has grown exponentially. FOARK was the agency's first program funded by police departments in Flower Mound, Highland Village and Lewisville designed to divert kids. It is now one of the biggest in Texas. Based on a family systems model, the agency offers six free sessions. In addition anyone can refer at-risk youth and the agency will work with these youth and families to identify issues. Agency is currently growing faster than funding and wants to continue to support school systems where it sees the biggest growing need. Agency referred to a numbers sheet to be provided to members. In the four years between 2012 and 2016 the agency saw about 20 City of Denton residents. In quarter one of this year they have already seen 84. Agency was joined by a board member. Member asked for a repeat of the numbers just presented. Agency described addition of counselors and that it has almost completely reduced the waitlist but is still seeing a waitlist for bilingual assistance. Agency wants to be a better base for schools and school resource officers so it can divert kids from bad situations.

Agency transitioned immediately into the next presentation.

Agency says that about 60% of FOARK clients want to continue with more sessions than the first six free sessions especially when other issues are identified. The second program is the Community Referral Counseling (CRC), a sliding scale counseling service for kids that doesn't meet the FOARK program requirements or still need assistance. Agency says it is needed to meet the mental health and preventative mental health needs in the community. Agency highlighted suicide data, one every three hours in the state of Texas. Agency did 172 sessions for 49 City of Denton residents year-to-date. Agency described the different session types and number of session required for each like play therapy for development needs versus counseling. Agency expects to be a short term thing for youth and families but also wants to be able to serve until the client need is met. The CRC has expanded in the last year to meet what the community says are the greatest needs including providing services to Wheeler House, Kyle's Place, the Veterans Center, and through a joint grant with HSNT. In the next six months it will add NCTC to help the school have its own onsite counseling services.

HSAC members took ten minutes to ask the agency questions.

Agency was asked if schools are providing space and funding to the agency. Agency described that it will come to a campus to help meet a client's in needs but no funding is offered. Agency shared that multiple City funds throughout Denton County and grants support their programs. It was asked if that was also true of NCTC. Agency said they are working with NCTC to write a collaborative grant to fund the program there to cover those costs. Discussion was about the limitation of grants available for school based counseling. Agency was ask if families participate in FOARK program counseling with the youth referred. Agency indicated that this is encouraged since it provides a better initial assessment to identify the needs of the youth based on the family. Agency shared how often the kid in the program is not the primary issue but something bigger in the family. Agency provided examples why a kid may not show for FOARK. Agency shared the success rate of about 80% for the clients who show for the first session. Group engaged in a brief discussion. Agency provide client example of a kid who was unable to access services due to lack of family support. Additional examples of vulnerable kids were discussed. Agency was asked if only funded \$10,000 would it prioritize one program over the other. Agency said it considered that and would say it would split it across both program. Agency added that it is only seeing 23% of clients over the federal poverty level so it is primarily seeing the neediest clients.

In closing comments, members requested that staff request clarification on Denton County MHMR's application, Part 12 – Board List. Staff will request clarification from the agency and report back to the committee.

VI. Adjourn

The next meeting of the committee is Friday, February 16, 2018 at 11:00a – Civic Center

Having no other business, the meeting was adjourned at 1:30 p.m.

Minutes Respectfully Submitted by Danielle Shaw, Staff Liaison to the HSAC

Minutes Approved: _____