

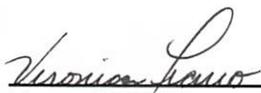
The Harris Center for Mental Health and IDD
9401 Southwest Freeway Houston, TX 77074
Board Room #109

Program Committee Meeting

July 18, 2023

11:30 am

- I. DECLARATION OF QUORUM**
- II. PUBLIC COMMENTS**
- III. APPROVAL OF MINUTES**
 - A. Approve Minutes of the Board of Trustees Program Committee Held on Tuesday, June 20, 2023
(*EXHIBIT P-1*)
- IV. REVIEW AND COMMENT**
 - A. 988 Presentation
(*EXHIBIT P-2 Keena Pace/Jennifer Battle*)
- V. EXECUTIVE SESSION – As authorized by §551.071 of the Texas Government Code, the Board of Trustees reserves the right to adjourn into Executive Session at any time during the course of this meeting to seek legal advice from its attorney about any matters listed on the agenda.**
- VI. RECONVENE INTO OPEN SESSION**
- VII. CONSIDER AND TAKE ACTION AS A RESULT OF THE EXECUTIVE SESSION**
- VIII. ADJOURN**



Veronica Franco, Board Liaison
Bonnie Hellums, MED, LMFT, LCDC, AAC, JD Chairperson
Program Committee
The Harris Center for Mental Health and IDD
Board of Trustees



EXHIBIT P-1

BOARD OF TRUSTEES
The HARRIS CENTER for
Mental Health and IDD
PROGRAM COMMITTEE MEETING
TUESDAY, JUNE 20, 2023
MINUTES

Mrs. B. Hellums, Board of Trustees Chair, called the meeting to order at 11:31 a.m. in Room 109 of the 9401 Southwest Freeway location, noting a quorum of the Committee was present.

RECORD OF ATTENDANCE

Committee Members in Attendance: Mrs. Bonnie Hellums, Dr. Robin Gearing, Dr. Lois Moore,

Committee Member in Absence:

Other Board Members in Attendance: Mr. S. Zakaria

1. CALL TO ORDER

The meeting was called to order at 11:31 a.m.

2. DESIGNATION OF BOARD MEMBERS AS VOTING COMMITTEE MEMBERS

None

3. DECLARATION OF QUORUM

Dr. Gearing declared a quorum of the committee was present.

4. PUBLIC COMMENTS

There were no Public Comments.

5. Approve the Minutes of the Board of Trustees Program Committee Meeting Held on Tuesday, May 16, 2023.

MOTION BY: MOORE
With unanimous affirmative votes

SECOND BY: GEARING

BE IT RESOLVED that the Minutes of the Board of Trustees Program Committee meeting held on Tuesday, May 16, 2023 under Exhibit P-1, are approved and recommended to the Full Board for acceptance.

6. REVIEW AND COMMENT

A. Mental Health Services & Treatment at the Harris County Jail—Mona Jiles, Sean McElroy, Dr. Mireya Hansen, Kanika, Anglin and Dr. Steven Coats presented to the Program Committee Mental Health Services & Treatment at the Harris County Jail.

7. EXECUTIVE SESSION

There was no Executive Session during the Program Committee Meeting.

8. ADJOURN

MOTION: GEARING

SECOND: MOORE

There being no further business, the meeting adjourned at 12:47 pm.

Veronica Franco, Board Liaison
Bonnie Hellums, Chairman
Program Committee
THE HARRIS CENTER *for* Mental Health *and* IDD
Board of Trustees

DRAFT

EXHIBIT P-2

988 One Year Anniversary!

Jennifer Battle, VP Community Access and Engagement

What is 988?

- **Vision:** 988 serves as America's mental health safety net. We will reduce suicides and mental health crises and provide a pathway to well-being.
- **Mission:** Everyone in the US and its territories will have immediate access to effective suicide prevention, crisis services and behavioral healthcare through 988.
- **3 digit number** for familiarity and easy access

9-8-8
ANSWERING THE CALL

What do you hear when you call:



You have reached 988

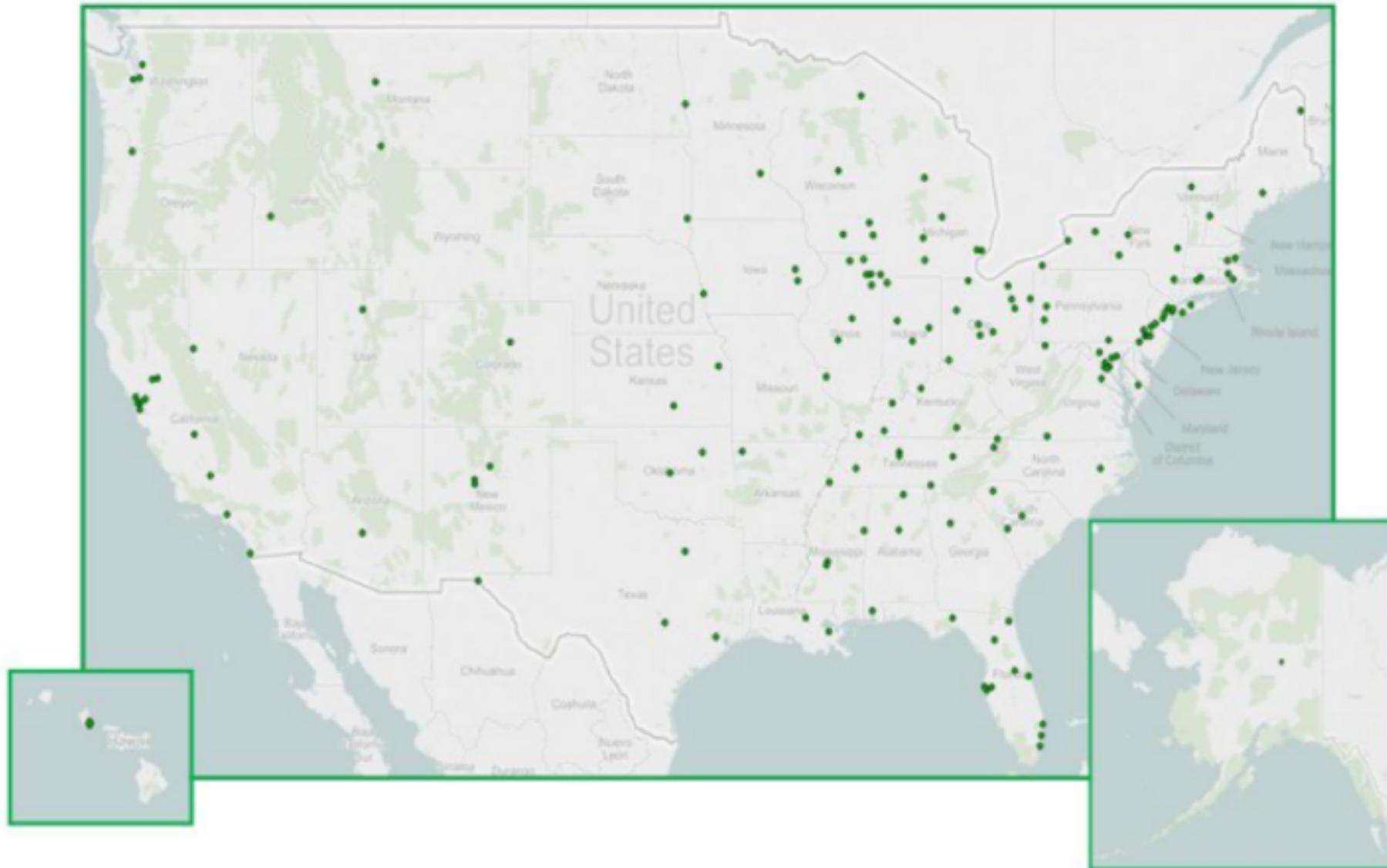
Spanish, press 2

Veterans Crisis, press 1

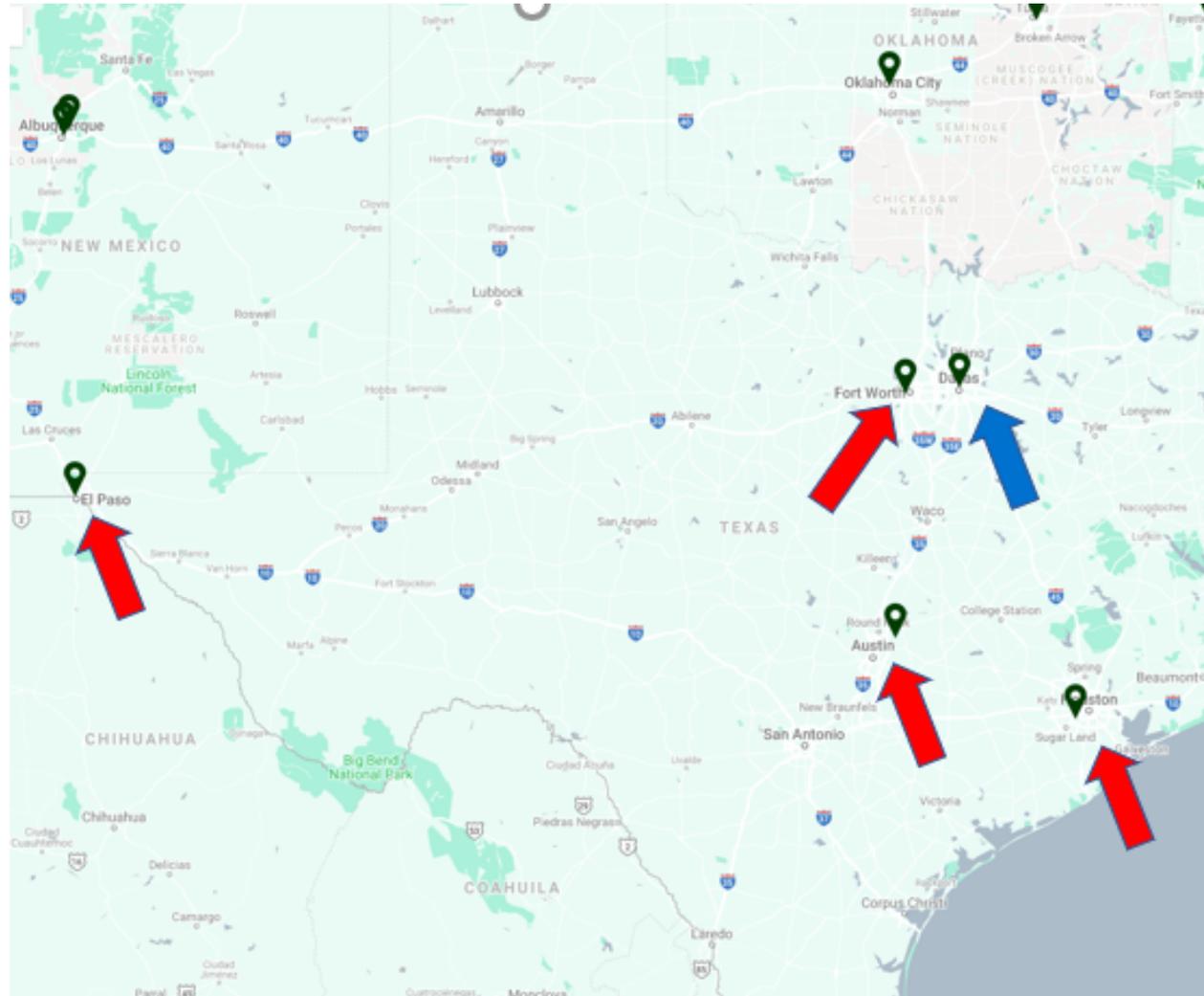
LGBTQI+ under 25, press 3

Otherwise stay on line

The 988 Family of Crisis Centers



4 LMHAs & 1 partner in Texas



- Emergence Health Network (El Paso)
- MHMR of Tarrant County (Forth Worth)
- Integral Care (Austin)
- The Harris Center (Houston)
- Suicide & Crisis Center (Dallas) – Lifeline partner

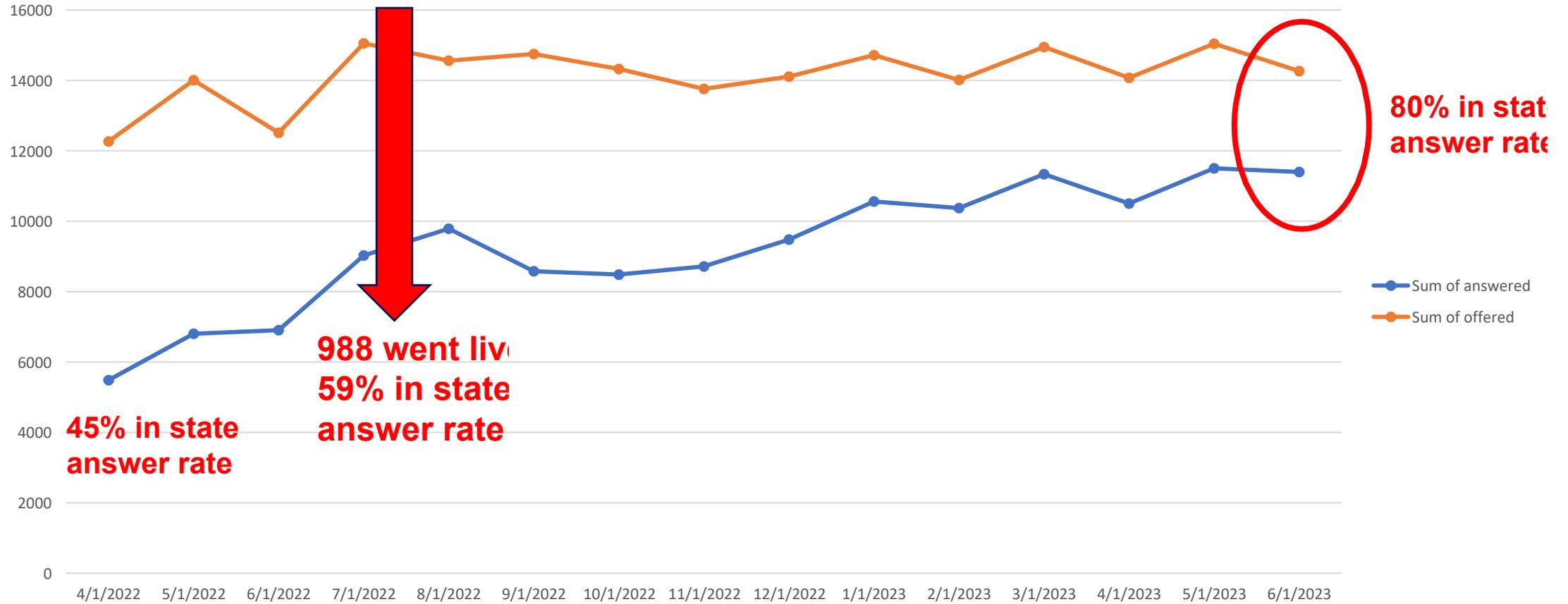
*Bluebonnet Trails subcontracting to provide State back-up starting in May

Good news... Texas was set up for this!

- No wrong door!
- We have the LMHA system – regional response
- We seamlessly work together
- Routine services get referred to LMHA main line
- Crisis services get referred to LMHA crisis line



State of Texas 988 Data

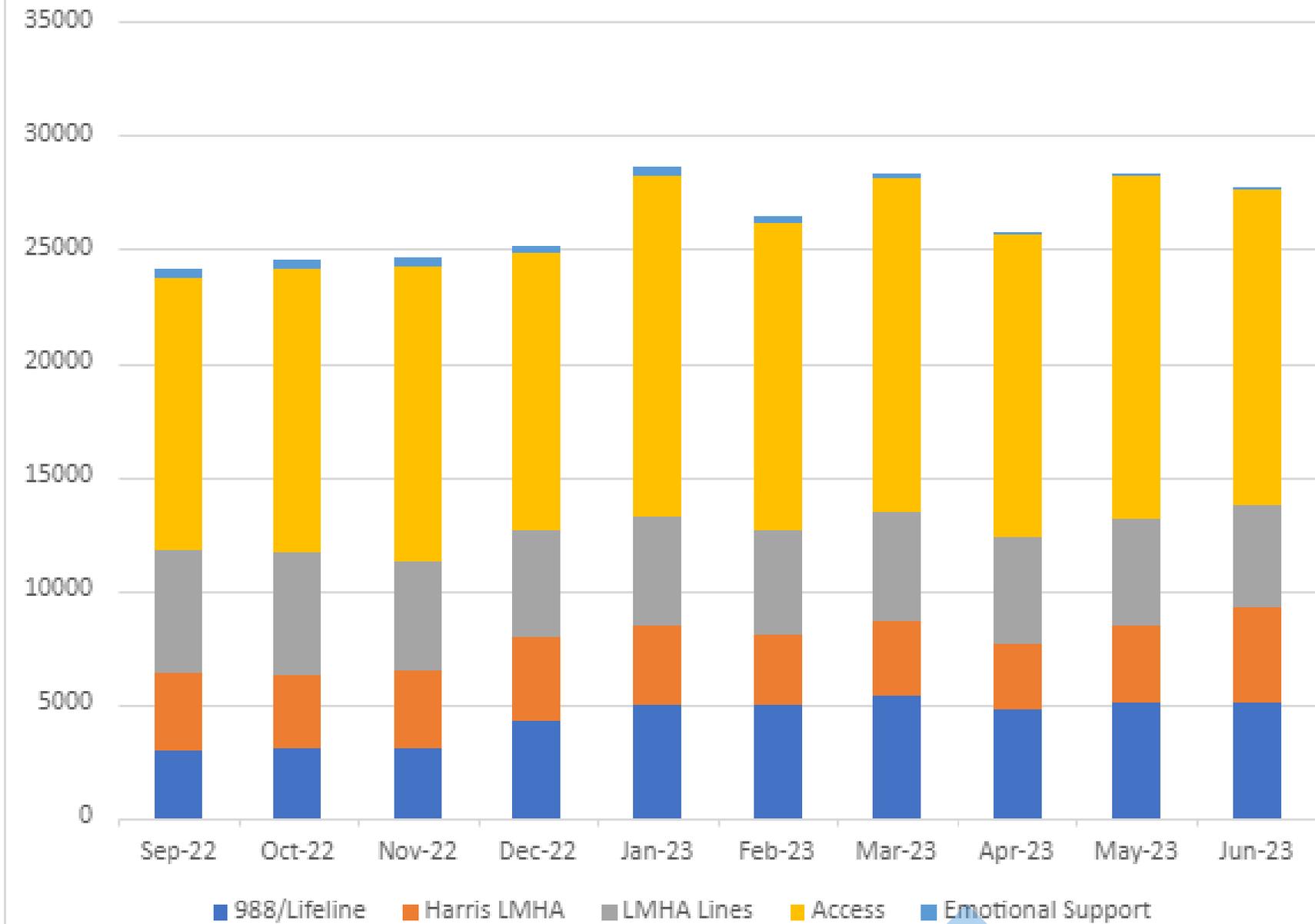


The Harris Center Behavioral Health and IDD Access Hub

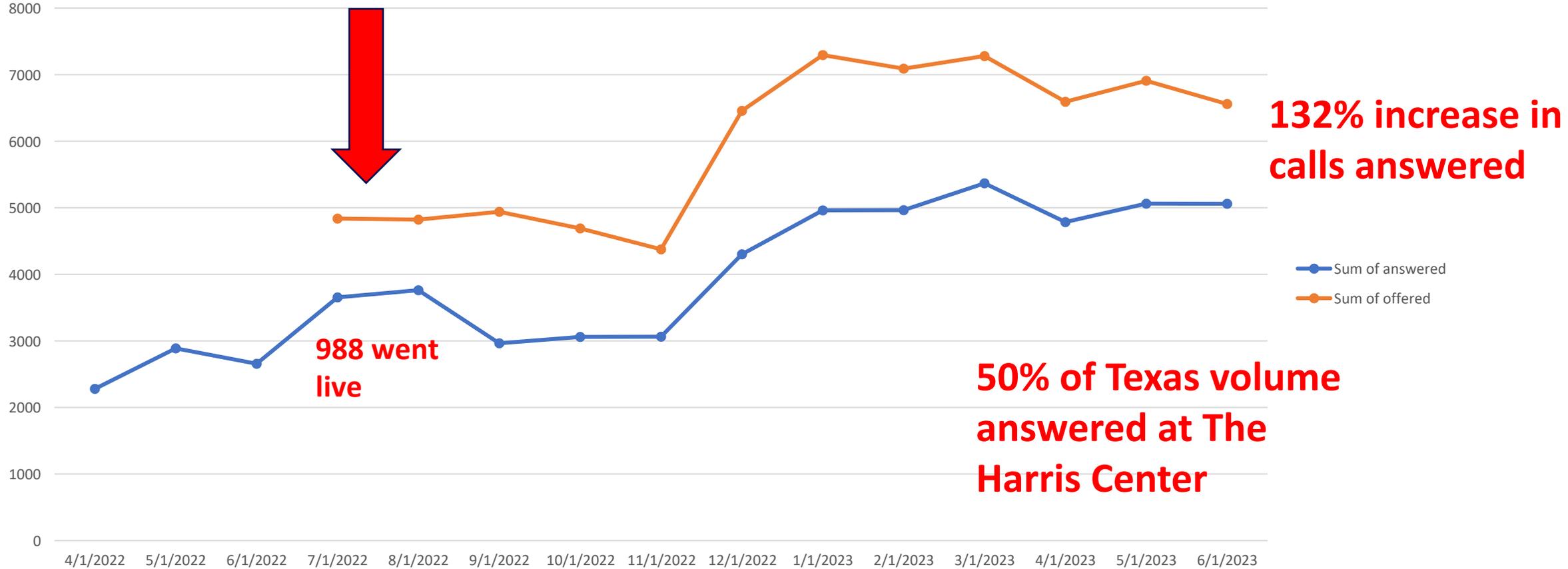
- Available 24/7/365
- Answers approx. 27,000 calls a month
- 69 full time degreed Crisis Line Counselors
- 19 full time Access Line Specialists
- Serves as the 988 responder for 46 Texas counties and Crisis Line for 39



Calls Answered in the Access and Crisis Hub



The Harris Center 988 Data



Texas 988 Highlights & Impacts from Year 1

- Texas: 3rd highest call volume
- In-State answer rate increase
 - 30% to 80% (and going up!)
- Increase in staff
 - Funding
 - Remote work/technology
- All 254 Texas counties covered
- Minimal Impact on LMHA services:
 - Approximately 7% of calls receive a referral to a LMHA.
- Minimal Impact on 911/Emergency Services:
 - Less than 2% of calls require an emergency response

Funding Impact

Prior to FY19 there were no dedicated Federal or State dollars for Lifeline/988

Fiscal Year	Dedicated 988 Funding	Type of Funding
FY19	\$208,000	Capacity Building Grant Award from Vibrant
FY20	\$383,025	Capacity Building Grant Award from Vibrant Via HHSC
FY21	\$736,800	Capacity Building Grant Award from Vibrant Via HHSC and 988 Planning Grant Award
FY22	\$2,388,704	Funding mix of grants from Vibrant/SAMHSA and HHSC Mental Health Block Grant
FY23	\$4,439,418	Funding mix of grants from Vibrant/SAMHSA and HHSC Mental Health Block Grant
FY24	\$4,439,418*	Funding mix of grants from Vibrant/SAMHSA and HHSC Mental Health Block Grant

Call Trends

- No decreases in LMHA crisis line calls – showing 988 is reaching a new demographic of caller
- 988 calls average longer than LMHA Crisis Line calls – 15 minutes vs. 10 minutes
- 988 callers are less likely to want or accept referrals (8% vs 32%), but more likely to have higher acuity (16% v 13%).

Workforce Successes

- Remote workforce capacity has led to increases of over 100% in applications received.
- Remote workforce capacity has led to ability to hire from outside the immediate Harris County area – currently 16% of Crisis Line Responders live outside Harris County.
- From Jan 2022 to June 2023 we have increased staffing 30%.
- For staff employed over 4 months we were able to drop from 20% (in 2019) to 13% (2023) turnover rate.

What's next for 988?

- Nationally- Working with FCC on geo-routing capacity for both phone service and text service.
- Texas – continue to increase in state answer rate.
- The Harris Center – continue to hire, train, and retain high quality team members

Jennifer Battle, MSW
VP Community Access and Engagement
The Harris Center for Mental Health and IDD
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