HOMES
Homeless Outreach Medical Services
Agenda

The agenda for the Board of Managers HOMES meeting of the Dallas County Hospital District is scheduled for **Wednesday, August 27, 2025, at 12:30 PM** at 5200 Harry Hines Blvd, Dallas, Texas, 75235 WISH Building Conference Room 02-175. (If assistance is needed in locating the room, please see the Administration receptionist on the 4th floor, 04-131.) Videoconferencing access is also possible via Webex. That application is available at https://www.webex.com/downloads.html. Teleconferencing access is possible by calling +1-415-655-0001. Both virtual access forms require inputting (meeting number: 2309 888 9340; meeting password: 1234) to join the meeting. The ***Board of Managers HOMES*** reserves the right to exercise discretion and may convene in Executive Session as permitted by Texas Government Code §§551.071 (consultation with attorney), 551.072 (deliberations regarding real estate), 551.074 (personnel matters), 551.076 (deliberations regarding security devices or security audits), 551.078 and/or 551.0785 (deliberations by medical committee or by governmental body that administers a public insurance, health or retirement plan regarding individuals' medical or psychiatric records), 551.085 (deliberation by governing board of certain providers of health care services), 551.087 (deliberation regarding economic development negotiations), 551.088 (deliberation regarding test item); Texas Government Code §418.183 (deliberation of information under §§418.175 – 418.182 for purposes of disaster management or disaster planning); Texas Health & Safety Code §161.032 (medical committee or medical peer review committee records, information or reports; and/or medical committee or medical peer review committee proceedings under Tex. Health & Safety Code Chapter 161 and/or Tex. Occ. Code Chapters 151 and 160); and/or as otherwise authorized by law on any item listed below. The ***Board of Managers HOMES*** may consider any of the agenda items in open or executive session and may continue the meeting as necessary to accomplish the business at the time and place designated by the Chair to reconvene.

		PAGE	TIME (MIN)	PRESENTER(S)
I.	**Determine the Presence of a Quorum /Call to Order/Mission Statement** ***Advance Wellness | Relieve Suffering | Develop and Educate*** **I CARE** **I**ntegrity **C**ompassion and Collaboration **A**ccountability **R**espect **E**quity **Public Comments Regarding Agenda Items** *See public comment registration information and rules at https://www.parklandhospital.com/board-of-managers* The agenda has been developed by the Chief Governance Officer in consultation with the Board Chair and reviewed and affirmed by Counsel.			Chair
II.	**Consent Agenda**			
A.	Appropriate Action Regarding Minutes 2025-07-23 HOMES	3	1	Chair
B.	Appropriate Action Regarding Minutes 2025-08-11 HOMES Advisory Board	8		
III.	**Reports Requiring Deliberation(s) and/or or Possible Action**			
A.	Operations Update (day-to-day operations including but not limited to-staffing/operational challenges/partner site activity)	13	3	Kyla Rankin
B.	Management and Finance Update (volume, revenue, expenses, overtime)	16	3	Kyla Rankin
C.	Governance Update: Organization of HOMES meetings, Upcoming Meetings (HOMES advisory board which meets the 2nd Monday of every other month)	17	3	Kyla Rankin

		PAGE	TIME (MIN)	PRESENTER(S)
D.	Review and discuss provisions of the Health Resources and Services Administration (HRSA) Compliance Manual Requirements: Chapter 14-Collaborative Relationships	18	3	Kyla Rankin

IV. Action Items

A. Board May Take Action on Any Agenda Item(s) Above — Chair

V. Adjourn

A. Closing Remarks

B. Call to Adjourn

Appropriate Action Regarding Minutes 2025-07-23 HOMES

Minutes of the Board of Managers HOMES meeting of the Dallas County Hospital District, held Wednesday, July 23rd, 2025, scheduled for 12:30 pm, or directly following the Quality and Safety Meeting in the WISH 02-175 Executive Conference Room at Parkland Health and via Webex. These minutes do not constitute a certified agenda for the meeting.

I. Attendance and Call to Order

Chair Marjorie Petty stepped out for a moment and asked Elizabeth Palacios to begin the meeting. Dr. Palacios noted that a quorum was physically present and called the meeting to order at 12:30 pm.

Board Member attendees included: Vincent Hall, Lisa Sutter, Todd Furniss, JD, Eric G. Bing, MD, Reina Gonzalez, JD, Farida Minner, RN, Ramon Miguez, PE, Elizabeth Palacios, MD, and Yasmin Simon, JD.

Staff Present (via Webex and in-person) included:
Anika Dachiraju, Summer Governance Intern
Bennie Miller, Manager, Supplier Diversity
Brett Moran, Chief Health Officer
Donna Persaud, HOMES Medical Director
Edmundo Castañeda, EVP & Chief Operating Officer
Fred Cerise, President & Chief Executive Officer
Jessica Hernandez, SVP & Chief Health Equity Officer
Joseph Chang, Chief Medical Officer
Keri Disney-Story, VP/Clinical Finance
Kyla Rankin, HOMES Project Director
Melanie Roberts, SVP & Chief Compliance and Ethics Officer
Michelle Ng, Administrative Resident
Michael Lane, SVP & Chief Quality and Safety Officer
Morgan Simmons, Governance Program Coordinator
Pamela Bryant, SVP/Supply Chain
Rick Humphrey, EVP & Chief Financial Officer
Saul Cordero, SVP & Chief Governance & Strategy Officer
Steven Roth, EVP & Chief Legal Officer

Additional Attendees:
Emma – Legal Resident
Makinley – Legal Resident
Dan – Legal Resident
Roshini – Legal Resident

II. Mission Statement

Chair began the meeting by stating the mission statement:
Advance Wellness | Relieve Suffering | Develop and Educate

III. Public Comments Regarding Agenda Items

No members of the public registered for comments regarding the agenda items.

IV. Conflicts of Interest

After reviewing the agenda, the Chair noted zero conflicts of interest for Board Members present.

V. Consent Agenda

A. Appropriate Action Regarding Minutes 2025-06-18 HOMES

Elizabeth Palacios motioned for the approval of the Consent Agenda. Ramon Miguez seconded the motion. The motion passed unanimously.

VI. Reports Requiring Deliberation(s) or Approval(s)

A. Operations Update (day-to-day) operations, including but not limited to – staffing/operational challenges/partner site activity)

Kyla Rankin presented the operational updates for HOMES. There is one Dental FTE position still open. Kyla is actively recruiting for this position. HOMES will now be located at two new sites: Metrocrest and St. Jude Advantage Point. Kyla mentioned that the volume at these sites has been consistent since the transition. Kyla updated the Board on the fixed-site location of the mobile units which will allow them to stay at the Stewpot and no longer have to drive back and forth from Parkland to the site.

Board members asked Kyla about the security measures at the fixed site locations and if the mobile units will be within the gated area while parked overnight. Kyla noted that the mobile units have security cameras and will be within the gated area overnight.

Kyla mentioned the HOMES department conducted their annual safety training with staff in terms of being on the mobile units and interacting with patients at the fixed site. Kyla also mentioned the generous gift from the Parkland Foundation of $150,000 which will likely be used in some capacity for the mobile units.

B. Management and Finance Update – volume, revenue, expenses, and overtime
Kyla mentioned the number of unduplicated patients is 5,033, which is 55% of the annual goal of 9192 unduplicated patients. Kyla also mentioned the decrease in overtime for the month of June as she is working to minimize these hours further.

C. Governance Update: Organization of HOMES meetings, Upcoming Meetings (HOMES advisory board, which meets on the 2nd Monday of every other month)
Kyla mentioned the next HOMES Advisory Board meeting will be held on Monday, August 11th, 2025, at 11:30 AM with a hybrid option available.

D. Quarterly Quality Data Review for HOMES (HRSA metrics, scorecard-safety posts, patient surveys)
Dr. Donna Persaud presented on the quality data for the COPC metric balance score cards on patient care and safety from 2025. Donna mentioned that all of the HOMES metrics are in the 'green', which means they are at or above the expected goal and portray patient satisfaction with HOMES services and quality. Donna presented on the safety post events by type for 2025 which showed the most events occurring in the patient behavioral/ workplace violence category. Donna mentioned that the format of patient satisfaction survey remains on paper for HOMES patients and reflects the Press Ganey survey in many ways. Donna presented the HRSA Quality Measures which are all at or above goal YTD as of June 30th, 2025.

E. Review and discuss provisions of the Health Resources and Services Administration (HRSA) Compliance Manual Requirements – Chapter 10 Quality Improvement Assurance Plan
Kyla reminded the Board of the HRSA Compliance manual, which has 21 chapters, 19 of which are requirements in four areas:

- Clinical
- Financial
- Governance
- Annual training has been added as the 20th requirement.

Kyla mentioned the requirements of this chapter include: ongoing quality improvement/assurance system updates, periodic assessments of utilization of services and maintaining confidentiality of patient records.

VII. Adjourn

With no further business to discuss, Elizabeth Palacios adjourned the meeting at 12:49 pm.

SO RECORDED:

_____	_____
Marjorie D. Petty, JD	Steven Roth, JD, MPH
Chair	Assistant Secretary

Appropriate Action Regarding Minutes 2025-08-11 HOMES Advisory Board

HOMES ADVISORY BOARD
MEETING MINUTES

Date: 8/11/2025 **Time:** 11:30 **Location:** Moody Outpatient Center/Zoom

Facilitators: Kyla Rankin

Attendees							
x	Kyla Rankin	x	Charsha Crump	x	Farida Minner	x	Wanda Wonzer
	Sara Galvez	x	Margie Roberts	x	Marjorie Petty	x	Rebecca Hickom
x	Dolores Diaz	x	Elfreida Cole	x	Vicki Gies		
x	Donna Persaud	x	Josh Ervin	x	Josh Ervin		
Guests							

	Agenda Item/ Presenter	Discussion	Action items
	Minutes	- Minutes were approved by Ms. Hickom and Ms. Gies.	
	Staffing	- There are two open positions, dentist and psychologist. Dr. Hogan & Dr. Fisher resigned to move closer to family. HOMES is not required by HRSA to have a psychologist; Dr. Fisher's position will be converted to a mental health counselor. - New staff since last Advisory Board are Geri Blake and Michael Coleman both Registered Nurses and Melissa Carmona, Dental Assistant. We have about 20% new staff in our department.	
	Operations	- Our new shuttle will be wrapped in Parkland logo for appropriate branding. The shuttle is currently in rotation transporting patients from The Bridge to RJA pharmacy. Ms. Cole inquired how many shuttles we currently have. Kyla informed her we have two patient shuttles and a 12-passenger vehicle. - HOMES has started providing services to Metrocrest Social Services (Carrollton area) and they have been well received. We still need to work on awareness, but it is going well. - We provide services to a couple of St. Jude locations but recently added St. Jude Vantage Point. - HOMES staff had annual staff safety training. Staff held a conversation with Parkland Police in which they expressed concern about safety in the community. Parkland Police recommended HOMES call dispatch and let them know of our location (daily). Staff engaged in a lot of conversation with Parkland Police and did not do role playing like normal. Ms. Cole asked if we thought we could get a Parkland Police liaison for HOMES. Kyla informed her that we do have a contact, and we also have a workplace violence team. Kyla assured board that safety is an ongoing topic. Mr. Ervin let us know that Dallas 24 Hour Club they do crisis intervention training and thought it would be good for staff. Sometimes patients come in psychosis, and it would help if our staff had some training. Training is done by the Grace Center. - HOMES substance abuse contract is currently out for bid. The current provider of the service is Cenikor. - At Stewpot, we are providing medical mobile clinic daily and dental four times a week. A shoreline has been installed at Stewpot so that the mobile unit can be left overnight. We	

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HOMES ADVISORY BOARD
MEETING MINUTES

Date: 8/11/2025 **Time:** 11:30 **Location:** Moody Outpatient Center/Zoom

Facilitators: Kyla Rankin

		continue to have driver overtime so hope that this helps some. Stewpot dental team has had the biggest impact, previously we had 2 providers at Stewpot and 1 provider on the mobile dental unit. Between the move to only providing care on the mobile dental and Dr. Hogan resigning, there will be an impact to dental visits.	
	Ambulatory Care Division Update	- Kyla reminded the advisory board of the five pillar that Ambulatory leadership is looking at. • Staff Engagement • Productivity • Quality of Care • Access • Patient Satisfaction/Customer Service	
	Employee Engagement	- In May, we had Celebrate Us where staff received t-shirts and were celebrated throughout the week. - We are currently in our One Survey period, where staff give their feedback about their experience working here at Parkland. It takes a couple of months for us to get back the results. - Also, HOMES staff is currently approaching the deadline for Parkland annual training. - ANCC Magnet Designation – surveyors were onsite last week. HOMES was picked to be one of the presenters. Dolores presented to the surveyors and as always, the surveyors were very surprised at how much we do for our patients. It will take about two months for Parkland to know if we have been approved for Magnet status. Kudos to Dolores for doing a great presentation. Dolores and Mrs. Miner said that all arrows point to Parkland being approved. Mrs. Miner also stated that the surveyors wanted us to know that they were not here to scare us.	
	Quality Data	- HOMES is in green (doing good) on our COPC Metric Score Card and Safety Audit. Some of our safety posts consist of fall events, mostly at The Bridge. For dental, the water testing failed. We must meet threshold and if we do not, we cannot use the water. As of now, we are using bottled water and working on a solution. - Patient satisfaction surveys are done every quarter and for June we met our goal of 650 by collecting 769 surveys. HOMES staff usually does not see the comments but some of these comments were shared with staff at our last staff meeting. From the comments, it looks like the team does a good job at validating patients. There were negative comments but those usually are around wait time or system issues. Ms. Wonzer asked if the wait time was for getting an appointment or to see the doctor? Kyla responded by telling her that the wait depends. We are a walk-in so wait depends on where you are on the schedule. Ms. Wonzer	

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HOMES ADVISORY BOARD
MEETING MINUTES

		said on the day before Christmas she had to reschedule an appointment, and it was scheduled for four months later.	
	HRSA	- HRSA is one of the funding sources for HOMES. This year we are not competing for grant, but we do have to renew, Kyla will work with Grants Management to complete the non-compete continuation which is due at the end of September. - Change in scope – we are required to let HRSA know that we are deleting Stewpot from being a service site. Because HOMES currently does not have a fixed site, we must make this change in scope. Kyla feels this will be a temporary change. Once the clinic is completed, HOMES can submit another change in scope to add the site back in. Ms. Hickom asked if we thought the clinic would be completed by the time we had to compete for the next grant cycle, and Kyla said yes. - Parkland's legal team is following any executive orders that are signed by the President, and Parkland will comply with any changes that come as a result. As of right now, there is no change in terms of access to our services. Senior leadership has been very supportive. - Kyla believes that HRSA might be moving away from patient targets but for now HOMES patient target continues to be 9,192.	
	Community Connections	- HOMES has had three immunization outreaches so far. One of them was held at Vogel Alcove where we only had one patient. We think the low show rate was due to the Mayor's Back to School event was the same day. The other outreach events were at Family Place and Nexus. We saw six patients at Family Place and five patients at Nexus. - Feast of Sharing is coming in November 2026, HOMES will plan to participate. - In September, Workforce Development has an event that targets high school students. HOMES has committed to being there where we will talk to the students and give them a tour of the mobile dental unit. - Data has been collected and submitted from the two focus groups for CHNA. Data is to be released early next year. Our data will also be provided to HRSA as part of our next competitive application.	
	Unit Based Council (UBC)	- We started the Crown Project in June at HOMES – Deflection Center. The program provides hair care items for women and males with textured hair. This project is very data collection driven and it does not really work well for HOMES due to the patient follow up that is required. - The 4th annual reusable water bottle drive recently ended. HOMES goal was 700 water bottles and finished with 1,245. We have already started passing these out to our patients. Mr. Ervin asked how 24-Hour Club could receive some and Dolores said she will place some in the mobile unit so that they can be delivered on our clinic day. - HOMES has voted on some of the available t-shirts for staff. 44 shirts were ordered by our 66 staff.	

HOMES ADVISORY BOARD
MEETING MINUTES

	Looking ahead	- Stewpot Transition - FY 26 Budget Plans - Employee Engagement	
	Next meeting	- Next HOMES Advisory board meeting is October 13, 2025. We will also have flu vaccine available at this meeting so if you are interested, please email Mirna.	

The minutes, records and improvement activities operate under HB 4495b and the Texas Health & Safety Code, Sec. 161.031 & 161.032 affording protection from disclosure or discovery. Records of these committees are not public and are not subject to court subpoena. Records may be made available to persons who have a right to review the records and who are required to keep the information confidential.

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Homeless Outreach Medical Services Program Monthly Update Report – August 2025

Kyla Rankin, Project Director

Agenda

- Operational Updates
  - Operations
  - Management and Finance
- Governance
- HRSA Chapter Review

Operations Updates

- Staffing
  - 1.0 FTE Dentist
  - 1.0 FTE Psychologist
  - 1.0 FTE Mobile Medical Unit Driver

- Stewpot
- Outreach Opportunities
- HRSA-grant renewal

Management & Finances – July

Unduplicated	GY to Date	Annual Goal	% to Goal	% Year Complete
Patients	5721	9192	62%	58%

FY	Month				Year to Date			
Metrics	Actual	Budget	Variance	% Var	Actual	Budget	Variance	% Var
Visits	3318	3035	283	9.3%	31,223	32,196	(973)	-3.0%
Expenses	$721,696	$747,828	$26,132	3.5%	$7,108,823	$7,517,602	$408,778	5.4%
Charges	$2,946,676	$2,377,015	$569,661	24.0%	$23,495,632	$25,218,431	($1,722,799)	-6.8%
Revenue	$63,803				$444,015			
Commercial	$527				$9156			
Medicaid	$41,326				$267,402			
Medicare	$21,950				$167,457			
FTE	63.26				61.57			
FTE - OT	1.18	1.11	0.16	-0.07%	1.11	1.11	0.0	0.1%

August 27, 2025

- **HRSA recommendation is claims billed in less than 30 days.**
- **HRSA grant year: January 1, 2025 to December 31, 2025**

Governance

- HOMES Advisory Board Meeting
  - Monday-August 11, 2025
    - 5 consumer members present
    - 1 community partner member present
  - Next meeting
    - Monday, October 12, 2025

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HRSA manual

The HRSA Manual has 21 chapters which cover 19 requirements in the three (3) areas:

1. Clinical
2. Finance
3. Governance
4. Annual training has been added as a 20th requirement

HRSA Health Center Program Requirements Chapter 14-Collaborative Relationships

Requirements

- Establish and maintain collaborative relationships with other health care providers in the area, to provide access to services not available through the health center and to reduce the non-urgent use of hospital emergency departments.

- Coordinate and integrate project activities with the activities of other federally-funded, as well as State and local, health services delivery projects and programs serving the same population.

HRSA Health Center Program Requirements Chapter 14-Collaborative Relationships

- Service Sites
  - **Fixed Sites:** The Bridge, Stewpot & Homeward Bound (Deflection center)
  - **Mobile Sites:** Austin Street Shelter, Cenikor, Dallas 24 Hour Club, Dallas Life Foundation, Dallas Transitional Center, Genesis, Family Place, Jonathan's Place, Many Helping Hands, Metrocrest Social Services, Mosaic Family Services, Nexus Recovery Center, Our Calling, Gateway Foundation (Creuzot), Salvation Army, Salvation Army-ARC, Soul's Harbor, St. Jude (3 locations), Union Gospel Mission & Vogel Alcove
- FQHC sites
  - Foremost Family Health Centers, Los Barrios Community Clinic, Healing Hands Ministries
- Community Collaborations
  - Office of Homeless Solutions, Housing Forward, Dallas County Health Department

Questions?