

MINUTES
OF
THE DEEP EAST TEXAS REGIONAL
MENTAL HEALTH MENTAL RETARDATION SERVICES
BOARD OF TRUSTEES MEETING

November 25, 1975

Lufkin, Texas

BOARD MEMBERS PRESENT:

Mr. Ward R. Burke, Chairman
Mr. W. J. Gentry, Vice Chairman
Mr. R. B. Hille, Secretary
Mr. V. B. Woods, Treasurer
Mr. George Gee
Rev. Jerry Self

BOARD MEMBERS ABSENT:

Mr. Cleo Hines
Judge Emmett Lack
Judge Tom D. Mann

OTHERS PRESENT:

Dr. Wayne Lawrence -	DETRMHMRS
Russ Burbank	"
Betty Ecker	"
Linda Foley	"
Lee Mayberry	"
S. H. Morrison, Jr.	"
Felix Peebles, Jr., M.D.	"
Ronda Smith	"
Mr. Buddy Temple, T.L.L. Temple Foundation	
John W. Wilkins, First United Methodist Church, Lufkin	
Mrs. Ward Burke, Lufkin Council for Retarded Children	
Bob Cummings,	"
John H. Smith,	"
Jack Bouslog ,	"
Betty Bouslog, TARC Residential Services	
Bernice Harris, Angelina Co. Advisory Council	
Robert S. Taylor,	"
Inez Tims	"
Ina Mae Townsend	"
Doug Nicholson, Lufkin Workshop & Opportunity Center	
Dr. Bruce E. Bailey, SFASU	
Larry Kelley, SFASU	
Ron Lepard, SFASU	

OTHERS PRESENT - Continued

Michael Crim, FREE PRESS, Diboll
Ken Herman, THE LUFKIN NEWS
Victoria Gentry, Crockett
Sadie Reitch, Crockett
Lois Gee, Jasper
Patsy Lawrence, Lufkin

The 26th meeting of the Board of Trustees was held on Tuesday, November 25, 1975, at 7:00 p.m. in the Harvest Room at Lufkin Federal Savings and Loan Assn. in Lufkin, Texas.

INVOCATION: Bro. John Wilkins, Associate Minister of the First United Methodist Church in Lufkin gave the Invocation.

CALL TO ORDER: There being a quorum present, Chairman Burke called the meeting to order at 7:05 p.m.

Mr. Burke introduced special guest, Mr. Buddy Temple, representing the T. L. L. Temple Foundation. Mr. Temple commented that the Foundation is aware of the excellent work being done by DETRMHMRS and presented a check from the Foundation to the Board in the amount of \$4,500. Dr. Lawrence accepted the check for the Board explaining that this money would go toward local match for a grant from the Texas Highway Department for two maxi-bus vans. Dr. Lawrence said that the Lufkin Council for Retarded Children agreed to serve as the grantee in this particular grant, and will loan the vans to DETRMHMRS to transport clients to programs.

Mr. Burke commented that the Trustees of the Foundation have a keen interest in the type of work being done by DETRMHMRS, and asked for a motion from the Board accepting the donation.

Rev. Self moved that the Board gratefully accept the \$4,500 donation from the T.L.L. Temple Foundation.

Mr. Woods seconded the motion, and the Board approved.

Mr. Temple also presented checks in the amount of \$500 to the Lufkin Council for Retarded Children, which was accepted by Mr. Robert Cummings, Executive Director; and \$5,000 to the Lufkin Workshop & Opportunity Center, which was accepted by Mr. John Smith, President of the Board of Directors.

Chairman Burke said that because of the lengthy agenda, the sequence of the items would be changed in order that the main items for discussion be considered first.

APPROVAL OF MINUTES OF PREVIOUS BOARD MEETING: There being no corrections or additions to the Minutes of the October Board Meeting,

Mr. Gentry moved, seconded by Mr. Gee, that the Minutes of the October 29, 1975, Board Meeting be approved.
The Board approved the motion.

TREASURER'S REPORT: Mr. Woods asked that copies of the Operating Statement for the month of October be passed out among the guests, commenting that the Board is furnished with this detailed accounting of DETRMHMRS' expenses each month. He said all funds on deposit are fully insured by FDIC or U. S. Treasury Bonds. Mr. Woods stated that the auditors will report to the Board at the December meeting on the FY 1975 audit of DETRMHMRS.

Rev. Self moved that the Treasurer's report be approved.
Mr. Hille seconded the motion, which the Board approved.

EXECUTIVE DIRECTOR'S REPORT: Dr. Lawrence said that because of the length of the agenda, there would be no reports from the Program Directors this month. He reported that:

1. A total of \$75,171 in local match for FY 1976 has been pledged by 10 counties, and \$6,694.66 has been received from two counties.
2. He presented a copy of DETRMHMRS' Operations and Procedures Manual stating that copies are available to the Board upon request.
3. All DETRMHMRS' programs will be closed for the designated holidays on December 24, 25, and 26, and on January 1, 1976. In addition, some of the MR programs (Developmental Centers) will be closed the whole week of December 22.
4. DETRMHMRS received a Grant Award Notice for the Mobile Evaluation Unit from the Developmental Disabilities Council--this will be discussed later on the agenda.
5. There will be a working conference for Boards of Trustees and Executive Directors in Austin sponsored by the Hogg Foundation in February as the Board has previously been notified. He hoped that at least two Board Members can attend this meeting.
6. The East Texas Consortium for MHMR Services will be in Tyler December 10 and 11. Dr. Kenneth Gaver, Commissioner of TDMHMR, will be there and several other interesting speakers.

7. The budget for FY 1976 as of September 1, 1975, has been officially approved by TDMHMR.

8. Mrs. Foley, Mr. Burbank and myself traveled to Brownwood on November 18 and 19 to visit the MHMR Center for Central Texas and investigate their Mobile Diagnostic and Evaluation Unit.

9. We have been advised that \$700,000 is available through TDMHMR grant applications for construction of Community MHMR Center programs. These will be monitored by an Advisory Board, and a member of our Board of Trustees has been asked to serve on that Board. He said the Board may wish to discuss submitting a grant application for some of these funds at a future Board Meeting.

10. Dr. Lawrence requested Board approval to take some vacation time during December which was granted.

CONSIDERATION OF CONTRACTURAL AGREEMENT WITH LUFKIN COUNCIL FOR RETARDED CHILDREN: Dr. Lawrence said that in connection with the cooperative arrangement with the Council which allowed the Council to apply for a grant from the Texas Highway Department for maxi-bus vans for client transportation, DETRMHMRS would provide \$4,000 in local match requirements. Mr. Walter Borgfeld, Attorney, has prepared an agreement which will provide the legal basis for the transfer of funds (local match requirement) from DETRMHMRS to the Lufkin Council for Retarded Children. Dr. Lawrence continued that this agreement has been approved by the Council and signed by Mr. John H. Smith, President of the Board of Directors.

Mr. Hille moved that the Board approve this agreement with the Lufkin Council for Retarded Children, and that the Chairman be authorized to sign the agreement.
Mr. Gee seconded the motion, and the Board approved.

CONSIDERATION OF BIDS FOR MOBILE EVALUATION UNIT: Dr. Lawrence said that Requests for Quotations were sent to three local dealers with return requested by November 24, 1975, as follows: B & H Auto Sales and Travel Trailers; Brown & Hightower Auto Sales; and Sam's Cabinet Shop. He said the staff felt it essential that the unit be purchased locally for adequate maintenance and service, plus any necessary minor alterations. Only one quotation was received from Sam's Cabinet Shop in the amount of \$19,750 for a 1976 model Foretravel 27' motor home with a 440 cu. in. Dodge motor. He said that this dealer has been checked thoroughly and found to be very reliable.

Mr. Woods moved that the Board accept the bid of \$19,750 from Sam's Cabinet Shop in Lufkin. Mr. Hille seconded the motion, and the Board approved.

CONSIDERATION OF RENEWING GROUP LIFE AND HEALTH INSURANCE PLAN:

Mr. Morrison commented that the anniversary date for the group insurance plan with Bankers Life is December 1, 1975. He said that the services received from Bankers Life has been excellent, and the employees have been very satisfied. Although the premium has increased, the only other company found that writes similar coverage cannot compete cost-wise.

Also, the following increase in life insurance coverage in the upper salary categories is recommended to serve as a recruitment aid as well as retain employees in the administrative category:

<u>Salary</u>	<u>Life Insurance (\$-Maximum)</u>
Up to \$12,000	\$10,000
\$12,000 to \$15,000	\$20,000
\$15,000 to \$17,000	\$30,000
\$17,500 to \$22,500	\$50,000
\$22,500 and over	\$100,000

Mr. Hille moved that the insurance plan with Bankers Life be renewed, and the increased life insurance coverage be approved. Rev. Self seconded the motion, and the Board approved.

CONSIDERATION OF CONTINUING PROFESSIONAL LIABILITY INSURANCE PLAN:

Dr. Lawrence said that the substantial increase in the premium on general and professional liability insurance is mainly due to mal practice rates. As far as the staff could determine, there is no other company writing the total liability package we now have with SAFECO.

Mr. Burke commented that he felt DETRMHMRS could not afford to be without this coverage and doesn't have much option in this matter.

Mr. Gee moved that the Board approve the continuation of the professional liability insurance plan with SAFECO. Mr. Hille seconded the motion, which the Board approved.

CONSIDERATION OF COLLISION INSURANCE COVERAGE FOR DETRMHMRS OWNED VEHICLES: Mr. Morrison outlined proposed insurance coverage with SAFECO on DETRMHMRS' vehicles as follows:

Liability (all territories) - Bodily Injury and Property Damage
\$100,000/\$300,000/\$100,000 - \$5,000 Medical Payments - Premium \$61.00

Comprehensive Coverage (all territories) - Actual Cash Value \$59.00
\$50 Deductible - Premium \$41.00

Collision Coverage	Territory 18	Territory 19
\$100 Deductible	\$89.00	\$89.00
\$250 Deductible	\$73.00	\$73.00

Mr. Morrison said all vehicles will be located in Territory 18 or 19.

Mr. Woods moved that DETRMHMRS obtain coverage as outlined above on vehicles with \$100 deductible collision coverage. Mr. Gee gave the second, and the Board approved the motion.

DISCUSSION OF BOARD POSITION ON A PROCEDURE FOR DETERMINING THE METHOD FOR DISTRIBUTING STATE GRANT-IN-AID FOR FY 1977: Dr. Lawrence stated that TDMHMR asked that each Board of Trustees submit to them by December 15 a recommended formula for determining the method for distribution of State Grant-in-Aid for FY 1977. After visiting with Board Members, a recommended formula was devised (see copy attached to these Minutes) and detailed in the supporting documents to this month's Board Meeting Agenda. After some discussion,

Rev. Self moved, seconded by Mr. Woods, that the proposed formula for determining the method of distributing State Grant-in-Aid for FY 1977 with the LBB's recommended rank order of each Center remaining the same be submitted to TDMHMR for consideration. The Board approved the motion.

APPROVAL OF VOUCHER FOR FIRST MONTH OF SECOND QUARTER OF FY 1976:

Mr. Gee moved, seconded by Mr. Woods, that the Board authorize the Chairman to sign a Voucher in the amount of \$59,488.50 for operating funds for the month of December and submit to TDMHMR. The Board approved the motion.

CONSIDERATION OF REVISED OPERATING BUDGET FOR FY 1976: Dr. Lawrence explained the proposed revisions to the FY 1976 Operating Budget commenting that the main revisions were to reflect the receipt of two grant awards since the preparation of the original budget; removal of \$66,000 anticipated income from TEA for the Developmental Centers in Jasper and Woodville; and deletion of programs planned for Sabine and Hardin counties since they are not participating with local match funds.

Mr. Woods moved that the Board approve the revised FY 1976 Operating Budget. Mr. Gee seconded the motion, and the Board approved.

DISCUSSION OF PROCEDURE CONCERNING THE SCREENING AND REFERRAL OF CLIENTS: Chairman Burke commented that the Board and staff has been aware of this needed procedure which was recommended by the Site Visit Team. Dr. Lawrence stated that Dr. Peebles and Mrs. Ecker have developed a procedure on the screening and referral of clients within the Outpatient Clinics to the psychiatrist, and action on this item was delayed until the next Board Meeting.

DISCUSSION OF STATUS OF SUNRISE MANOR: Dr. Lawrence stated that Mr. Tom Campbell, Architect for the Community Services division of TDMHMR, was in Lufkin this morning but had to return to Austin and could not stay for the meeting. Mr. Campbell inspected two possible locations for the halfway house for mentally retarded, and will submit a written recommendation some time in December. Dr. Lawrence continued that he received unofficial word from the Developmental Disabilities Council that the grant award will probably be about \$7,000 less than applied for. In that event, he requested Board consideration of implementing this program a month or so later than planned (hiring of staff, etc.). Also, if the Board desires, that authorization be granted the Executive Director to proceed with negotiations for a lease agreement and zoning change upon receipt of Mr. Campbell's recommendation.

Mr. Burke stated that if the Board wishes, the proposed location could be discussed in Executive Session as it did not wish to divulge the specific properties at this time.

Mr. Gee moved that the Board authorize the Executive Director to proceed with negotiations for a location of the halfway house following receipt of Mr. Campbell's recommendations. Mr. Woods seconded the motion, which was approved.

CONSIDERATION OF PURCHASE OF EQUIPMENT: Dr. Lawrence said that the requested equipment listed in the supporting documents are included in the Mobile Evaluation Unit and Title I grants, but since the cost is in excess of \$500 Board approval is needed. He recommended that the transcribing equipment be purchased from LANIER in order to be consistent with existing equipment.

Mr. Burbank recommended that the video equipment be purchased from a Panasonic dealer as this is the equipment used by State Schools and State Hospitals which would allow exchange of existing video tapes to be used in training, etc. It was found that Ray Electronics in Austin is the main supplier for institutions and would allow a 15% discount.

Mr. Woods moved that the Board accept the recommendations of the staff and authorize the purchase of the requested equipment needed for the Mobile Evaluation Unit and Title I programs. Rev. Self seconded the motion, which the Board approved.

CONSIDERATION OF UTILIZING EDUCATIONAL CONSULTANT SERVICES UNDER TITLE I GRANT: Mr. Burbank stated that the Title I grant provides for consultant services (Curriculum Specialist) in the amount of \$4,000. The staff recommends that DETRMHMRS contract for these services with Mr. Charles E. Carpenter of Trinity to provide supervision in the area of curriculum development, BCP programming, attendance records, etc. for the Houston Co., Tyler Co., Jasper Co., and San Jacinto Co. Developmental Centers. Mr. Carpenter would work a total of 16 hours per week and has excellent credentials which would also help us meet TEA requirements.

Mr. Hille moved that the Chairman be authorized to sign the contract with Mr. Carpenter for consultant services under the Title I grant as specified in the contract. Rev. Self seconded the motion, which was approved.

CONSIDERATION OF PROGRAM EVALUATION REPORT BY DR. BRUCE E. BAILEY: Dr. Bailey presented a very thorough program evaluation report to the Board (see copy of report attached to these Minutes).

CONSIDERATION OF RESEARCH PROPOSAL CONCERNING THE EFFECTIVENESS OF CLIENT TREATMENT PROGRAMS: Dr. Lawrence said that Larry W. Kelley, who was a summer employee under Dr. Bailey's evaluation program, contacted him about a research proposal entitled, "Consumer Feedback in Measuring the Effectiveness of Mental Health Programs." Dr. Lawrence said he hoped DETRMHMRS could participate in research projects, but consideration must be given to client confidentiality and staff time involved.

Rev. Self suggested that consideration be given to whether the Board should act on each research proposal on its merits, or if the Board should establish a policy on all research proposals in connection with DETRMHMRS.

Dr. Lawrence said that publications are available on this matter especially relating to human rights in research projects which could be made available to the Board. After further discussion,

Rev. Self moved that the Board approve the participation of DETRMHMRS in this particular research proposal of Mr. Kelley's, and he volunteered to pursue the issue on behalf of the Board on future proposals. Mr. Woods seconded the motion, which the Board approved.

DISCUSSION OF BOARD POLICY CONCERNING DELINQUENT ACCOUNTS FOR CLIENT FEES: Mr. Burke said that DETRMHMRS' programs are available to all regardless of whether or not they are able to pay for these services; however, by law we are supposed to collect from those able to pay. There are a good many delinquent accounts and the staff has suggested a procedure in an effort to collect these by utilizing the following steps:

1. Once a bill is 60 days past due, the client receive a letter from the Business Manager notifying them of the status of their account.
2. If there is no reply to this letter after 60 more days, then a letter from the Executive Director be sent regarding the status of the account.
3. After 60 more days, a second letter from the Executive Director reviewing the status of the account be sent.
4. Then, if there is no satisfactory response to these letters, it appears that the Board has two options open: (1) turn the account over to the local or county District Attorney; or (2) after all three of the above-mentioned steps have been followed and no satisfactory resolution of the account has been made by the end of the fiscal year, it be written off as a bad debt.

It was suggested that the Board adopt the policy of option (2) under item 4, or that the decision for any legal action concerning delinquent accounts rests with the Board of Trustees.

Mr. Gee moved that the Board approve the suggested procedures in following up on delinquent accounts of clients, and that the Board adopt this as policy with the added stipulation that any decision on legal action concerning delinquent accounts of clients rests with the Board. Mr. Hille seconded the motion, and the Board approved.

CONSIDERATION OF AGREEMENT FOR INTERMEDIATE CARE FACILITY SERVICES FOR THE MENTALLY RETARDED: Mr. Burbank said that DETRMHMRS had been contacted by the National Living Centers about establishing an intermediate care facility for the mentally retarded at the existing nursing home facility in San Augustine. They would like to contract with us for program services at the Shelby Co. Sheltered Workshop and the planned San Augustine Co. Developmental Center. Of course, it is their responsibility to meet ICFMR standards and

it would not be our responsibility to assist them in this matter. Their clients would be eligible to attend our programs on a limited basis as space provides, and they would purchase a vehicle and provide the driver to transport their clients to our programs.

Mr. Woods moved that the Board authorize the Chairman to proceed with this contract with National Living Centers, and that the program be closely monitored by the staff of DETRMHMRS. Mr. Hille seconded the motion, and the Board approved.

CONSIDERATION OF PARTICIPATION IN THE EAST TEXAS CONSORTIUM OF MHMR SERVICES ON DECEMBER 10-11, 1975: Mr. Burke commented that from reviewing the agenda, this looks like a good meeting--there will be discussion of Federal and State laws that he personally does not feel are good for the fields we serve, but their impact will be felt until they can be changed. Mr. Burke said he plans to attend, and Dr. Lawrence commented that Board Members planning to attend the meeting could contact him for transportation arrangements to Tyler.

DISCUSSION OF FORMAT FOR "DIRECTIONS:" Mrs. Foley said that bids were sent out on printing needs for this next year--KELCO Printers was the low bidder on printing forms, and Lufkin Printing Co. was the low bidder on stationery supplies and printing of the newsletter, DIRECTIONS. In addition to bidding on the printing of DIRECTIONS in its present format, Lufkin Printing also submitted a bid on a more sophisticated publication (more expensive). The Board's wishes as to the format of future publications of DIRECTIONS was requested.

It was the consensus of the Board that DIRECTIONS continue to be printed in its present format.

CONSIDERATION OF PROPOSED REVISION OF DISBURSEMENT OF FORFEITURES RESULTING FROM RETIREMENT PLAN: At the July 24, 1975 Board Meeting, the Board passed a motion adopting policies governing the DETRMHMRS' retirement plan. The representatives of Equitable have informed us, Mr. Morrison said, that in order to be in compliance with Internal Revenue Service guidelines, our policy concerning disbursement of forfeited retirement funds for terminated employees which reads as follows: "Forfeitures accumulated because of employee terminations should be disbursed on a pro rata basis to all employees currently employed" should be revised as follows:

Retirement Funds contributed by DETRMHMRS and forfeited because of the termination of employees will be distributed on a percentage basis among those employees personally contributing to the Fund.

Rev. Self moved that the policy revision as stated be adopted, and that the Board authorize the appropriate persons to sign the amendment. Mr. Hille seconded the motion, which was approved by the Board.

CONSIDERATION OF REVISED ORGANIZATION CHART: See attached copy to these Minutes.

Mr. Hille moved, seconded by Mr. Woods, that the revised DETRMHMRS' Organization Chart be adopted. The Board approved the motion.

CONSIDERATION OF PROPOSED POSITION DESCRIPTION: Dr. Lawrence stated that the proposed Position Description for a Secretary I was written in line with the State Classification Plan.

Rev. Self moved that the Position for a Secretary I be approved and incorporated into DETRMHMRS' Position Description Manual. Mr. Hille seconded the motion, and the Board approved.

CONSIDERATION OF CERTIFICATES OF APPRECIATION: Dr. Lawrence said that three groups were involved in the Seminar for area ministers held on November 10, and the staff recommends the Board present Certificates of Appreciation to the following groups:

Angelina County Ministerial Alliance
Lufkin Kiwanis Club
Nacogdoches Kiwanis Club

Dr. Lawrence further commented that Rev. Self did an excellent job in serving as moderator at the Seminar, and that Mr. Morrison is to be commended for his efforts in organizing the Seminar. He said a questionnaire will be sent out to those in attendance to evaluate the Seminar.

Rev. Self commented that he thought the Seminar was a success, that the two Consultants were excellent, that there was a diverse representation from the area, and that he received several calls and feels there is a better understanding of DETRMHMRS' services.

Mr. Burke said he felt that the involvement and cooperation of area ministers in our programs is a must.

Mr. Gentry moved, seconded by Mr. Gee, that the above named groups be presented with Certificates of Appreciation. The Board approved the motion.

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CONSIDERATION OF NOMINATIONS FOR ADVISORY COUNCILS AND/OR COMMITTEES:
Mr. Hille nominated Mr. Jack Calhoun of Livingston to serve on the Polk County Advisory Council and also to represent Polk County on the Regional Volunteer Services Advisory Committee.

Mr. Gentry nominated Mr. Jimmy Turner of Crockett to serve on the Houston County Advisory Council.

Mr. Woods moved that the Board approve the above nominations. Mr. Gentry seconded the motion, and the Board approved.

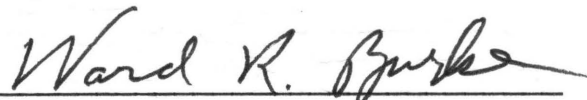
CONSIDERATION OF PERSONNEL MATTERS: There was no discussion under this item.

DESIGNATION OF DATE, TIME, AND LOCATION OF NEXT BOARD MEETING: It was suggested that those who wished could meet at 5:30 p.m. for dinner before the December Board Meeting--the location to be selected at a later date. The Board Meeting was set for Tuesday, December 16, at 7:00 p.m. in the Harvest Room at Lufkin Federal Savings and Loan Assn. in Lufkin, Texas.

Chairman Burke said that the Board recognizes the important work being done by the staff in the field, and expressed appreciation to the DETRMHMS' staff.

ADJOURN: There being no further items of business, the meeting was adjourned at 9:15 p.m.

APPROVED:


Ward R. Burke, Chairman


R. B. Hille, Secretary

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OPERATING STATEMENT

DEEP EAST TEXAS REGIONAL MHMR SERVICES

October 1975

INCOME

Jasper County	\$ 870.83
Patient Fees	883.62
Senate Bill 230	8,008.17
Workshop Production	1,600.96
Concessions	143.07
Interest on Savings Accounts	774.65
Title I	13,070.00
	<u>\$25,351.30</u>

<u>EXPENSES</u>	<u>DISBURSEMENTS</u>	<u>ENCUMBERED</u>	<u>TOTAL</u>
Salaries	\$47,213.84	-0-	47,213.84
FICA	2,437.33	-0-	2,437.33
Insurance	1,415.94	-0-	1,415.94
Retirement	612.24	-0-	612.24
Consultation	-0-	1,320.00	1,320.00
Travel	3,613.56	-0-	3,613.56
Drugs	-0-	4,158.68	4,158.68
Food	190.71	-0-	190.71
Supplies	1,891.70	126.90	2,018.60
Concession Expense	210.15	110.75	320.90
Equipment/Furniture	239.80	174.37	414.17
Equipment Rental (Xerox Copier)	600.81	-0-	600.81
Equipment/Furniture Repair	28.00	-0-	28.00
Rent/Building	2,345.16	-0-	2,345.16
Remodeling/Renovation Bldg.	31.71	-0-	31.71
Repair/Maintenance Bldg.	27.42	-0-	27.42
Contracts	19,327.43	-0-	19,327.43
Utilities/Postage/Telephone	1,709.74	138.23	1,847.97
Laboratory Expense	50.00	-0-	50.00
Client Training Wages	2,374.62	-0-	2,374.62
Contract Materials	190.77	4.19	194.96
Educational Supplies	62.55	17.59	80.14
Miscellaneous	437.55	368.66	806.21
Housing	175.00	-0-	175.00
TOTALS	<u>\$85,186.03</u>	<u>\$6,419.37</u>	<u>\$91,605.40</u>

BREAKDOWN OF DISBURSEMENTS: Equipment/Furniture: 2 Heaters each for San Jacinto County and Houston County Developmental Centers@ \$59.95 each. Equipment Repair: Typewriter repairs for Nacogdoches Co. CCC and Angelina Co. OPC. Rent/Building: Central Administration-\$800; Angelina Co. OPC-\$275; Houston Co. Dev. Center-\$200; Nacogdoches Co. CCC-\$250; Nacogdoches Co. SWS-\$160; Jasper Co. CCC-\$75; Shelby County Halfway House-\$100; Tyler Co. Dev. Center-\$125; Trinity Co. OPC-\$200; San Jacinto Co. Dev. Center-\$75; Tyler Co. OPC-\$85.16. Remodeling/Renovation Bldg.: Grab Bars & Signs-Polk Co. SWS. Contracts: Woodland Heights General Hospital-\$773.60; Lufkin Workshop & Oppor. Center-\$10,917---October & November Grant-in-Aid; Nacogdoches Memorial Hospital-\$10; Shelby County School Board-\$7,626.83. Miscellaneous: Janitorial Service: Angelina Co. OPC-\$50; MR Offices-\$60 (September & October); Collating Newsletter-\$16.68; Storage of Angelina & Tyler Co. OPC furniture-\$24; Literature-\$125; Printing Newsletter-\$94.81; Ads-\$20.94; Film Development-\$15.46; Rent of Home Savings & Loan-\$15.

BREAKDOWN OF ENCUMBRANCES: Equipment/Furniture: 10 Chairs-Tyler Co. Dev. Center-\$110; Camera Flash Attachment-\$64.37-Central Administration. Supplies: Testing Materials-\$72.90. MH & MR Forms-\$54. Educational Supplies: San Jacinto & Shelbyville Dev. Centers. Miscellaneous: Print, collate & bind 1976 Budget-\$348.66.

**COMPARISON OF TDMHMR PRIORITY I BUDGET REQUEST
AND LBB RECOMMENDATION
BY COMMUNITY MHMR CENTER**

COMMUNITY MHMR CENTER	FY 1976			FY 1977		
	TDMHMR PRIORITY I REQUEST	LBB RECOMMENDATION	DIFFERENCE	TDMHMR PRIORITY I REQUEST	LBB RECOMMENDATION	DIFFERENCE
Abilene Regional MHMR Center	\$ 536,568	\$ 465,154	\$ 71,414	\$ 648,528	\$ 604,706	\$ 43,822
Amarillo MHMR Regional Center	1,170,330	1,023,444	146,886	1,258,045	1,221,675	36,370
MHMR Cntr - Austin-Travis County	2,336,042	1,655,719	680,323	2,609,651	2,002,909	606,742
Bexar County MHMR Center	5,624,196	3,881,607	1,742,589	5,759,960	4,316,326	1,443,634
Brazos Valley MHMR Center	517,309	448,238	69,071	705,339	644,342	60,997
Central Cos. Cntr for MHMR Services	786,322	696,854	89,468	1,302,331	1,272,639	29,692
Central Plains Comp Community MHMR Cntr	453,148	371,272	81,876	486,251	450,668	35,583
MHMR Center for Central Texas	392,189	301,266	90,923	392,189	333,460	58,729
Dallas County MHMR Center	6,144,598	4,447,186	1,697,412	6,560,770	5,773,513	787,257
Deep East Texas Regional MHMR Services	1,257,324	1,121,692	135,632	1,722,160	1,681,560	40,600
MHMR Regional Center of East Texas	884,206	723,660	160,546	873,779	790,300	83,479
El Paso Center for MHMR Services	1,254,229	730,967	523,262	1,254,229	794,969	459,260
MHMR Cntr for Greater West Texas	386,723	348,051	38,672	414,616	412,116	2,500
Gregg-Harrison MHMR Center	541,016	478,502	62,514	590,186	604,376	14,190***
Gulf Bend MHMR Center	487,062	433,334	53,728	508,004	497,424	10,580
Gulf Coast Regional MHMR Center	1,631,724	967,651	664,073	1,644,215	967,778	676,437
MHMR Authority of Harris County	6,335,975	4,602,453	1,733,522	6,230,975	5,603,043	627,932
Heart of Texas MHMR Center	1,241,156	899,869	341,287	1,264,847	1,005,119	259,728
Lubbock Regional MHMR Center	887,372	663,727	223,645	997,040	828,566	168,474
NE Texas MHMR Board of Trustees	320,000	278,587	41,413	380,000	312,253	67,747
Nueces Co. MHMR Community Center	1,921,256	1,277,283	643,973	1,981,977	1,289,390	692,587
Permian Basin Comm. Cntrs for MH & MR	968,883	862,599	106,284	1,126,060	1,115,620	10,440
Southeast Texas Regional MHMR Cntr	1,169,602	639,074	530,528	1,563,156	825,504	737,652
Tarrant Co. Hosp. District MHMR Cntr	2,609,727	2,050,201	559,526	2,424,757	2,249,202	175,555
Texoma Regional MHMR Center	531,313	463,872	67,441	551,178	543,413	7,765
Tropical Texas Center for MHMR	893,776	646,814	246,962	1,331,893	1,160,299	171,594
Wichita Falls Comm. Cntr for MHMR Serv	707,991	608,478	99,513	681,967	648,753	33,214
TOTALS	\$41,990,037	\$31,087,554	\$10,902,483	\$45,264,103	\$37,949,923	\$7,314,180

PROPOSED FORMULA FOR DISTRIBUTION OF
STATE GRANT-IN-AID FOR FY 1977

FY 1976 Grant-in-Aid	+	Increase of at least 20% and no more than 100%	=	Base Grant-in-Aid	+	*Regionaliza- tion Factor (.05)	=	FY 1977 Grant-in- Aid
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Example:

\$500,000	+	\$375,000 (75% Increase)	=	\$875,000	+	\$43,750	=	\$918,750
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* This figure represents a "regionalization factor" which, when applied to the base grant-in-aid figure, will help regional Centers (i.e., Centers serving a multi-county area) defray the extra overhead costs associated with serving a large geographic area.

NOTE: Regardless of the formula that is finally adopted, it is the recommendation of the DETRMHMRS' Board of Trustees that the rank order of the 27 Centers listed in the FY 1977 section of the table entitled, "Comparison of TDMHMR Priority I Budget Request and LBB Recommendation by Community MHMR Center" not be changed--see attached copy (i.e., the Center receiving the largest LBB recommendation would remain #1, the Center receiving the second largest recommendation remain #2, etc.).

DETRMHMRS
11/25/75

~~ROUGH DRAFT~~—For Discussion Only

REPORT ON EVALUATION OF DETRMHMRS' PROGRAMS - Dr. Bruce E. Bailey

This paper is being written with the intention of reporting the results of the Client Satisfaction Survey. Before discussing these results however, we feel it is imperative that we discuss the importance of the Client Satisfaction Questionnaire to the evaluation of mental health centers. In addition, several suggestions will be made which we feel will make the survey even more meaningful to your center.

The evaluation team considers analysis of consumer feedback to be basic to the assessment of the degree to which the center is meeting the mental health needs of its clientele. We commend the administrative staff of the center for their apparent willingness to participate in an indepth evaluation of this nature. The Client Satisfaction Questionnaire allows us to ask direct questions to the service consumer and get a first-hand assessment of their feelings in regard to the services being delivered. Many bureaucracies are frightened at the thought of honest consumer feedback and very often conduct evaluations which in reality are nothing more than head counts of the clients served. Agency evaluations conducted in this manner are only a superficial assessment of the services provided. This mode of assessment disregards the importance of consumer feedback to the developmental processes of social

service programs. Our survey allows the clients to rate the center in regards to worth of the services provided. We believe the Mental Health Service consumers have a variety of objectives for coming to the center for treatment and we are interested in the clients assessment of the degree to which these objectives have been met. The survey asks direct questions related to such issues as 1)accessibility of the facility, 2)the helpfulness of the therapy, 3)reception by the agency staff, and 4)the amount of "concern" shown by the agency staff.

There are two reasons for dissatisfaction in regard to the results obtained from this questionnaire. Initially, we feel that the design could be improved by identifying clients being surveyed. By making this addition to the design the entire history of the clients contact with the center can be utilized in the evaluation process. The model without this improvement allows consumers to give the agency reliable feedback, However, if these same consumers were identified, their satisfaction with the agency could be correlated with such variables as: 1)which service deliverers were they in contact with, 2)how many agency contacts were made and 3)how much time did the staff spend with the particular client. We feel that measurement of client satisfaction is made even more meaningful when satisfaction is correlated with variables such as those above. We feel that with this improvement, the actual variables which affect client satisfaction can be objectively measured. This assessment

provides an adequate data base for future center policies which attempt to reflect consumer demands for service delivery. The policy changes should greatly enhance both the quality of service and the agency-community relationship. The other source of concern is the poor response by the centers clients who were surveyed. Of the approximately two hundred questionnaires mailed to the clients of the various DETRMHMRS facilities, to date, only twenty-seven have made their way back to the evaluation team at Stephen F. Austin State University. Had a response of this magnitude been anticipated a much larger sample would have been surveyed. Disregarding these two problems, the overall climate of the survey responses were perceived as being very favorable in relation to satisfaction with the services delivered by the center.

It is our opinion that two basic essentials to the survival of Mental Health Centers, as well as other social service agencies, are general knowledge by the community in relation to the nature of services provided by the center, and the clients faith in the service personnel of the agency. The center's evaluation included an assessment of both of these variables. The assessment of general knowledge of the center and its activities was achieved via a telephone survey conducted in several communities within the centers' catchment area. The second essential element, faith in the treatment staff of the agency, was measured by the client satisfaction questionnaire.

Not disregarding the limitations of generalizability of

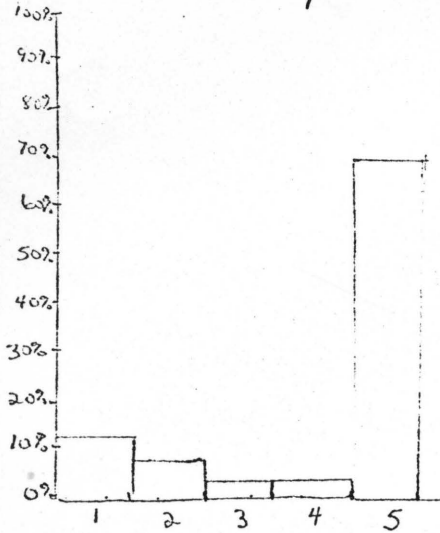
the results of the survey because of the probability of experimental bias, the survey data has been analyzed. The spoken of experimental bias, results from a very high dropout rate, approximately 9/10 of the "sample", and creates serious problems in relation to the question of whether the available data is representative of the client population, However, putting this problem aside, data analysis reveals the following results which are on the whole, very favorable to the center: Approximately three-fourths (3/4) of the respondents considered the facility location to be very satisfactory. Eighty-one percent (81%) of the surveys expressed satisfaction with the time span between contact with the agency and initiation of treatment services. Approximately 90% of the respondents felt they had a "satisfactory" reception by the agency personnel. Three-fourths (3/4) of the clients felt their problem situation had become "somewhat better" with 46% of this number perceiving their problem situation as becoming "much better." Eighty-five percent (85%) of the surveys expressed satisfaction with the helpfulness of the outpatient clinic directors, psychologists, psychiatrist and counselors. This expressed satisfaction reflects the degree of confidence felt by the clients in regard to their therapists. Three-fourths (3/4) of the respondents believed the staff to be "concerned" with their problems. Seventy-eight percent (78%) felt that the services provided were adequate to meet their mental health needs and sixty percent (60%) reported that they would recommend the

services to their friends. An impressive ninety-two percent (92%) of the respondents expressed their willingness to make further contact with the center should other problems arise.

An overall client assessment of the services provided by the center can only be described as effective and worthwhile. Also worthy of mention is the degree of confidence the client feels toward your agency and it's staff. This trust is reflected in the fact that over 9/10 of the respondents expressed a willingness to make further contacts with the facilities should new problems arise and the fact that 8/10 of them felt their needs were adequately met. A close analysis of the questionnaire also indicates that approximately 4% of the respondents rated the center as "very poor" on every question. It is our opinion that this dissatisfied minority should cause ^{little} ~~no~~ concern on your part. The probability of one of these being an accurate client assessment of the agency is very low.

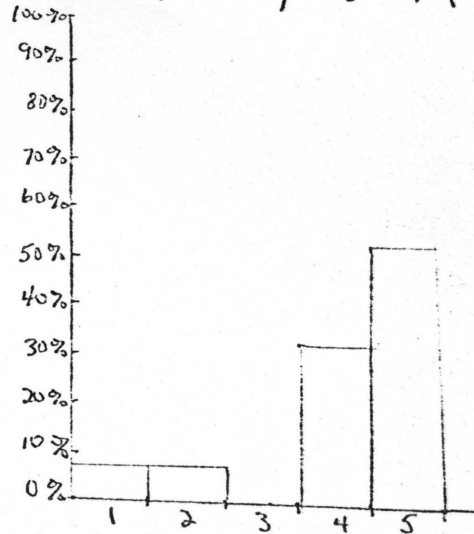
For a closer look at the results consult the histograms which follow.

I. Reasonability of location



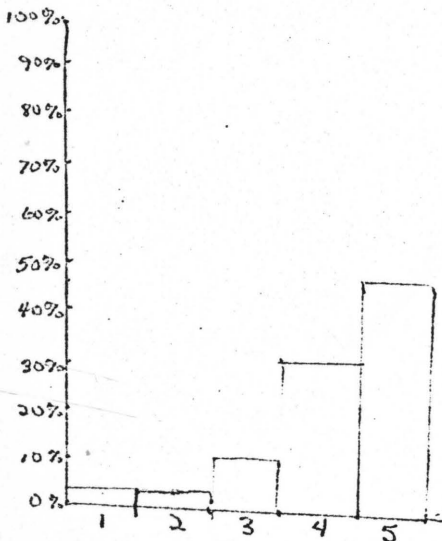
- 1.) No, the agencies is too far from home
- 2.) Traveling was a hardship
- 3.) No feeling one way or the other
- 4.) It was satisfactory but could be better
- 5.) It was very satisfactory

II Reception by agency personnel.



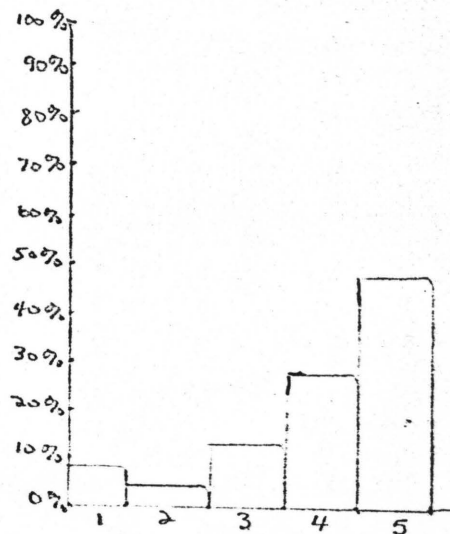
- 1.) very unsatisfactorily
- 2.) Not Satisfactorily
- 3.) No feeling one way or the other
- 4.) Satisfactorily
- 5.) very Satisfactorily

III Speed of service delivery



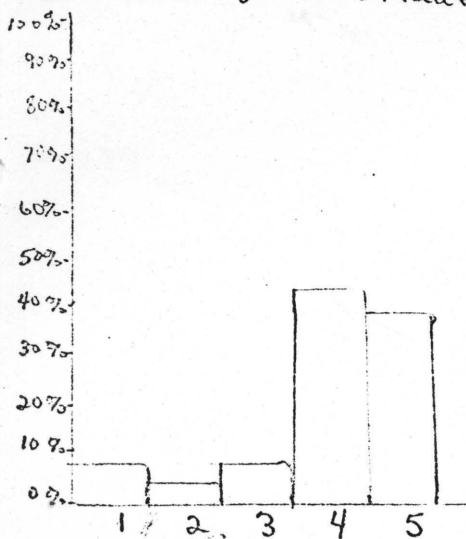
- 1.) very unsatisfied
- 2.) Not satisfied
- 3.) No feeling one way or the other
- 4.) Satisfied
- 5.) Very satisfied

IV Status of presenting problem



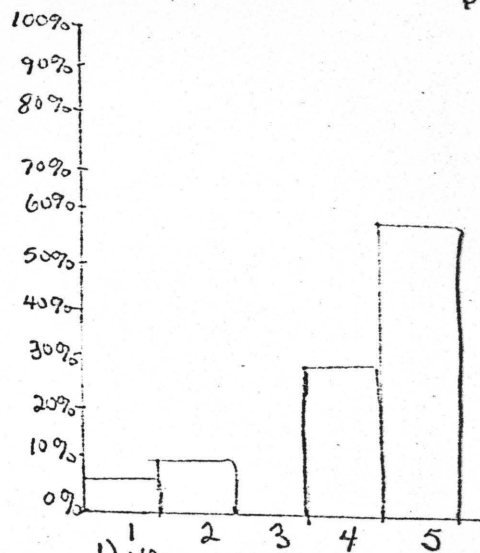
- 1.) Become much worse
- 2.) Become somewhat worse
- 3.) Better in some ways worse in others
- 4.) Become somewhat better
- 5.) Become much better

V Clients general situation



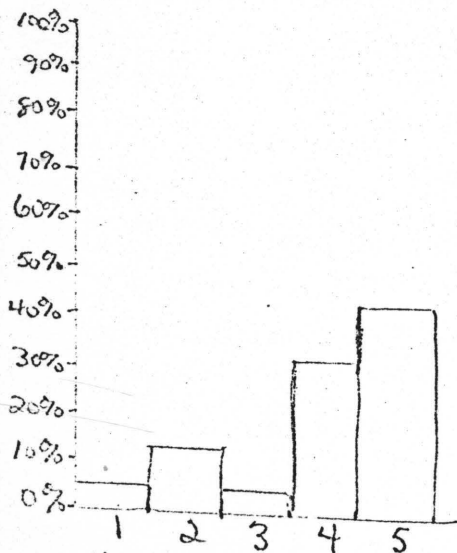
- 1) Become much worse
- 2) Become somewhat worse
- 3) Better in some way but worse in others
- 4) Become somewhat better
- 5) Become much better

VI Helpfulness of the professional staff



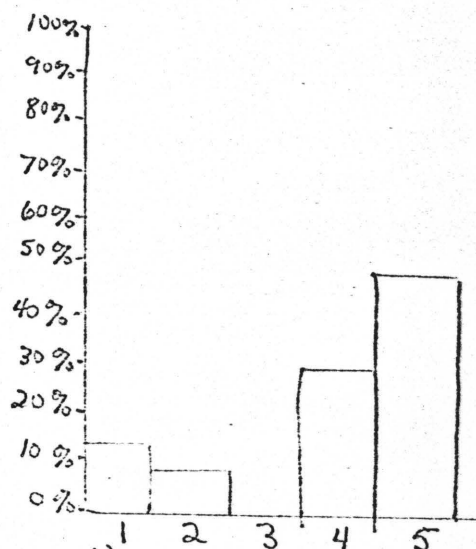
- 1) Very unsatisfied
- 2) Not satisfied
- 3) No feeling one way or the other
- 4) Satisfied
- 5) Very satisfied

VII Concern demonstrated by the agency



- 1) Very unconcerned
- 2) Not concerned
- 3) No feelings one way or the other
- 4) Concerned
- 5) Very concerned

VIII adequacy of service range



- 1) Very inadequate
- 2) Not adequate
- 3) No feelings one way or the other
- 4) Adequate
- 5) Very adequate

Organization Chart

11/75

MENTAL HEALTH MENTAL RETARDATION SERVICES

