Parkland

# 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, April 22, 2026, 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: 2301 523 0407; 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**<br>***Advance Wellness \| Relieve Suffering \| Develop and Educate***<br><br>**I CARE**<br>**I**ntegrity **C**ompassion and Collaboration **A**ccountability **R**espect **E**quity<br><br>**Public Comments Regarding Agenda Items**<br>*See public comment registration information and rules at https://www.parklandhospital.com/board-of-managers*<br><br>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** | | | Chair |
| A. | Appropriate Action Regarding Minutes 2026-03-25 HOMES | 3 | 1 | |
| B. | Appropriate Action Regarding Minutes 2026-04-13 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) | 14 | 3 | Kyla Rankin |
| B. | Management and Finance Update (volume, revenue, expenses, overtime) | 15 | 3 | Kyla Rankin |
| C. | Governance Update: Organization of HOMES meetings, Upcoming Meetings (HOMES advisory board which meets the 2nd Monday of every other month) | 16 | 3 | Kyla Rankin |

| | | PAGE | TIME (MIN) | PRESENTER(S) |
|---|---|---|---|---|
| D. | Review and Discuss Provisions of the Health Resources and Services Administration (HRSA) | 17 | 3 | Kyla Rankin |
| E. | Review and Discuss Provisions of the Health Resources and Services Administration (HRSA) Compliance Manual Requirements: Chapter 7: Coverage for Medical Emergencies During & After Hours | 18 | 3 | Kyla Rankin |
| F. | Staff Recognition | 20 | 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 2026-03-22 HOMES

Parkland

# MINUTES

Dallas County Hospital District Board of Managers

**HOMES**
March 25th, 2026

Minutes of the Board of Managers HOMES meeting of the Dallas County Hospital District, held Wednesday, March 25th, 2026, scheduled for 12:30 pm, 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 Vincent Hall noted that a quorum was physically present and called the meeting to order at 12:30 pm.

**Board Member attendees included:** Marjorie Petty, JD, Miriam Sharma, RN, Farida Minner, RN, Ramon Miguez, PE, Todd Furniss, JD, Byron Cryer, MD, Eric G. Bing, PhD, MD, and Yasmin Simon, JD.

**Staff Present (via Webex and in-person) included:**

Brad Nitschke, Interim EVP Legal Affairs
Donna Richardson, EVP & CNE
Edmundo Castañeda, EVP & Chief Operating Officer
Fred Cerise, President & Chief Executive Officer
Felicia Miller, EVP & Chief Talent Officer
James Perez, VP Clinic Operations
Joseph Chang, SVP & CMO
Jessica Hernandez, SVP & Chief Health Equity Officer
Kareem AbdelFattah, VP & ACMO
Keri Disney-Story, VP/Clinical Finance
Morgan Simmons, Governance Program Manager
Melanie Roberts, SVP/Chief Compliance & Ethics Officer
Michael Lane, SVP Chief Quality and Safety Officer
Natalie Garza Vasquez, Administrative Resident
Rick Humphrey, EVP & Chief Financial Officer
Roshan Thayil, Sr. Dir. Compliance
Saul Cordero, SVP & Chief Governance & Strategy Officer

**Additional Attendees:** None

## 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 2026-02-25 HOMES

Ramon Miguez motioned for the approval of the Consent Agenda. Byron Cryer 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 opened the monthly update by walking through the agenda for the presentation, noting that the discussion would cover operational updates, management and finance, governance, HRSA reporting, clinical quality, and a new collaboration with the Women's Resource Network. Kyla reviewed current staffing vacancies, highlighting open positions including a dentist, dental assistant supervisor, mobile medical unit driver, social worker, and mental health counselor. She noted that an offer was pending for the mental health counselor role.

Board members asked clarifying questions regarding recruitment timelines and the operational impact of vacancies. Ms. Rankin explained that while vacancies remain challenging, services continue through cross-coverage and prioritization of high-need sites.

B. Management and Finance Update – volume, revenue, expenses, and overtime

Kyla presented February financial and volume data, comparing actuals to budget both for the month and year-to-date. She noted: visits were slightly below budgeted expectations, expenses remained under budget, resulting in a favorable variance, and charges exceeded budget projections, though revenue collection lagged, particularly across payer categories.

She reminded the Board that the HRSA grant year runs from January 1 through December 31, 2026, and reinforced HRSA's expectation that claims be billed within 30 days.

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, April 13th, 2026, at 11:30 AM with a hybrid option available.

D. Review and Discuss Provisions of the Health Resources and Services Administration (HRSA) Annual Review
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 provided an overview of the Annual Uniform Data System (UDS) reporting process, confirming that the report was submitted by the February 15 deadline. She described the scope of data included—patient demographics, services, staffing, clinical.

E. Quarterly Quality Data Review for HOMES (HRSA metrics, scorecard-safety posts, patient surveys)

Dr. Donna Persaud reviewed patient care and safety audit metrics, noting consistent performance at or above goals in key areas such as patient identification, specimen labeling, hand hygiene, medication reconciliation, and environment of care.

She emphasized a culture of safety, reinforcing the message that staff should submit safety posts for all incidents, regardless of size. Education efforts around patient identification ("It takes two"), medication rights, specimen handling, and sterilization practices were highlighted. Dr. Persaud walked through quality measures that were meeting or exceeding targets year-to-date, including tobacco intervention, BMI counseling, statin therapy, hypertension control, and colorectal cancer screening.

She also identified measures requiring improvement—specifically cervical cancer screening and depression screening with follow-up. The Board engaged in discussion around barriers to screening in the homeless population.

F. HOMES and Employee Resource Group Collaboration

Kyla introduced the collaboration with Parkland's Women's Resource Network, describing its mission to support professional growth, mentorship, and advocacy for women in healthcare.

She highlighted alignment between the network's goals and HOMES' commitment to community health and workforce engagement. The Board welcomed the collaboration and its potential impact.

## II. Action Items

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

## VII. Adjourn

With no further business to discuss, Vincent Hall adjourned the meeting at 12:59 pm.

SO RECORDED:

| | |
|---|---|
| Vincent Hall<br>Chair | Brad Nitschke, JD<br>Secretary |

# Appropriate Action Regarding Minutes 2026-04-13 HOMES Advisory Board

# HOMES ADVISORY BOARD
# MEETING MINUTES

**Date:** 4/13/26 **Time:** 11:30 **Location:** Moody Outpatient Center/Zoom



**Facilitators: Kyla Rankin**

| **Attendees** | | | | | | | |
|---|---|---|---|---|---|---|---|
| x | Kyla Rankin | x | Charsha Crump | x | Farida Minner | x | Wanda Wonzer |
| x | Dolores Diaz | x | Margie Roberts | | Marjorie Petty | x | Rebecca Hickom |
| | Donna Persaud | | Elfreida Cole | x | Vicki Gies | | |
| X | Micheal Gilot | x | Tim Grigsby | X | Dochele Jennings | | |
| **Guests** | | | | | | | |
| | | | | | | | |

| | Agenda Item/ Presenter | Discussion | Action items |
|---|---|---|---|
| | **Minutes** | - Minutes were approved by Ms. Hickom and Mr. Gilot.<br>- We have two new members. Tim Grigsby, CEO of 24-Hour Club and Dochele Jennings, Assistant Director at Austin Street.<br>- Dr. Persaud had a conflict with her schedule so Dolores will be presenting her part. | |
| | **Staffing** | - HOMES is still looking for a social worker, dental assistant supervisor and a mobile medical unit driver. We have not had many applicants for the social work position. Mr. Grigsby asked if board members could help and Kyla informed him that we would take all referrals.<br>- We recently hired a Medical Practice Assistant, Tasha Williams and Shirrita Thrash, Operations Manager. | |
| | **Operations** | - Stewpot is on track with construction and believes they could be done by the end of summer.<br>- Salvation Army's new site is also on track with construction. Salvation Army is planning for a soft go-live in May and full go-live in August.<br>- Charsha has been keeping in touch with our partners regarding concerns and/or issues.<br>- For about the last six months Kyla has been sharing the scorecard with staff at our staff meeting. It helps them see how we are doing. For example, in March, we were over on visits but are trending red because we were low on visits in January and Febraury.<br>- Parkland has a workplace violence committee, and HOMES seems to trend higher in safety posts. Staff have personal alarms that receive mixed reviews like they are too heavy to carry on the badge holder. Parkland Foundation told us we are getting new alarms and will call 911 directly. We will receive 55 alarms, and all our front-line staff will get one.<br>- HOMES department will go through a safe driving course (self-paced) implemented by Risk Management. They will also be doing check-ins of staff drivers license at some point.<br>- HOMES has had challenges with scanners and items that capture documents because of space but Shirrita and Grant, Peer Navigator are working on this project.<br>- We will be receiving a new mobile medical unit that will replace one of our older units. | |
| | **Ambulatory Care Division Update** | - Ambulatory Care leadership transitions include Patricia Shirey, RN, VP and Anjum Varshey, Director.<br>- Ambulatory Care forums are scheduled for May 20th & 21st. | |

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# HOMES ADVISORY BOARD
# MEETING MINUTES



**Facilitators: Kyla Rankin**

| | | | |
|---|---|---|---|
| | | - After our employee engagement survey last year, we committed to work on communication, safety and teamwork. HOMES leadership does good with communication even though sometimes it is a little hard because Parkland is a large organization. | |
| | **HRSA Update** | - UDS was submitted by February 15th.<br>- We were scheduled to compete this year, but we are not. Schedule is moving to a four-year cycle so we are getting a one year extension.<br>- Kyla shared a HOMES patient overview with what type of population we service and some of the top diagnosis. Mr. Gilot asked what HOMES does with undocumented patients and Kyla informed him that HOMES and outpatient clinics do not have to ask that question. Emergency department does have to ask but we do not. | |
| | **Quality Data** | - Metric Balance score card results were all good for year 2025.<br>- HOMES had no complaints or grievance last year either.<br>- HOMES had a variety of safety posts, but the higher ones were safety security, workplace violence and patient ID/consent issues. We encourage staff to see something, say something. Staff do not place a lot of posts because it takes time, but we encourage staff to let us know and we can enter the safety post. For the patient ID posts we also tell our staff to make sure to ask for any identifications. Ms. Wonzer asked if we would take a picture of their ID on the phone and Kyla said we are not a barrier to care. At HOMES, we will see you without an ID.<br>- Patient satisfaction surveys were done by every patient, every visit but patients sometimes did not want to fill them out. Staff suggested we moved to quarterly and now we surpass our goal of 650 every quarter. Our first one for March we had a total of 915. HOMES leadership looks at the comments. If there are negative comments, we try to look and come up with an action plan if needed. | |
| | **Unit Based Council (UBC)** | - March was Women's History month, and Parkland's Women's Resource Network (WRN) got together to get Parkland staff to donate things like deodorant, sanitary napkins, hand sanitizers and other things so that HOMES can distribute to patients. | |
| | **Community Connections** | - HOMES took part in the Sigma 2026 Scholars' Symposium at UT Arlington. Presentation was around PHQ9's but people were more interested in HOMES overall. | |
| | **Recognitions & Celebrations** | - Debbie Howard, RN was given the ICARE (Integrity) award.<br>- Tina Restaino was given a Rose Award. | |
| | **Miscellaneous** | - We ended the meeting with Mr. Gilot letting us know that HOMES is the best for the unhoused population. Mr. Grigsby also said that patients are treated with so much respect, and he has seen people cured with a scratch and cancer. Mr. Grigsby also stated that he has had to help transition to private practice after being seen with us and people do not like it. | |
| | **Next meeting** | - Next meeting will be June 8, 2026. | |

# HOMES ADVISORY BOARD
# MEETING MINUTES

**Date:** 4/13/26 **Time:** 11:30 **Location:** Moody Outpatient Center/Zoom



**Facilitators: Kyla Rankin**

*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 – April 2026

Kyla Rankin, Project Director

# Agenda

- Operational Updates
  - Operations
  - Management and Finance
- Governance
- HRSA Update
- HRSA Chapter Review-Chapter 7-Coverage for Medical Emergencies
- Recognitions

# Operational Updates

## Staffing

- 1.0 FTE Social Worker
- 1.0 FTE Dental Assistant Supervisor
- 1.0 FTE Mental Health Counselor (4.2026)
- 1.0 FTE Mobile Medical Unit Driver (5.2026)
- 1.0 FTE Dentist  (8.2026)

## Operations

- Document capture project
- Site updates

# Management & Finances – March

| | Month | | | | Year to Date | | | |
|---|---|---|---|---|---|---|---|---|
| Metric | Actual | Budget | Variance | % Var | Actual | Budget | Variance | % Var |
| Visits | 3378 | 3,276 | 102 | 3.1% | 18,196 | 18,553 | (357) | (1.9%) |
| Expenses | $726,004 | $781,857 | $55,853 | 7.1% | $4,164,473 | $4,739,212 | $574,738 | 12.1% |
| Charges | $3,013,671 | $2,279,494 | $734,177 | 32.2% | $16,249,402 | $12,909,022 | $3,340,380 | 25.9% |
| Revenue | $98,838 | | | | $496,198 | | | |
| Commercial | $2601 | | | | $9952 | | | |
| Medicaid | $69,842 | | | | $340,949 | | | |
| Medicare | $26,395 | | | | $145,297 | | | |
| FTE | 62.16 | | | | 61.51 | | | |
| FTE - OT | 1.50 | 1.12 | (0.37) | (33.4%) | 1.17 | 1.12 | (0.04) | (3.9)% |

- HRSA grant year: January 1, 2026 to December 31, 2026
- HRSA recommendation is claims billed in less than 30 days.

# Governance

- HOMES Advisory Board Meeting
  - April 13, 2026-11:30am
  - 7 community members
- Next HOMES Advisory Board Meeting:
  - June 8, 2026-11:30 am
  - Hybrid option available

# HRSA Update

- 1 year extension for 330H grantees
- Recompete for 330H in 2027-next program period will be 4 years (2028-2031)
- Submission of annual reporting data (August 2026)

# HRSA Health Center Program Requirements
# Chapter 7: Coverage for Medical Emergencies During & After Hours

## Requirements

- Respond to patient medical emergencies during regularly scheduled hours
- Defined arrangements for promptly responding to patient medical emergencies after hours

## Demonstrating Compliance

- At least 1 staff member trained and certified in BLS
- Operating procedures for responding to emergencies during regularly scheduled hours
- After-hours coverage operating procedures
- After-hours documentation and necessary follow-up

# HRSA Health Center Program Requirements
# Chapter 7: Coverage for Medical Emergencies During & After Hours

- All clinical staff trained and certified in BLS
- Operating procedures for responding to emergencies during regularly scheduled hours
  - CLINOPS.PC.002: Medical Assistance Response
- After-hours coverage operating procedures
  - POP.MS.001: On-Call Service – COPC
- After-hours documentation and necessary follow-up
  - All on-call encounters are entered into Epic and routed to the PCP

# Parkland ROSE Award (outpatient winner)
# HOMES Peer Navigator-Tina Restaino

Parkland | Care. Compassion. Community.

# Questions?



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