

Full Board Meeting
August 26, 2025
8:30 am

- I. DECLARATION OF QUORUM**
- II. PUBLIC COMMENTS**
- III. APPROVAL OF MINUTES**
 - A. Approve Minutes of the Board of Trustees Meeting Held on Tuesday, July 22, 2025
(*EXHIBIT F-1*)
- IV. CHIEF EXECUTIVE OFFICER'S REPORT**
- V. COMMITTEE REPORTS AND ACTIONS**
 - A. Governance Committee Report and/or Action
(*J. Lykes, Chair*)
 - B. Resource Committee Report and/or Action
(*G. Womack, Chair*)
 - C. Quality Committee Report and/or Action
(*J. Lankford, Chair*)
 - D. Foundation Report and/or Action
(*N. Hurtado, Chair*)
- VI. CONSENT AGENDA**
 - A. FY'25 Year-to-Date Budget Report-July
(*EXHIBIT F-2*)
 - B. August 2025 Contract Amendments Over 250K
(*EXHIBIT F-3*)
 - C. August 2025 Interlocal Agreements
(*EXHIBIT F-4*)
 - D. Harris Center Advisory Committee
(*EXHIBIT F-5*)
 - E. Professional Practice Evaluation Policy
(*EXHIBIT F-6*)
 - F. Resilience In Stressful Events (We RISE) Program Policy
(*EXHIBIT F-7*)
 - G. The Use of Service and Assistance Animals in the Harris Center Facilities Pertaining to Patients and Visitors
(*EXHIBIT F-8*)
 - H. Coordination of Care Policy
(*EXHIBIT F-9*)
 - I. ICC Integrated Primary Care Program Manual
(*EXHIBIT F-10*)

- J. Bylaws of The Professional Review Committee of The Harris Center for Mental Health and IDD with Signature
(EXHIBIT F-11)
- K. Infection Control and Prevention Policy
(EXHIBIT F-12)
- L. No Solicitation Policy
(EXHIBIT F-13)
- M. Performance Reporting and Monitoring of Service Contracts
(EXHIBIT F-14)
- N. Personal Relationships in the Workplace
(EXHIBIT F-15)
- O. Professional Review Committee
(EXHIBIT F-16)
- P. Agency Wide Security Services RFP
(EXHIBIT F-17)
- Q. Pharmacy Remote After Hours Services
(EXHIBIT F-18)

VII. CONSIDER AND TAKE ACTION

- A. Centre Technologies Contract
(Mustafa Cochinwala)
- B. FY26 Open PO to pay Employee Parking at Texas Medical Center
(Stanley Adams)
- C. FY26 Final Budget Presentation
(Stanley Adams)
- D. Frost, Inc. -Agency of Record Commercial Insurance Program Update
(Eunice Davis/Dennis Northington)

VIII. BOARD CHAIR'S REPORT

IX. 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 anytime during the course of this meeting to seek legal advice from its attorney about any matters listed on the agenda.**

X. RECONVENE INTO OPEN SESSION

XI. CONSIDER AND TAKE ACTION AS A RESULT OF THE EXECUTIVE SESSION

XII. ADJOURN

Veronica Franco

Veronica Franco, Board Liaison
Robin Gearing, Ph.D., Chair, Board of Trustees
The Harris Center for Mental Health and IDD

EXHIBIT F-1

**THE HARRIS CENTER *for*
Mental Health and IDD**

MINUTES OF THE BOARD OF TRUSTEES MEETING

This is an official record of the Board of Trustees, The Harris Center for Mental Health and IDD, an Agency of the State, established by the Harris County Commissioners Court under provisions of Chapter 534 of the Health and Safety Code of the State of Texas.

PLACE OF MEETING: Conference Room 109
9401 Southwest Freeway
Houston, Texas 77074

TYPE OF MEETING: Regular

DATE: July 22, 2025

**TRUSTEES
IN ATTENDANCE:** Dr. Robin Gearing, PhD-Chair
Gerald Womack-Secretary
Dr. Katherine Bacon
Resha Thomas
Natali Hurtado

TRUSTEES ABSENT: Dr. Max Miller, Jr-Vice Chairperson
Jim Lykes, Vice Chairperson
Dr. Jeremy Lankford
Dr. Quianta Moore
Sheriff Ed Gonzalez

I. Declaration of Quorum

Dr. Robin Gearing, Chair, called the meeting to order at 8:41 a.m. noting that a quorum of the Board was in attendance.

II. Public Comments-

Stephanie Hollister, Tanesha Wilcox, Cindy M. Zanutti Lazzari, Dean Sims, Toshia Alexander, Demanuel Guice, Eric M. Peters, Kelly Moynihan, Olan Latin, Alma Castillo (spoke on behalf of Richard Dole), Brian Kelly and Missy Bolbecker (spoke on behalf of Chasiti Gordon) provided public comment requesting the Board approve of an increase in wages for staff.

III. Approval of Minutes

MOTION BY: WOMACK

SECOND: HURTADO

With unanimous affirmative votes

BE IT RESOLVED the Minutes of the Regular Board of Trustees meeting held on Tuesday, June 24, 2025 as presented under Exhibit F-1, are approved.

IV. Chief Executive Officer's Report was provided by CEO Wayne Young

Mr. Young provided a Chief Executive Officer report to the Board.

V. Committee Reports and Action were presented by the respective chairs:

- A. Audit Committee Reports and/or Action-J. Lykes, Chair
- B. Resource Committee Reports and/or Action-G. Womack-Chair
- C. Program Committee Reports and/or Action-M. Miller, Jr.-Chair
- D. Foundation Report and/or Action-N. Hurtado, Chair

VI. Consent Agenda

- A. FY'25 Year-to-Date Budget Report-June
- B. July 2025 Contract Renewals Over 250K
- C. July 2025 Contract Amendments Over 250K
- D. July Interlocal Agreements
- E. FY26 Compliance Work Plan
- F. FY26 Internal Audit Work Plan

MOTION: HURTADO

SECOND: BACON

With unanimous affirmative votes

BE IT RESOLVED Consent Agenda items A- F (Exhibits F2-F7) as presented are approved.

VII. Board Chair's Report**IX. Entered into executive session-Board Chair Dr. Gearing announced the Board would convene an Executive Session at 9:39 am for the following reasons:**

- As authorized by §551.071 of the Texas Government Code, the Board of Trustees reserves the right to adjourn into Executive Session at anytime during the course of this meeting to seek legal advice from its attorney about any matters listed on the agenda.
- In accordance with §§551.071 and 551.072 of the Texas Government Code, to consult with attorney and deliberate the purchase, exchange, lease or value of real property. Wayne Young, CEO and Ernest Savoy, Senior Assistant General Counsel-Contract Services & Real Estate

XI. Reconvene into Open Session- Reconvene into open session 10:06 AM**XII. Consider and take action as a result of the executive session**

No action taken

XII. ADJOURN
MOTION: BACON SECOND: HURTADO

Motion passed with unanimous affirmative votes.

The meeting was adjourned at 10:06 AM

Respectfully submitted,

Veronica Franco, Board Liaison
Dr. Robin Gearing, Chair, Board of Trustees
The HARRIS CENTER for Mental Health and IDD

DRAFT

EXHIBIT F-2

The Harris Center for Mental Health and IDD

**Results of Financial Operations and Comparison to Original Budget
July 31, 2025**

Fiscal Year 2025

The Harris Center for Mental Health and IDD

Resource Committee

Board of Trustees

The Harris Center for Mental Health and IDD (The Center)

The Report on Results of Financial Operations and Comparison to Original Budget (the Report) submitted herewith was prepared by The Center's Accounting Department.

Responsibility for the accuracy, completeness, and fairness of presentation of the presented data rests with The Center, the Chief Financial Officer and the Accounting department.

We believe the Report, as presented, is materially accurate and is presented in a manner designed to fairly set forth the financial position and results of operations of The Center.

The Center's accounting records for its general fund are maintained on a modified accrual basis of accounting. Under this method, revenues are recognized in the period when they become both measurable and available, and expenditures are recognized when the related fund liability is incurred, if measurable.

The Report submitted herewith was prepared on a budgetary basis which is not in accordance with generally accepted accounting principles nor with financial reporting principles set forth by the Governmental Accounting Standards Board (GASB). The Report has not been audited by an independent auditor.

Stanley Adams

Stanley Adams

Chief Financial Officer

The Harris Center for Mental Health and IDD
Results of Financial Operations and Comparison to Original Budget - Operating Activities
July 31, 2025
Non-GAAP / Budgetary-Basis Reporting
Unaudited - Subject to Change

	For the Month Ended				Fiscal Year to Date			
	Original Budget	Actual	Variance \$	%	Original Budget	Actual	Variance \$	%
Operating Revenues								
State General Revenue	\$ 11,054,955	\$ 11,527,422	472,467	4%	\$ 121,604,505	\$ 122,912,221	1,307,716	1%
Harris County and Local	4,415,021	4,001,234	(413,787)	-9%	48,565,231	47,408,651	(1,156,580)	-2%
Federal Contracts and Grants	5,112,180	5,612,404	500,224	10%	56,233,980	59,007,191	2,773,211	5%
State Contract and Grants	1,886,853	2,844,215	957,362	51%	20,355,383	17,997,881	(2,357,502)	-12%
Third Party Billing	3,622,889	3,464,270	(158,619)	-4%	39,851,779	36,061,885	(3,789,894)	-10%
Charity Care Pool	3,340,350	3,791,817	451,467	14%	36,743,850	41,713,786	4,969,936	14%
Directed Payment Programs	659,258	456,665	(202,593)	-31%	7,251,838	5,526,445	(1,725,393)	-24%
Patient Assistance Program (PAP)	852,441	1,267,641	415,200	49%	9,376,851	12,347,107	2,970,256	32%
Interest Income	300,142	293,652	(6,490)	-2%	3,301,562	3,120,249	(181,313)	-5%
Insurance proceeds	-	26,125	26,125		-	52,000	52,000	
Sale of Capital Assets	-	-	-		-	166,057	166,057	
Operating Revenues, total	\$ 31,244,089	\$ 33,285,445	\$ 2,041,356	7%	\$ 343,284,979	\$ 346,313,473	\$ 3,028,494	1%
Operating Expenditures								
Salaries and Fringe Benefits	\$ 21,116,034	\$ 22,565,684	(1,449,650)	-7%	\$ 232,276,374	\$ 233,620,035	(1,343,661)	-1% A
Contracts and Consultants	1,379,371	1,551,440	(172,069)	-12%	15,173,081	13,225,702	1,947,379	13% B
Contracts and Consultants-HCPC	3,913,250	3,957,784	(44,534)	-1%	43,045,750	43,077,105	(31,355)	0%
Supplies	354,237	417,633	(63,396)	-18%	3,896,607	2,585,431	1,311,176	34%
Drugs	1,995,664	2,542,285	(546,621)	-27%	21,952,304	26,314,464	(4,362,160)	-20% C
Purchases, Repairs and Maintenance of:								
Equipment	99,778	168,023	(68,245)	-68%	1,097,558	2,132,259	(1,034,701)	-94% D
Building	177,679	354,837	(177,158)	-100%	1,954,469	2,508,622	(554,153)	-28% E
Vehicle	86,851	94,743	(7,892)	-9%	955,361	876,589	78,772	8%
Software	358,400	220,723	137,677	38%	3,942,400	3,306,884	635,516	16%
Telephone and Utilities	304,496	338,276	(33,780)	-11%	3,349,456	3,363,839	(14,383)	0%
Insurance, Legal and Audit	184,268	134,552	49,716	27%	2,026,948	2,297,437	(270,489)	-13%
Travel & Training	251,089	324,690	(73,601)	-29%	2,761,979	2,628,730	133,249	5%
Dues & Subscriptions	555,682	464,064	91,618	16%	6,112,502	5,712,853	399,649	7%
Other Expenditures	383,957	(359,717)	743,674	194%	4,223,527	4,456,250	(232,723)	-6% F
Operating Expenditures, total	\$ 31,160,756	\$ 32,775,017	\$ (1,614,261)	-5%	\$ 342,768,316	\$ 346,106,200	\$ (3,337,884)	-1%
Operating Activities -								
Change in Fund Balance/Net Position	\$ 83,333	\$ 510,428	\$ 427,095		\$ 516,663	\$ 207,273	\$ (309,390)	

The Harris Center for Mental Health and IDD
Results of Financial Operations and Comparison to Original Budget - Capital Outlay & Debt Service Related Activities
July 31, 2025
Non-GAAP / Budgetary-Basis Reporting
Unaudited - Subject to Change

	For the Month Ended				Fiscal Year to Date			
	Original Budget	Actual	Variance \$	%	Original Budget	Actual	Variance \$	%
Revenues								
State General Revenue								
Harris County and Local (CHC)	\$ -	\$ 89,137	89,137		\$ -	\$ 639,931	639,931	
State Contract and Grants (HHSC)	-	29,005	29,005		400,000	495,943	95,943	24%
Revenues, total	\$ -	\$ 118,142	\$ 118,142		\$ 400,000	\$ 1,135,874	\$ 735,874	184%
Expenditures								
Debt Service	\$ 83,333	\$ -	\$ 83,333	100%	\$ 916,663	\$ 1,485,998	\$ (569,335)	-62%
Capital outlay	-	729,997	(729,997)		-	8,617,792	(8,617,792)	
Expenditures, total	\$ 83,333	\$ 729,997	\$ (646,664)		\$ 916,663	\$ 10,103,790	\$ (9,187,127)	
Excess (Deficiency) of revenues over expenditures	\$ (83,333)	\$ (611,855)	(528,522)	634%	\$ (516,663)	\$ (8,967,916)	(8,451,253)	
Other Financing Sources								
Revenue Bonds Issued	-	-	-		-	24,745,000	24,745,000	
Transfers In/Out	-	-	-		-	-	-	
Other Financing Sources	-	192,753	192,753		-	4,294,847	4,294,847	
Other Financing Uses	-	-	-		-	-	-	
Other Financing Sources, total	\$ -	\$ 192,753	\$ 192,753		\$ -	\$ 29,039,847	\$ 29,039,847	
Capital Outlay & Debt Service Activities -								
Change in Fund Balance/Net Position	\$ (83,333)	\$ (419,102)	\$ (335,769)		\$ (516,663)	\$ 20,071,931	\$ 20,588,594	

The Harris Center for Mental Health and IDD
Notes to Statements Presented
Non-GAAP / Budgetary-Basis reporting
July 31, 2025

Results of Financial Operations and Comparison to Original Budget

A Salaries and Fringe Benefits

Salaries and fringe benefits increased in July by \$1.4M, primarily due to 23 working days in July compared to an average of 21.67 throughout the year, contributing to \$1.3M in additional expenses in the month.

B Contracts and consultants

The unfavorable spending in contracts and consultants for the month is primarily driven by increased use of Private Psychiatric beds at West Oaks (\$261K). These operations are funded by the state performance contract.

C Drugs

The primary driver of the net unfavorable variance in Drugs is the increase in retail drug pharmacy purchases, which is offset by revenue earned on the billing program. On a YTD basis the Pharmacy billing expense exceeds budget by \$1.9M, which is partially offset by billing program revenue exceeding budget by \$1.2M.

D Equipment (purchase, repair and maintenance)

The unfavorable variance for the year is primarily driven by overspending relative to budget on IT equipment and agreements. The largest drivers include Parata pharmacy equipment (\$146K), IT equipment and equipment agreement spending (\$98K), replacement devices for ECI program (\$88K), and Recenter properties (\$75K) among other expenses. The overspending in IT equipment was primarily driven by pursuing discounts on multiyear agreements and upgrading boardroom equipment, and this spending was supported by cutting budgeted expenses elsewhere, including the software category.

E Building (purchase, repair and maintenance)

Unfavorable budget variance is primarily driven by spending on Recenter properties (\$173K) and Hurricane Beryl recovery (\$85K).

F Other expenditures

Other expenditures for July reflect an accounting correction to reverse out accrued expenses for security costs at NPC that will not materialize in FY25. YTD expenditures exceed the budget primarily due to supported housing expenses (\$125K unfavorable variance).

The Harris Center for Mental Health and IDD

Balance Sheet

July 31, 2025

Non-GAAP / Budgetary-Basis Reporting

Unaudited - Subject to Change

	June-25	July-25	Change
Assets			
Current Assets			
Cash and Cash Equivalents			
Cash and Petty Cash	\$ 13,179,801	\$ 11,624,856	\$ (1,554,945)
Cash Equivalents	83,624,080	64,277,767	(19,346,313)
Cash and Cash Equivalents, total	\$ 96,803,881	\$ 75,902,623	\$ (20,901,258) AA
Inventories, Deposits & Prepaids	5,144,559	7,894,912	2,750,353
Accounts Receivable:			
Patient A/R, net of allowance	1,579,798	1,715,848	136,050
A/R from other governments	33,630,541	35,107,843	1,477,302
Other A/R	721,408	712,232	(9,176)
Current Assets, total	\$ 137,880,187	\$ 121,333,458	\$ (16,546,729)
Restricted Cash and Cash Equivalents	20,497,227	20,497,227	(0)
Capital Assets:			
Land	12,709,144	12,709,144	-
Building and Improvements	55,271,938	55,610,924	338,986
Right-to-use assets (Leases & SBITA)	6,312,466	6,312,466	-
Furniture, Equipment and Vehicles	7,960,059	7,960,059	-
Construction in Progress	11,376,400	11,376,400	-
Accumulated Depreciation/Amortization	(38,908,961)	(38,908,961)	-
Capital Assets, net total	\$ 54,721,046	\$ 55,060,032	\$ 338,986
Total Assets	\$ 213,098,460	\$ 196,890,717	\$ (16,207,743)
Liabilities & Fund Balance/Net Position			
Liabilities			
Accounts Payable and Accrued Liabilities	\$ 11,653,409	\$ 13,395,784	\$ 1,742,375
Unearned Revenues	45,559,364	27,257,491	(18,301,873) BB
Noncurrent liabilities:			
Due within one year	2,349,540	2,349,540	-
Due in more than one year	39,441,238	39,555,435	114,197
Liabilities, total	\$ 99,003,551	\$ 82,558,250	\$ (16,445,301)
Fund Balance/Net Position			
Net Investment in Capital Assets	42,684,541	42,830,775	146,234
Restricted for Capital Projects	20,497,227	20,497,227	(0)
Nonspendable	5,144,559	7,894,912	2,750,353
Assigned	15,434,386	15,434,386	-
Unassigned/Unrestricted	10,146,317	7,395,963	(2,750,354)
Change in fund balance/net position	20,187,879	20,279,204	91,325
Fund Balance/Net Position, Total	\$ 114,094,909	\$ 114,332,467	\$ 237,558
Total Liabilities & Fund Balance/Net Position	\$ 213,098,460	\$ 196,890,717	\$ (16,207,743)

The Harris Center for Mental Health and IDD
Notes to Statements Presented
Non-GAAP / Budgetary-Basis reporting
July 31, 2025

Balance Sheet

AA Cash and Investments

The \$20.9M decrease in cash is primarily due to cash used in normal operations.

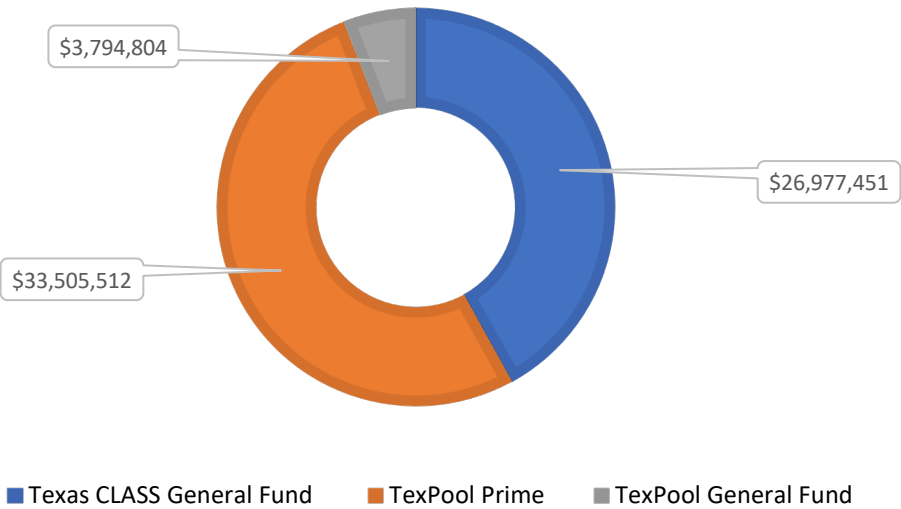
BB Unearned Revenues

Unearned revenues decreased by \$18.3M due to use of funds provided through state and federal revenue allocations received in advance of performance of related obligations. This balance will continue to decrease as we provide the services supported by the funds and recognize unearned revenues as earned revenues.

The Harris Center for Mental Health and IDD
Investment Portfolio
July 31, 2025

Local Government Investment Pools (LGIPs)	Beginning Balance	Transfer In	Transfer Out	Interest Income	Ending Balance	Portfolio %	Monthly Yield
<i>Texas CLASS</i>							
Texas CLASS General Fund	\$ 26,876,689			\$ 100,761	\$ 26,977,451	41.97%	4.41%
<i>TexPool</i>							
TexPool Prime	52,966,434		(19,607,300)	146,378	33,505,512	52.13%	4.42%
TexPool General Fund	3,780,957			13,847	3,794,804	5.90%	4.31%
<i>TexPool Sub-Total</i>	56,747,391	-	(19,607,300)	160,225	37,300,316	58.03%	4.41%
Total Investments	\$ 83,624,081	\$ -	\$ (19,607,300)	\$ 260,986	\$ 64,277,767	100.00%	4.41%
Additional Interest on Checking Accounts				32,666			
Total Interest Earned during the current month				<u>\$ 293,652</u>			

Investment Portfolio Weight



3 Month Weighted Average Maturity (Days)	1.00
3 Month Weighted Average Yield	4.44%
3 Month Rolling Weighted Average Daily Treasury Bill Rate (4 week	4.24%
Interest Rate - Chase Hybrid Checking	2.90%
ECR - Chase	3.00%

This Investment Portfolio Report of The Harris Center for Mental Health and IDD as of July 31, 2025, is in compliance with the provisions of the Public Funds Investment Act (PFIA), Chapter 2256 of the Texas Government Code and the Investment Strategy approved by the Board of Trustees.

Approved:

Michael T. Hooper Jr.
Michael T. Hooper Jr.
Director of Financial Accounting & Reporting

The Harris Center for Mental Health and IDD
Monthly Report of Financial Transactions Related to Payments of Liabilities for Employee Benefits
July 31, 2025

Vendor	Description	Monthly Not-To-Exceed ⁽¹⁾	Jul-25	Fiscal Year to Date Total
Lincoln Financial Group (LFG)	Retirement Funds (401a, 403b, 457)	\$3,650,000	\$2,150,739	\$24,435,184
Blue Cross Blue Shield of TX	Health and Dental Insurance	\$3,300,000	\$2,686,312	\$28,844,460
UNUM	Life Insurance	\$310,000	\$222,793	\$2,361,825

Notes:

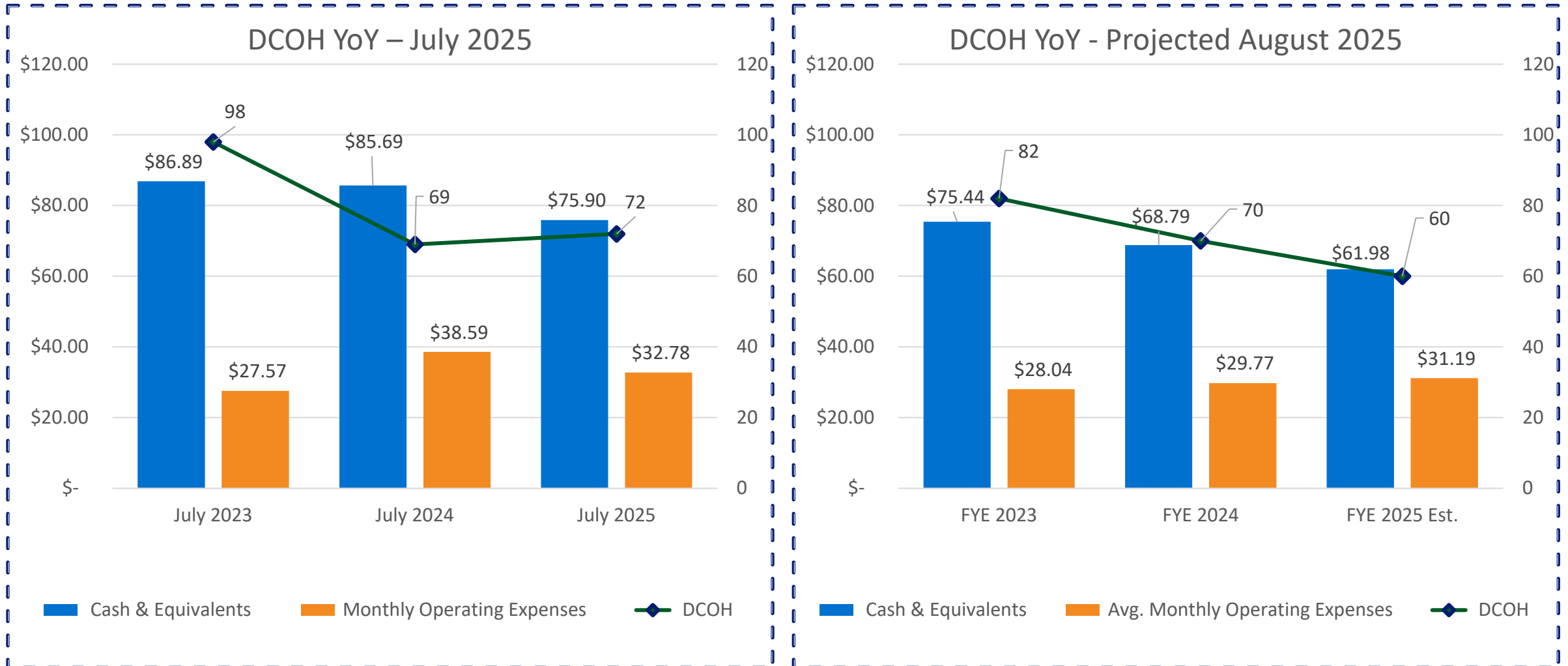
⁽¹⁾ *As established by the Board Resolution approved October 22, 2024: Harris Center Board of Trustees Signature Authorization and Delegation Authority for Certain Items effective September 24, 2024.*



Additional Analysis – July 2025

Days-Cash-On-Hand (DCOH)– as of 07/31/2025

Year-over-year ("YoY") (\$ amounts in millions)

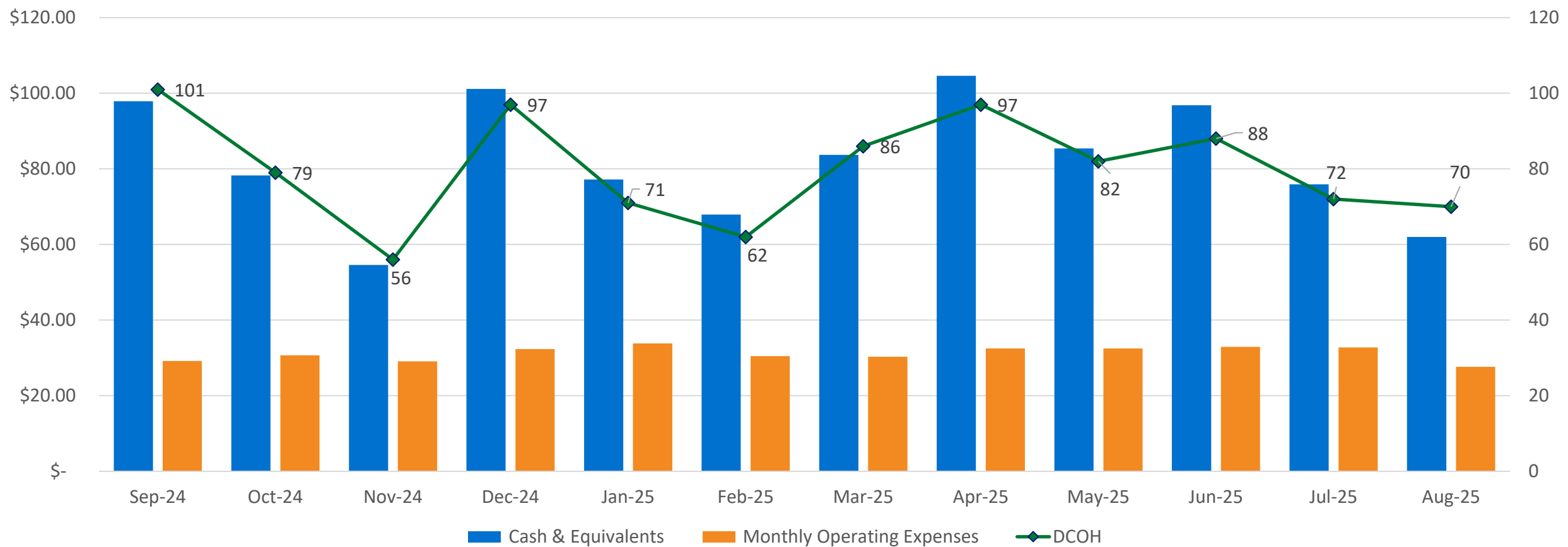


DCOH = Cash & Equivalents @ Month End divided by Daily Operating Expenses
Months in FY 2025 after current Month are based on projections

Days-Cash-On-Hand (DCOH)– as of 07/31/2025

Month-over-month (“MoM”) (\$ amounts in millions)

DCOH MoM – July 2025



DCOH = Cash & Equivalents @ Month End divided by Daily Operating Expenses
Months in FY 2025 after current Month are based on projections

Capital Outlay – as of 07/31/2025

Project/Funding Source	Year-to-date Total
6168 Apartments	\$ 4,737,215
HHSC Grant (9268)	\$ 445,205
CHC Grant (9271)	\$ 639,931
COH Loan (9272)	\$ 3,652,079
Coffeehouse Clinic Construction	\$ 3,027
Bond Series 2024	\$ 3,027
Equipment Purchase	\$ (20)
Fund Balance	\$ (20)
Facilities Capital Projects	\$ 4,006
Fund Balance	\$ 4,006
IT Capital Projects	\$ 482,094
Fund Balance	\$ 482,094
Northeast Clinic Design and Construction	\$ 231,643
Bond Series 2024	\$ 231,643
NPC Renovation	\$ 803,655
Bond Series 2024	\$ 803,655
ReCenter Property Purchase	\$ 2,288,004
Fund Balance	\$ 2,288,004
SW Foundation Repair	\$ 35,837
Bond Series 2024	\$ 35,837
Emergency Projects	\$ 32,331
Fund Balance	\$ 32,331
Grand Total	\$ 8,617,792

Funding Source/Project	Year-to-date Total
Fund Balance	\$ 2,806,415
ReCenter Property Purchase	\$ 2,288,004
IT Capital Projects	\$ 482,094
Emergency Projects	\$ 32,331
Facilities Capital Projects	\$ 4,006
Equipment Purchase	\$ (20)
Bond Series 2024	\$ 1,074,162
NPC Renovation	\$ 803,655
Northeast Clinic Design and Constructio	\$ 231,643
SW Foundation Repair	\$ 35,837
Coffeehouse Clinic Construction	\$ 3,027
HHSC Grant (9268)	\$ 445,205
6168 Apartments	\$ 445,205
CHC Grant (9271)	\$ 639,931
6168 Apartments	\$ 639,931
COH Loan (9272)	\$ 3,652,079
6168 Apartments	\$ 3,652,079
Grand Total	\$ 8,617,792

EXHIBIT F-3

AUGUST 2025 AMENDMENTS OVER 250k



Executive Contract Summary

Contract Section

Contractor*

Aptean

Contract ID #*

6115

Presented To*

- ☒ Resource Committee
☐ Full Board

Date Presented*

8/19/2025

Parties* (?)

Aptean (Ross) and The Harris Center

Agenda Item Submitted For: * (?)

- ☐ Information Only (Total NTE Amount is Less than \$250,000.00)
☒ Board Approval (Total NTE Amount is \$250,000.00 or more)
☐ Grant Proposal
☐ Revenue
☐ SOW-Change Order-Amendment#
☐ Other

Procurement Method(s) *

Check all that Apply

- | | |
|--|--|
| <input type="checkbox"/> Competitive Bid | <input type="checkbox"/> Competitive Proposal |
| <input checked="" type="checkbox"/> Request for Proposal | <input type="checkbox"/> Sole Source |
| <input type="checkbox"/> Request for Application | <input type="checkbox"/> Request for Qualification |
| <input type="checkbox"/> Request for Quote | <input type="checkbox"/> Tag-On |
| <input type="checkbox"/> Interlocal | <input type="checkbox"/> Consumer Driven |
| <input type="checkbox"/> Not Applicable (If there are no funds required) | <input type="checkbox"/> Other |

Does this contract contain an element of Information Technology (Hardware, Software, or Professional Services)? *

- ☒ Yes ☐ No

Funding Information *

- ☐ New Contract ☒ Amendment

Contract Term Start Date* (?)

10/25/2025

Contract Term End Date* (?)

10/24/2026

If contract is off-cycle, specify the contract term (?)

Current Contract Amount *

\$ 400,000.00

Increase Not to Exceed*

\$ 14,179.15

Revised Total Not to Exceed (NTE)*

\$ 414,179.15

Fiscal Year* (?)

2026

Amount* (?)

\$ 414,179.15

Funding Source*

General Revenue (GR)

Contract Description / Type* (?)

- ☐ Personal/Professional Services
☐ Consumer Driven Contract
☐ Memorandum of Understanding
☐ Affiliation or Preceptor
☐ BAA/DUA
☐ Pooled Contract
☐ Renewal of Existing Contract

- ☐ Consultant
☐ New Contract/Agreement
☐ Amendment to Existing Contract
☐ Service/Maintenance
☐ IT/Software License Agreement
☐ Lease
☒ Other Amending FY26 Renewal Amount

Justification/Purpose of Contract/Description of Services Being Provided* (?)

Updated quote received after original FY2026 ECS Renewal was completed.

Contract Owner*

Mustafa Cochinwala

Previous History of Contracting with Vendor/Contractor*
☒ Yes ☐ No ☐ Unknown
Please add previous contract dates and what services were provided*

FY2010 - FY2025

Vendor/Contractor a Historically Underutilized Business (HUB)* (?)
☐ Yes ☒ No ☐ Unknown
Please provide an explanation*

N/A

Community Partnership* (?)
☐ Yes ☒ No ☐ Unknown
Supporting Documentation Upload (?)

FY2026 Aptean Ross V2.pdf

172.59KB

Vendor/Contractor Contact Person**Name***

Aptean

Address*

Street Address

1155 Perimeter Center West

Address Line 2

City

Sandy Springs

State / Province / Region

GA

Postal / Zip Code

30338

Country

US

Phone Number*

770-351-9600

Email*

ar-coe@aptean.com

Budget Section**Budget Units and Amounts Charged to each Budget Unit**

Budget Unit Number*	Amount Charged to Unit*	Expense/GL Code No.*
1130	\$ 14,179.15	553002
Budget Manager	Secondary Budget Manager	
Campbell, Ricardo	Campbell, Ricardo	

Provide Rate and Rate Descriptions if applicable* (?)

See attached

Project WBS (Work Breakdown Structure)* (?)

N/A

Requester Name

Hurst, Richard

Submission Date

7/10/2025

Budget Manager Approval(s)**Approved by***Ricardo Campbell***Approval Date**

7/10/2025

IT Director Approval**Approved by***Anthony Jones***Approval Date**

7/10/2025

IT Approval Comments

Approved - AJones

Procurement Approval

File Upload (?)

Approved by

Sign

Approval Date

Contract Owner Approval



Approved by

Mustafa Cochinnala

Approval Date

7/14/2025

Contracts Approval

Approve*

- ☒ Yes
- ☐ No, reject entire submission
- ☐ Return for correction

Approved by*

Belinda Stude

Approval Date*

7/15/2025



Executive Contract Summary

Contract Section

Contractor*

DAHILL OFFICE TECHNOLOGY CORP.

Contract ID #*

2023-0740

Presented To*

- ☐ Resource Committee
☒ Full Board

Date Presented*

8/19/2025

Parties* (?)

Dahill and The Harris Center

Agenda Item Submitted For: * (?)

- ☐ Information Only (Total NTE Amount is Less than \$250,000.00)
☒ Board Approval (Total NTE Amount is \$250,000.00 or more)
☐ Grant Proposal
☐ Revenue
☐ SOW-Change Order-Amendment#
☐ Other

Procurement Method(s)*

Check all that Apply

- | | |
|--|--|
| <input type="checkbox"/> Competitive Bid | <input type="checkbox"/> Competitive Proposal |
| <input checked="" type="checkbox"/> Request for Proposal | <input type="checkbox"/> Sole Source |
| <input type="checkbox"/> Request for Application | <input type="checkbox"/> Request for Qualification |
| <input type="checkbox"/> Request for Quote | <input type="checkbox"/> Tag-On |
| <input type="checkbox"/> Interlocal | <input type="checkbox"/> Consumer Driven |
| <input type="checkbox"/> Not Applicable (If there are no funds required) | <input type="checkbox"/> Other |

Does this contract contain an element of Information Technology (Hardware, Software, or Professional Services)? *

- ☒ Yes ☐ No

Funding Information*

- ☐ New Contract ☒ Amendment

Contract Term Start Date* (?)

10/1/2023

Contract Term End Date* (?)

10/1/2028

If contract is off-cycle, specify the contract term (?)

Current Contract Amount*

\$ 220,933.08

Increase Not to Exceed*

\$ 30,088.80

Revised Total Not to Exceed (NTE)*

\$ 251,021.88

Fiscal Year* (?)

2025

Amount* (?)

\$ 251,021.88

Funding Source*

General Revenue (GR)

Contract Description / Type* (?)

- ☐ Personal/Professional Services
☐ Consumer Driven Contract
☐ Memorandum of Understanding
☐ Affiliation or Preceptor
☐ BAA/DUA
☐ Pooled Contract
☐ Renewal of Existing Contract

- ☐ Consultant
☐ New Contract/Agreement
☒ Amendment to Existing Contract
☐ Service/Maintenance
☒ IT/Software License Agreement
☐ Lease
☐ Other

Justification/Purpose of Contract/Description of Services Being Provided* (?)

Direct to user's OneDrive scanning from our Xerox MFDs.

Contract Owner*

Mustafa Cochinwala

Previous History of Contracting with Vendor/Contractor*
☒ Yes ☐ No ☐ Unknown
Please add previous contract dates and what services were provided*

FY2019 - FY2025

Leasing/Maintenance of Xerox MFDs

Vendor/Contractor a Historically Underutilized Business (HUB)* (?)
☐ Yes ☒ No ☐ Unknown
Please provide an explanation*

N/A

Community Partnership* (?)
☐ Yes ☒ No ☐ Unknown
Supporting Documentation Upload (?)

Xerox_OneDrive _36 Month Subscription.pdf

134.27KB

PO_CT144182_Xerox.PDF

166.05KB

Vendor/Contractor Contact Person**Name***

Kurt Gilbert

Address*

Street Address

8200 Interstate 10

Address Line 2

Suite 400

City

San Antonio

Postal / Zip Code

78230

State / Province / Region

Tx

Country

United States

Phone Number*

713-329-9990 x3520

Email*

kurt.gilbert@xerox.com

Budget Section**Budget Units and Amounts Charged to each Budget Unit**

Budget Unit Number*	Amount Charged to Unit*	Expense/GL Code No.*
1130	\$ 30,088.80	552002
Budget Manager	Secondary Budget Manager	
Campbell, Ricardo	Campbell, Ricardo	

Provide Rate and Rate Descriptions if applicable* (?)

The 36-month cost is \$30,088.80, Savings of \$3,461.40 over the term. No rate increases for the 36-month period. The 12-month subscription has increased to \$11,183.00 for 108 devices. Rates can increase year over year.

Project WBS (Work Breakdown Structure)* (?)

N/A

Requester Name

Hurst, Richard

Submission Date

6/27/2025

Budget Manager Approval(s)**Approved by***Ricardo Campbell***Approval Date**

6/30/2025

IT Director Approval**Approved by***Anthony Jones***Approval Date**

6/30/2025

IT Approval Comments

Approved - AJones

Procurement Approval



File Upload (?)

Approved by

Approval Date

Sign

Contract Owner Approval



Approved by

Approval Date

Mustafa Cochinnala

7/7/2025

Contracts Approval

Approve*

- ☒ Yes
- ☐ No, reject entire submission
- ☐ Return for correction

Approved by*

Approval Date*

Belinda Stude

7/29/2025

EXHIBIT F-4

AUGUST 2025 INTERLOCAL AGREEMENTS

[illegible]



**Due Diligence Project PUR-FY25-0335
NEW RIDES SHARE PROGRAM**

Purchasing received a request from the Forensic Court Clinical Interview Unit on Tuesday, April 01, 2025, for Ride Share transportation for our clients to court appointments.

Due diligence was done with Sourcewell and Choice Partners and they did not offer any programs for Rides. Uber and Lyft did not support the program. You basically have to schedule a trip using an App to enter your destination and then you are matched with a driver and vehicle details for pickup. Uber cost per ride varies by location, time of day, and service type, with added fees like tolls, surge pricing and booking fees. On average the cost per mile ranges from \$1 to \$2.

We contacted the Harris County Purchasing Department to see if we could tag on to their Supplemental Non-Metered Transportation Rides for Harris County. We were informed that the awarded vendors are currently experiencing capacity issues and are unable to accommodate any additional services beyond those specified in their existing contracts. Following this update, we inquired whether there were any alternative programs they facilitate that we could utilize for this service. After a review by their Purchasing Contract Manager, we were informed that, due to FTA regulations, the use of their contract for this service is not permitted.

We contacted Harris County of Texas Community Service Department for the Rides Specialized Transportation Program using zTrip, Rubicund, Anchoring Hopes and Rids Brothers for Harris County. We were informed that to be qualified for the Rides Program the Agency must be a non-profit organization, for profit business, human services organization, municipality with disability of all ages.

RIDES is a curb-to-curb subsidized program that allows participating agencies to purchase transportation services at a significant discount for specific populations. The agency pays 60% of the total trip cost to Harris County Texas based on the following guidelines:

AGENCY GUIDELINES FOR SUBSIDIZED TRANSPORTATION FUNDS ELIGIBILITY

- Agency must be a non-profit organization, for profit business, human services organization, municipality, hospital or church.
- Agency must agree to screen all clients using the Program eligibility form.
- Agency must agree to provide funds for transportation services only to Harris County residents that are low-income, disabled, or elderly that are unable to access alternate transportation. (Customers must be screened for MetroLift and for Medicaid Medical transportation. Medicaid customers may use Rides for non-medical trips and MetroLift customers may use Rides for trips not served by MetroLift.) Rides service originate within Harris County and clients may travel in designated areas in neighboring counties contiguous to Harris County.
- Agency must verify that new customers are not registered with another Rides field agency.
- Agency must agree to designate a Program liaison and attend training on use of the web-based program application.
- Agency must agree to support the customer education and registration process on an on-going basis. Agency agrees to send paper copies of the customer applications to the Program office immediately after in-take.
- Agency understands that there is a limited amount of funds for subsidized trips. When the funds are expended; the subsidized service will no longer be available. The maximum amount of subsidized funds that may be purchased is based on availability and will be reviewed periodically. Harris

County reserves the right to adjust the subsidy rate at any time. Adequate advance notice will be given. Agencies can purchase unsubsidized service at any time.

- Agency must provide source of funding to purchase transportation funds to the RIDES program. Eligible Federal funding can only be used. (Please confirm sources with Harris County RIDES).
- Agency agrees to give Rides a minimum of one-month advance notice if participation is discontinued.
- All subsidized funding has an expiration date determined by the Rides Program based on grant expirations. Funds may be transferred among users prior to expiration dates but refunds are not authorized.
- Must have a signed Agency Partner Member Annual Support form on file.


The Forensic Services selected the Rides Share Program to provide transportation to ensure clients show up for court appointments that are unable to use Metro bus passes.

Total NTE: \$50,000.00


Community Assistance Referral Program – Unit 6004

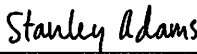
Term: Evergreen

Submitted By:

DocuSigned by:

F875B191C35439A...
Jacqueline Hedge, BAA
Purchasing, Buyer I

Recommended By:

DocuSigned by:

2586365A8EF9418...
Sharon Brauner, C.P.M., A.P.P.
Purchasing Manager

DocuSigned by:

E758ED88CF04D3...
Stanley Adams, MBA
Chief Financial Officer



Executive Contract Summary

Contract Section

Contractor*

Harris County Community Service Department

Contract ID #*

NA

Presented To*

- ☒ Resource Committee
☐ Full Board

Date Presented*

8/19/2025

Parties* (?)

The Harris Center for MH and IDD and Harris County Rides

Agenda Item Submitted For: * (?)

- ☒ Information Only (Total NTE Amount is Less than \$250,000.00)
☐ Board Approval (Total NTE Amount is \$250,000.00 or more)
☐ Grant Proposal
☐ Revenue
☐ SOW-Change Order-Amendment#
☐ Other

Procurement Method(s)*

Check all that Apply

- | | |
|--|--|
| <input type="checkbox"/> Competitive Bid | <input type="checkbox"/> Competitive Proposal |
| <input type="checkbox"/> Request for Proposal | <input type="checkbox"/> Sole Source |
| <input type="checkbox"/> Request for Application | <input type="checkbox"/> Request for Qualification |
| <input type="checkbox"/> Request for Quote | <input type="checkbox"/> Tag-On |
| <input checked="" type="checkbox"/> Interlocal | <input type="checkbox"/> Consumer Driven |
| <input type="checkbox"/> Not Applicable (If there are no funds required) | <input type="checkbox"/> Other |

Does this contract contain an element of Information Technology (Hardware, Software, or Professional Services)? *

- ☐ Yes ☒ No

Funding Information*

- ☒ New Contract ☐ Amendment

Contract Term Start Date* (?)

8/1/2025

Contract Term End Date* (?)

12/1/2025

If contract is off-cycle, specify the contract term (?)

fiscal for contract funding is Dec to Dec, fully executed
 contract signed in July 25

Fiscal Year* (?)

2025

Amount* (?)

\$ 50,000.00

Funding Source*

County

Contract Description / Type* (?)

- ☐ Personal/Professional Services
☐ Consumer Driven Contract
☐ Memorandum of Understanding
☐ Affiliation or Preceptor
☐ BAA/DUA
☐ Pooled Contract
☐ Renewal of Existing Contract

- ☐ Consultant
☒ New Contract/Agreement
☐ Amendment to Existing Contract
☐ Service/Maintenance
☐ IT/Software License Agreement
☐ Lease
☐ Other

Justification/Purpose of Contract/Description of Services Being Provided* (?)

Ride Share transportation for our clients to ensure appearance for court appointments, that are unable to use Metro bus passes.

Contract Owner*

Sean McElroy

Previous History of Contracting with Vendor/Contractor*

☐ Yes ☒ No ☐ Unknown

Vendor/Contractor a Historically Underutilized Business (HUB)* (?)

☐ Yes ☐ No ☒ Unknown

Community Partnership* (?)

☐ Yes ☐ No ☒ Unknown

Supporting Documentation Upload (?)

FW_ Due Diligence for Rideshare Program.zip

7.06MB

Vendor/Contractor Contact Person

Name*

Natosha Willis

Address*

Street Address

1001 Preston St

Address Line 2

Suite 500

City

Houston

Postal / Zip Code

77002-1839

State / Province / Region

TX

Country

United States

Phone Number*

7132741284

Email*

natosha.willis@harriscountytx.gov

Budget Section

Budget Units and Amounts Charged to each Budget Unit

Budget Unit Number*	Amount Charged to Unit*	Expense/GL Code No.*
6003	\$ 50,000.00	543014

Budget Manager	Secondary Budget Manager
Williams-Wesley, Sheenia	Reyes, Elizabeth

Provide Rate and Rate Descriptions if applicable* (?)

n/a

Project WBS (Work Breakdown Structure)* (?)

n/a

Requester Name	Submission Date
Williams-Wesley, Sheenia	8/1/2025

Budget Manager Approval(s)

Approved by

Sheenia Williams-Wesley

Approval Date

8/1/2025

Procurement Approval

File Upload (?)

Approved by

Sign

Approval Date

Contract Owner Approval

Approved by

Sean McElroy

Approval Date

8/1/2025

Contracts Approval

Approve*

- ☒ Yes
- ☐ No, reject entire submission
- ☐ Return for correction

Approved by*

Belinda Stude

Approval Date*

8/1/2025



Annual Renewal Evaluation

Current Fiscal Year Contract Information

Current Fiscal Year

2025

Contract ID#*

6139

Contractor Name*

Harris County Community Supervision and Corrections Department

Service Provided* (?)

Dual Diagnosis Residential Program for treatment (138 Beds) at 2312 Atascocita Road, Humble, Texas for CSCD.

Renewal Term Start Date*

9/1/2025

Renewal Term End Date*

8/31/2026

Term for Off-Cycle Only (For Reference Only)
Agenda Item Submitted For: (?)

- ☐ Information Only (Total NTE Amount is Less than \$250,000.00)
- ☐ Board Approval (Total NTE Amount is \$250,000.00 or more)
- ☐ Grant Proposal
- ☒ Revenue
- ☐ SOW-Change Order-Amendment#
- ☐ Other

Procurement Method(s)*

Check all that Apply

- | | |
|--|--|
| <input type="checkbox"/> Competitive Bid | <input type="checkbox"/> Competitive Proposal |
| <input type="checkbox"/> Request for Proposal | <input type="checkbox"/> Sole Source |
| <input type="checkbox"/> Request for Application | <input type="checkbox"/> Request for Qualification |
| <input type="checkbox"/> Request for Quote | <input type="checkbox"/> Tag-On |
| <input checked="" type="checkbox"/> Interlocal | <input type="checkbox"/> Consumer Driven |
| <input type="checkbox"/> Not Applicable (If there are no funds required) | <input type="checkbox"/> Other |

Contract Description / Type

- | | |
|--|---|
| <input type="checkbox"/> Personal/Professional Services | <input type="checkbox"/> Consultant |
| <input type="checkbox"/> Consumer Driven Contract | <input type="checkbox"/> New Contract/Agreement |
| <input type="checkbox"/> Memorandum of Understanding | <input type="checkbox"/> Amendment to Existing Contract |
| <input type="checkbox"/> Affiliation or Preceptor | <input type="checkbox"/> Service/Maintenance |
| <input type="checkbox"/> BAA/DUA | <input type="checkbox"/> IT/Software License Agreement |
| <input type="checkbox"/> Pooled Contract | <input type="checkbox"/> Lease |
| <input checked="" type="checkbox"/> Renewal of Existing Contract | <input type="checkbox"/> Other |

Vendor/Contractor a Historically Underutilized Business (HUB) (?)

- ☐ Yes
- ☒ No
- ☐ Unknown

Contract NTE* (?)

\$ 5,951,331.00

Rate(s)/Rate(s) Description

Vary.

Unit(s) Served*

N/A

G/L Code(s)*

N/A

Current Fiscal Year Purchase Order Number*

N/A

Contract Requestor*

Sheenia Williams-Wesley

Contract Owner*

Monalisa Jiles

File Upload (?)**Renewal Determination****Is the contract being renewed for next fiscal year with this Contractor?*** (?)☒ Yes ☐ No**How does this contract support Agency/Unit Strategic priorities?***

24-hour residential treatment facility for male and female probationers with co-occurring mental illness and substance abuse issues providing services intended to transition the probationers into the community upon release.

Renewal Information for Next Fiscal Year**Budget Units and Amounts Charged to each Budget Unit**

Budget Unit Number*	Amount Charged to Unit*	Expense/GL Code No.*
6401	\$ 6,112,840.00	000000

Budget Manager*

Williams-Wesley, Sheenia

Secondary Budget Manager*

Reyes, Elizabeth

Provide Rate and Rate Descriptions if applicable* (?)

n/a

Project WBS (Work Breakdown Structure)* (?)

n/a

Fiscal Year* (?)

2026

Amount* (?)

\$ 6,112,840.00

Next Fiscal Year Not to Exceed Amount for Master Pooled Contracts

Contract Funding Source *

County

Contract Content Changes

Are there any required changes to the contract language? * (?)

☐ Yes ☒ No

Will the scope of the Services change? *

☐ Yes ☒ No

Is the payment deadline different than net (45)? *

☐ Yes ☒ No

Are there any changes in the Performance Targets? *

☐ Yes ☒ No

Are there any changes to the Submission deadlines for notes or supporting documentation? *

☐ Yes ☒ No

File Upload (?)

Contract Owner

Contract Owner* (?)

Please Select Contract Owner

Monalisa Jiles

Budget Manager Approval(s)

Approved by

Sheenia Williams Westley

Contract Owner Approval

Approved by

Monalisa Jiles

Contracts Approval

Approve *

- ☒ Yes
☐ No, reject entire submission
☐ Return for correction

Approved by *

Belinda Stude

Approval Date *

7/29/2025



Executive Contract Summary

Contract Section

Contractor*

Harris County Resources for Children and Adults

Contract ID #*

N/A

Presented To*

- ☒ Resource Committee
☐ Full Board

Date Presented*

8/19/2025

Parties* (?)

Northeast Youth and Family Wellness Center and Community Youth Services

Agenda Item Submitted For: * (?)

- ☒ Information Only (Total NTE Amount is Less than \$250,000.00)
☐ Board Approval (Total NTE Amount is \$250,000.00 or more)
☐ Grant Proposal
☐ Revenue
☐ SOW-Change Order-Amendment#
☐ Other

Procurement Method(s)*

Check all that Apply

- | | |
|---|---|
| <input type="checkbox"/> Competitive Bid | <input type="checkbox"/> Competitive Proposal |
| <input type="checkbox"/> Request for Proposal | <input type="checkbox"/> Sole Source |
| <input type="checkbox"/> Request for Application | <input type="checkbox"/> Request for Qualification |
| <input type="checkbox"/> Request for Quote | <input type="checkbox"/> Tag-On |
| <input type="checkbox"/> Interlocal | <input checked="" type="checkbox"/> Consumer Driven |
| <input checked="" type="checkbox"/> Not Applicable (If there are no funds required) | <input type="checkbox"/> Other |

Does this contract contain an element of Information Technology (Hardware, Software, or Professional Services)? *

- ☐ Yes ☒ No

Funding Information*

- ☒ New Contract ☐ Amendment

Contract Term Start Date* (?)

7/2/2025

Contract Term End Date* (?)

8/31/2026

If contract is off-cycle, specify the contract term (?)

Fiscal Year* (?)

2026

Amount* (?)

\$ 0.00

Funding Source*

General Revenue (GR)

Contract Description / Type* (?)

- | | |
|---|---|
| <input type="checkbox"/> Personal/Professional Services | <input type="checkbox"/> Consultant |
| <input type="checkbox"/> Consumer Driven Contract | <input type="checkbox"/> New Contract/Agreement |
| <input checked="" type="checkbox"/> Memorandum of Understanding | <input type="checkbox"/> Amendment to Existing Contract |
| <input type="checkbox"/> Affiliation or Preceptor | <input type="checkbox"/> Service/Maintenance |
| <input type="checkbox"/> BAA/DUA | <input type="checkbox"/> IT/Software License Agreement |
| <input type="checkbox"/> Pooled Contract | <input type="checkbox"/> Lease |
| <input type="checkbox"/> Renewal of Existing Contract | <input type="checkbox"/> Other <input type="text"/> |

Justification/Purpose of Contract/Description of Services Being Provided* (?)

To increase school safety through the development and expansion of evidence-based, violence prevention, reduction programs, and strategies to support school climate by maximizing resources, at no cost, and prevent duplication of services.

Contract Owner*

Tiffanie Williams-Brooks

Previous History of Contracting with Vendor/Contractor*
☐ Yes ☐ No ☒ Unknown
Vendor/Contractor a Historically Underutilized Business (HUB)* (?)
☐ Yes ☐ No ☒ Unknown
Community Partnership* (?)
☐ Yes ☐ No ☒ Unknown
Supporting Documentation Upload (?)

25GEN0937 - HCRCA MOU - CYS CARES Project v2.docx

31.47KB

Vendor/Contractor Contact Person**Name***

Candis Jackson

Address*

Street Address

6300 Chimney Rock Road

Address Line 2

City

Houston

Postal / Zip Code

77081-4502

State / Province / Region

TX

Country

US

Phone Number*

832-927-6457

Email*

candis.jackson@harriscountytexas.gov

Budget Section

Budget Units and Amounts Charged to each Budget Unit

Budget Unit Number*	Amount Charged to Unit*	Expense/GL Code No.*
4780	\$ 0.00	00000

Budget Manager

Smith, Janai

Secondary Budget Manager

Shelby, Debbie

Provide Rate and Rate Descriptions if applicable* (?)

N/A

Project WBS (Work Breakdown Structure)* (?)

N/A

Requester Name

Bowser, Mohagony

Submission Date

7/2/2025

Budget Manager Approval(s)

Approved by



Approval Date

7/2/2025

Procurement Approval

File Upload (?)

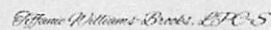
Approved by

Sign

Approval Date

Contract Owner Approval

Approved by



Approval Date

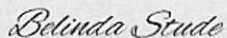
7/2/2025

Contracts Approval

Approve*

- ☒ Yes
☐ No, reject entire submission
☐ Return for correction

Approved by*



Approval Date*

7/3/2025



Annual Renewal Evaluation

Current Fiscal Year Contract Information

Current Fiscal Year

2025

Contract ID# *

2022-0361

Contractor Name *

The University of Texas Health Science Center at Houston ("UTHealth")

Service Provided* (?)

A joint providership arrangement with McGovern Medical School Office of Continuing Medical Education (OCME) to provide Continuing Medical Education (CME) Activity

Renewal Term Start Date *

9/1/2025

Renewal Term End Date *

8/31/2026

Term for Off-Cycle Only (For Reference Only)

Agenda Item Submitted For: (?)

- ☐ Information Only (Total NTE Amount is Less than \$250,000.00)
- ☐ Board Approval (Total NTE Amount is \$250,000.00 or more)
- ☐ Grant Proposal
- ☐ Revenue
- ☐ SOW-Change Order-Amendment#
- ☐ Other

Procurement Method(s) *

Check all that Apply

- | | |
|--|--|
| <input type="checkbox"/> Competitive Bid | <input type="checkbox"/> Competitive Proposal |
| <input type="checkbox"/> Request for Proposal | <input type="checkbox"/> Sole Source |
| <input type="checkbox"/> Request for Application | <input type="checkbox"/> Request for Qualification |
| <input type="checkbox"/> Request for Quote | <input type="checkbox"/> Tag-On |
| <input checked="" type="checkbox"/> Interlocal | <input type="checkbox"/> Consumer Driven |
| <input type="checkbox"/> Not Applicable (If there are no funds required) | <input type="checkbox"/> Other |

Contract Description / Type

- | | |
|--|---|
| <input type="checkbox"/> Personal/Professional Services | <input type="checkbox"/> Consultant |
| <input type="checkbox"/> Consumer Driven Contract | <input type="checkbox"/> New Contract/Agreement |
| <input type="checkbox"/> Memorandum of Understanding | <input type="checkbox"/> Amendment to Existing Contract |
| <input type="checkbox"/> Affiliation or Preceptor | <input type="checkbox"/> Service/Maintenance |
| <input type="checkbox"/> BAA/DUA | <input type="checkbox"/> IT/Software License Agreement |
| <input type="checkbox"/> Pooled Contract | <input type="checkbox"/> Lease |
| <input checked="" type="checkbox"/> Renewal of Existing Contract | <input type="checkbox"/> Other |

Vendor/Contractor a Historically Underutilized Business (HUB) (?)

- ☐ Yes
- ☐ No
- ☒ Unknown

Contract NTE* (?)

\$ 6,000.00

Rate(s)/Rate(s) Description

Unit(s) Served*

1101

G/L Code(s)*

542000

Current Fiscal Year Purchase Order Number*

CT144197

Contract Requestor*

Lesley Conger

Contract Owner*

Luming Li

File Upload (?)

Evaluation of Current Fiscal Year Performance

Have there been any significant performance deficiencies within the current fiscal year? *

☐ Yes ☒ No

Were Services delivered as specified in the contract? *

☒ Yes ☐ No

Did Contractor perform duties in a manner consistent with standards of the profession? *

☒ Yes ☐ No

Did Contractor adhere to the contracted schedule? * (?)

☒ Yes ☐ No

Were reports, billing and/or invoices submitted in a timely manner? * (?)

☒ Yes ☐ No

Did Contractor provide adequate or proper supporting documentation of time spent rendering services for the Agency? * (?)

☒ Yes ☐ No

Did Contractor render services consistent with Agency policy and procedures? * (?)

☒ Yes ☐ No

Maintained legally required standards for certification, licensure, and/or training? * (?)

☒ Yes ☐ No

Renewal Determination

Is the contract being renewed for next fiscal year with this Contractor? * (?)

☒ Yes ☐ No

How does this contract support Agency/Unit Strategic priorities? *

This is our partnership with UT Health and Science to provide Continuing Medical Education CME for our providers and staff.

Renewal Information for Next Fiscal Year**Budget Units and Amounts Charged to each Budget Unit**

Budget Unit Number *	Amount Charged to Unit *	Expense/GL Code No. *
1101	\$ 6,000.00	542000
Budget Manager *		Secondary Budget Manager *
Campbell, Ricardo		Campbell, Ricardo

Provide Rate and Rate Descriptions if applicable * (?)

A joint providership arrangement with McGovern Medical School Office of Continuing Medical Education(CME)

Project WBS (Work Breakdown Structure) * (?)

n/a

Fiscal Year * (?)	Amount * (?)
2026	\$ 6,000.00

Next Fiscal Year Not to Exceed Amount for Master Pooled Contracts**Contract Funding Source ***

General Revenue (GR)

Contract Content Changes**Are there any required changes to the contract language? * (?)**

☐ Yes ☒ No

Will the scope of the Services change? *

☐ Yes ☒ No

Is the payment deadline different than net (45)? *

☐ Yes ☒ No

Are there any changes in the Performance Targets? *

☐ Yes ☒ No

Are there any changes to the Submission deadlines for notes or supporting documentation? *

☐ Yes ☒ No

File Upload (?)

Contract Owner

Contract Owner* (?)

Please Select Contract Owner

Luming Li

Budget Manager Approval(s)

Approved by

*Ricardo Campbell***Contract Owner Approval**

Approved by

*Dr. Luming Li***Contracts Approval**

Approve*

- ☒ Yes
- ☐ No, reject entire submission
- ☐ Return for correction

Approved by*

Belinda Stude

Approval Date*

7/28/2025



Executive Contract Summary

Contract Section

Contractor*

University of Houston College of Pharmacy

Contract ID #*

N/A

Presented To*

- ☒ Resource Committee
☐ Full Board

Date Presented*

8/19/2025

Parties* (?)

The University of Houston and The Harris Center

Agenda Item Submitted For: * (?)

- ☒ Information Only (Total NTE Amount is Less than \$250,000.00)
☐ Board Approval (Total NTE Amount is \$250,000.00 or more)
☐ Grant Proposal
☐ Revenue
☐ SOW-Change Order-Amendment#
☐ Other

Procurement Method(s)*

Check all that Apply

- | | |
|---|--|
| <input type="checkbox"/> Competitive Bid | <input type="checkbox"/> Competitive Proposal |
| <input type="checkbox"/> Request for Proposal | <input type="checkbox"/> Sole Source |
| <input type="checkbox"/> Request for Application | <input type="checkbox"/> Request for Qualification |
| <input type="checkbox"/> Request for Quote | <input type="checkbox"/> Tag-On |
| <input type="checkbox"/> Interlocal | <input type="checkbox"/> Consumer Driven |
| <input checked="" type="checkbox"/> Not Applicable (If there are no funds required) | <input type="checkbox"/> Other |

Does this contract contain an element of Information Technology (Hardware, Software, or Professional Services)? *

- ☐ Yes ☒ No

Funding Information*

- ☒ New Contract ☐ Amendment

Contract Term Start Date* (?)

9/1/2025

Contract Term End Date* (?)

8/31/2030

If contract is off-cycle, specify the contract term (?)

Fiscal Year* (?)

2026

Amount* (?)

\$ 0.00

Funding Source*

General Revenue (GR)

Contract Description / Type* (?)

- | | |
|--|---|
| <input type="checkbox"/> Personal/Professional Services | <input type="checkbox"/> Consultant |
| <input type="checkbox"/> Consumer Driven Contract | <input type="checkbox"/> New Contract/Agreement |
| <input type="checkbox"/> Memorandum of Understanding | <input type="checkbox"/> Amendment to Existing Contract |
| <input checked="" type="checkbox"/> Affiliation or Preceptor | <input type="checkbox"/> Service/Maintenance |
| <input type="checkbox"/> BAA/DUA | <input type="checkbox"/> IT/Software License Agreement |
| <input type="checkbox"/> Pooled Contract | <input type="checkbox"/> Lease |
| <input type="checkbox"/> Renewal of Existing Contract | <input type="checkbox"/> Other <input type="text"/> |

Justification/Purpose of Contract/Description of Services Being Provided* (?)

To provide opportunity for student pharmacy learners to gain experience with the underserved mental health population and fill future positions in this space.

Contract Owner*

Holly Cumbie

Previous History of Contracting with Vendor/Contractor*☒ Yes ☐ No ☐ Unknown**Please add previous contract dates and what services were provided***

2019-2024

Vendor/Contractor a Historically Underutilized Business (HUB)* (?)☐ Yes ☐ No ☒ Unknown**Community Partnership* (?)**☐ Yes ☐ No ☒ Unknown**Supporting Documentation Upload (?)**

PHAR_5670_Community_Pharmaceutical_Care.pdf

192.02KB

Vendor/Contractor Contact Person**Name***

Nancy Ordonez

Address*

Street Address

Health 2, 4349 Martin Luther King Blvd Room 3044

Address Line 2

City

Houston

Postal / Zip Code

77204

State / Province / Region

TX

Country

US

Phone Number*

832-842-8369

Email*

NOrdonez@Central.UH.EDU

Budget Section

Budget Units and Amounts Charged to each Budget Unit

Budget Unit Number*	Amount Charged to Unit*	Expense/GL Code No.*
1135	\$ 0.00	0
Budget Manager		Secondary Budget Manager
Campbell, Ricardo		Campbell, Ricardo

Provide Rate and Rate Descriptions if applicable* (?)

N/A

Project WBS (Work Breakdown Structure)* (?)

N/A

Requester Name

Cumbie, Holly

Submission Date

7/14/2025

Budget Manager Approval(s)

Approved by

Ricardo Campbell

Approval Date

7/14/2025

Procurement Approval

File Upload (?)

Approved by

Sign

Approval Date

Contract Owner Approval

Approved by

Holly Cumbie

Approval Date

7/14/2025

Contracts Approval

Approve*

- ☒ Yes
☐ No, reject entire submission
☐ Return for correction

Approved by*

Belinda Stude

Approval Date*

7/15/2025

EXHIBIT F-5

Status **Pending** PolicyStat ID **18451005**

Origination 11/2022
 Last Approved N/A
 Effective Upon Approval
 Last Revised 10/2023
 Next Review 1 year after approval

Owner Lance Britt: Dir
 Area Leadership
 Document Type Agency Policy

LD.A.17 Harris Center Advisory Committee

1. PURPOSE:

The purpose of the Advisory Committee shall be to advise The Harris Center of Mental Health and IDD Board of Trustees and/or Executive staff on matters, including planning, policy development, coordination, including coordination with criminal justice entities, resource allocation, and resource development, relative to the provision of services and supports to residents of Harris County.

2. POLICY:

The BH & IDD Advisory Committee gathers information related to existing and/or needed services, identify problem areas regarding consumer services and supports and/or systematic issues, receives input from the community, and ensures the viewpoint(s) of the primary (consumer) and secondary (family member) stakeholders are communicated to the Board of Trustees and the Executive Director.

3. APPLICABILITY/SCOPE:

This policy applies to the Board of Trustees and executive staff of The Harris Center.

4. PROCEDURES:

[Harris Center Advisory Committee](#)

5. RELATED POLICIES/FORMS:

N/A

6. REFERENCES: RULES/REGULATIONS/STANDARDS:

CARF 1. A. Leadership

Certified Community Behavioral Health Clinics (CCBHC). Criteria 6.B: Governance. Standard 6.b.1. Advisory Committees, Tex. Health and Safety Code §534.012

Approval Signatures

Step Description	Approver	Date
Management of Board Approval	Christopher Webb: Audit	Pending
CEO Approval	Wayne Young: Exec	07/2025
Legal Review	Kendra Thomas: Counsel	07/2025
Compliance Director	Demetria Lockett [LW]	07/2025
Initial Assignment	Keena Pace: Exec	06/2025

EXHIBIT F-6

Status **Pending** PolicyStat ID **18455944**

Origination 07/2023
 Last Approved N/A
 Effective Upon Approval
 Last Revised 07/2023
 Next Review 1 year after approval

Owner Danyalle Evans
 Area Medical Services
 Document Type Agency Policy

COM.A.5 Professional Practice Evaluation Policy

1. PURPOSE:

To establish a systematic process to evaluate and confirm the current competency of practitioners' performance of privileges and professionalism at The Harris Center for Mental Health and IDD.

2. POLICY:

It is the policy of The Harris Center to ensure that licensed and unlicensed providers meet the minimum credential and performance standards, as applicable. Professional practice evaluation will be the process for ensuring credentialing and performance standards.

Professional Practice Evaluation is conducted monthly during a provider's first three (3) months of employment. Focused Professional Practice Evaluation (FPPE) will transition to Ongoing Professional Practice Evaluation (OPPE) after a minimum of three (3) months of FPPE. The reviews are performed by members of the Professional Practice Evaluation Committee. Each service evaluates and recommends its service-specific performance targets and thresholds.

The Chief Medical Officer or designee also evaluates and recommends service-based OPPE indicators. Focused Professional Practice Evaluation (FPPE) may be triggered through concerning practice trends, events, or incidents identified through FPPE, OPPE, and medical peer review activities. FPPE will be implemented when there are concerns regarding the provision of safe, high-quality patient care by a current medical staff member or issues of professionalism.

3. APPLICABILITY/SCOPE:

The policy applies to all licensed or non-licensed providers providing services to clients at the Harris

Center.

4. RELATED POLICIES/FORMS (for reference only):

5. PROCEDURE:

[Professional Practice Evaluation Committee](#)

6. REFERENCES: RULES/REGULATIONS/STANDARDS:

Staff Member Competency. 1 Tex. Admin. Code §353.1413

Approval Signatures

Step Description	Approver	Date
Management of Board Approval	Christopher Webb: Audit	Pending
CEO Approval	Wayne Young: Exec	07/2025
Final Legal Review	Kendra Thomas: Counsel	07/2025
Compliance Director	Demetria Lockett [LW]	07/2025
Compliance Manager	Lisa Walker	07/2025
2nd Department Review	Luming Li: Chief Medical Ofcr (1101 1817)	07/2025
1st Department Review	Danyalle Evans	07/2025
Initial Assignment	Danyalle Evans	07/2025

EXHIBIT F-7

Status **Pending** PolicyStat ID **18197197**



Origination 07/2024
 Last Approved N/A
 Effective Upon Approval
 Last Revised 07/2024
 Next Review 1 year after approval

Owner Evelyn Locklin: Dir
 Area Administrative Directives
 Document Type Agency Policy

ACC.A.21 Resilience In Stressful Events (We RISE) Program Policy

1. PURPOSE:

The Purpose of this Policy is to ensure services and programs are supportive of Caregivers in Distress by integrating a Peer Support System within their own unique environment.

2. POLICY:

The Harris Center will create and maintain the We RISE Program which will offer free, confidential and timely peer support to any employee who may have encountered a stressful, patient-related event.

3. APPLICABILITY/SCOPE:

The policy is applicable to all Harris Center staff, volunteers, interns and contractors.

4. RELATED POLICIES/FORMS (for reference only)::

N/A

5. PROCEDURE:

[Resilience In Stressful Events \(We RISE\) Program Procedure](#)

6. REFERENCES: RULES/REGULATIONS/STANDARDS:

Approval Signatures

Step Description	Approver	Date
Management of Board Approval	Christopher Webb: Audit	Pending
CEO Approval	Wayne Young: Exec	07/2025
Legal Review	Kendra Thomas: Counsel	07/2025
Compliance Director Review	Demetria Lockett [LW]	07/2025
Compliance Manager	Lisa Walker	07/2025
Departmental Review	Keena Pace: Exec	06/2025
Initial Assignment	Evelyn Locklin: Dir	05/2025

EXHIBIT F-8

Status **Pending** PolicyStat ID **17911428**



Origination 02/2019
 Last Approved N/A
 Effective Upon Approval
 Last Revised 09/2023
 Next Review 1 year after approval

Owner Michael Mitchell
 Area General Administration
 Document Type Agency Policy

EM.A.1 The Use of Service and Assistance Animals in the Harris Center Facilities Pertaining to Patients and Visitors

1. PURPOSE

The purpose of this policy is to provide guidance concerning the rights of individuals with disabilities to utilize service or assistance animals in agency facilities, as defined under the Americans with Disabilities Act and state law.

2. POLICY

It is the policy of The Harris Center that individuals with disabilities shall be permitted to be accompanied by their service animals in all areas of The Harris Center's facilities where members of the public, participants in services, programs or activities, or invitees, where applicable, are allowed to go. Therapy Animals, emotional support or comfort animals, and companion animals are not considered service animals and are therefore not permitted in agency facilities. The Harris Center does not "certify" animals as Service Animals.

3. APPLICABILITY/SCOPE

All of The Harris Center facilities.

4. RELATED POLICIES/FORMS:

None

5. PROCEDURE:

EM.B.1 The Use of Service and Assistance Animals in the Harris Center Facilities

6. REFERENCES: RULES/REGULATIONS/STANDARDS:

- City of Houston Ordinance Sec 6-86
- Texas Human Resources Code, Title 8, Chapter 121
- Title II Americans with Disabilities Act, 42 U.S.C. 12.101, et. seq.; 28 CFR Part 36.101, et. seq.
- Section 504 of the Rehabilitation Act of 1973, 29 U.S.C. 794

Approval Signatures

Step Description	Approver	Date
Management of Board Approval	Christopher Webb: Audit	Pending
CEO Approval	Wayne Young: Exec	07/2025
2nd Legal Review	Kendra Thomas: Counsel	06/2025
1st Legal Review	Bijul Enaohwo	05/2025
Initial Assignment	Michael Mitchell	05/2025

EXHIBIT F-9

Status **Pending** PolicyStat ID **15143271**

Origination	N/A
Last Approved	N/A
Effective	Upon Approval
Last Revised	N/A
Next Review	1 year after approval

Owner	Vinay Kapoor: VP
Area	Medical Services
Document Type	Agency Policy

ACC.A.2 Coordination of Care Policy

1. PURPOSE:

The purpose of this policy is to ensure individuals served by the Harris Center receive coordination and/or transition of care with continued access to services in order to support and meet the needs of the individual served.

2. POLICY:

It is the policy of the Harris Center to provide continuity of care and linkage with a referral provider based on the identified needs of the individual and availability of community resources in a safe and timely manner. This may include crisis transition to routine care, discharge planning, routine care coordination, substance abuse referrals, and any additional referrals identified based on the individual's needs.

3. APPLICABILITY/SCOPE:

This policy applies to all staff employed by the Harris Center including both direct and contracted employees.

4. RELATED POLICIES/FORMS (for reference only):

[ACC.A.2 Plan of Care \(policystat.com\)](http://theharriscenter.policystat.com/policy/15143271/)

5. PROCEDURE:

[ACC.YDC.B.1 Youth Diversion Center \(YDC\) Coordination of Services and Continuity of Care \(policystat.com\)](#)

[ACC.YDC.B.2 Youth Diversion Center \(YDC\) Recreational Plan \(policystat.com\)](#)

6. REFERENCES: RULES/REGULATIONS/STANDARDS:

Access to Mental Health Community Services, Tex. Admin. Code, Title 26, Part 1, Chapter 301, Subchapter G, Division 2 [Texas Administrative Code \(state.tx.us\)](#)

Discharge Planning, Tex. Admin. Code, Title 26, Part 1, Chapter 306, Subchapter D, Division 5 [Texas Administrative Code \(state.tx.us\)](#)

Standards of Care, 26 Tex. Admin. Code, Title 26, Part 1, Chapter 301, Subchapter G, Division 3 [Texas Administrative Code \(state.tx.us\)](#)

Roles and Responsibilities of a Local Authority, 40 Tex. Admin. Code Ch. 2, Subchapter G [Texas Administrative Code \(state.tx.us\)](#)

Information Item V Crisis Standards, Texas Health and Human Services

Local Mental Health Authorities, Texas Health and Safety Code, Title 7, Subtitle A, Chapter 533, Subchapter 1, Sec. 533.035

Approval Signatures

Step Description	Approver	Date
Management of Board Approval	Christopher Webb: Audit	Pending
CEO Approval	Wayne Young: Exec	07/2025
Legal Review	Kendra Thomas: Counsel	07/2025
Compliance Director Review	Demetria Luckett [LW]	07/2025
Compliance Manager	Lisa Walker	07/2025
Departmental Review	Keena Pace: Exec	06/2025
Initial Assignment	Vinay Kapoor: VP	04/2025

EXHIBIT F-10

Status **Pending** PolicyStat ID **18077886**



Origination	N/A
Last Approved	N/A
Effective	Upon Approval
Last Revised	N/A
Next Review	1 year after approval

Owner	Janeth Martinez: Dir
Area	Medical Services
Document Type	Program Policy and Procedure Manual

MAN.2 ICC Integrated Primary Care Program Manual

PURPOSE

The purpose of the Integrated Care Clinic Manual is to establish guidelines for the Integrated Care Clinic primary care services within The Harris Center for Mental Health and IDD a LMHA to ensure comprehensive, coordinated, and continuous care for individuals with mental health conditions, in compliance with Texas state regulations.

The comprehensive evaluation shall include an assessment of need for a physical exam or further evaluation by appropriate health care professionals, including the primary care provider (with appropriate referral and follow-up) of the person receiving services.

The Medical Director is involved in the aspects of the Continuous Quality Improvement (CQI) plan that apply to the quality of the medical components of care, including coordination and integration with primary care.

MANUAL STATEMENT

The Harris Center for Mental Health and IDD (The Harris Center) is committed to providing integrated behavioral and primary health care services to improve health outcomes for individuals with mental health conditions. This integration aligns with the 26 Texas Administration Code 306, Subchapter C Texas Certified Community Behavioral Health Clinics which outlines the responsibilities of local authorities in delivering ensuring the quality of the medical component of care, and provide guidance to foster the integration and coordination of mental health, substance use care, and primary care.

The Medical Director will provide guidance regarding mental health, substance use care, clinical service delivery, ensure the quality of the medical component of care, and provide guidance to foster the

integration and coordination of mental health, substance use care, and primary care.

It is the policy of The Harris Center that all individuals seeking care services will be evaluated by credentialed and knowledgeable staff able to assess the specific needs of the persons served, trained in the use of applicable tools, tests or instruments prior to administration and be able to communicate with clients.

The Harris Center strictly prohibits and does not discriminate against individuals accessing or receiving integrated primary care treatment services at The Harris Center because of race, color, religion, creed, national origin, ethnicity, sex (including gender, pregnancy, sexual orientation, and gender identity), age, disability, citizenship, genetic information or any other characteristic protected under applicable federal, state, or local law. Individuals will be evaluated through a screening and assessment process designed to maximize opportunities for the client to gain access to The Harris Center integrated primary care programs and services.

If the client's needs are beyond the scope of services offered by The Harris Center, the client will be referred to an agency that can address the individual needs. Services will not be denied to individuals based on their ability to pay. The Harris Center encourages the involvement and participation of family, significant others, and caregivers in the recovery process. Services are subject to all state standards for the provision of both voluntary and court-ordered services.

The Integrated Primary Care Program follows The Harris Center Policies & Procedures for Medical Services, Physician Authority to Delegate Certain Medical Acts, Infection Control and Prevention Policy, Infection Control Precautions, Infection Control Plan/Airborne Precautions, Communicable Disease Procedure

APPLICABILITY/SCOPE

This applies to all The Harris Center Integrated Primary Care Programs/Clinics/Units providing Integrated Primary Care Services.

PATIENT CENTERED MEDICAL HOME

It is the policy of The Harris Center to serve as a medical home for all of its patients, or a Patient-Centered Medical Home ("PCMH"). It is the intent of the center to conduct business according to the [insert accrediting organization or recognition standards and guidelines that will be followed] to provide comprehensive primary care across the life cycle while fostering partnerships between patients and their primary care provider. The scope of a Patient-Centered Medical Home (PCMH) is to provide comprehensive, coordinated, and accessible care, focusing on building strong relationships between patients, their personal physicians, and the care team, while promoting quality and patient safety. The scope encompasses a wide range of care, from primary to specialty, and includes preventive, acute, chronic, transition of care and discharge planning

PCMHs prioritize the patient's needs and preferences, ensuring they feel heard and understood; aim to address all aspects of a patient's health, from routine checkups to managing chronic conditions; facilitate transitions of care and seamless communication and collaboration among different healthcare

providers and settings to ensure continuity of care; strive to make healthcare services readily available to patients, including timely appointments, **extended hours**, and easy access to specialists; and PCMHs are committed to providing high-quality, safe, and effective care, using evidence-based practices and continuous quality improvement methods.

Patient-Centered Medical Home (PCMH)- This is a model of primary care that emphasizes a team-based approach, comprehensive and coordinated care, and a focus on the patient's needs and preferences.

Clinical Practice Improvement (CPI)- Within the PCMH model, CPI is a systematic approach to identify areas for improvement in clinical practice, test new interventions, and implement evidence-based practices to enhance patient care and outcomes.

The Executive Director should delegate to the Clinical Practice Improvement (CPI) Officer the responsibility of ensuring that the center is practicing according to the PCMH model of care. CPI Officer should ensure that a clinician lead and PCMH manager are available to support and coordinate PCMH activities. The CPI Officer should work with the relevant staff, including the Medical Director, to determine what policies and procedures need to be implemented. The CPI Officer should refer to the tool Data Elements to Review and Report for a checklist of required data elements. Staff should be trained on the relevant policies and procedures, the concept of being a medical home for all patients, and the data that will be monitored to check for performance. The center has materials that it gives to patients explaining the role of medical home and that the center is responsible for coordinating their care across multiple settings. The CPI Officer should follow the guidelines set forth by to seek PCMH recognition.

OUTREACH ELIGIBILITY & SELF MANAGEMENT

The Harris Center must screen all patients and the uninsured (if applicable) to determine first if they are eligible for public health coverage programs, including Medicaid, CHIP and the Marketplace. If they are not eligible for any public program, the center must then screen for eligibility in the center's sliding fee scale program. It is the intent of the center to offer comprehensive application assistance for its patients and help them submit completed applications. It is required that along with comprehensive application assistance, patients and the uninsured in their service area must also receive education about the full range of coverage options available and assist with qualified health plan comparisons to help patients and the uninsured make informed decisions. Health insurance literacy education should also be provided to patients and the uninsured who do not understand how to use their new insurance.

To reach out to individuals, especially those who may be underserved or have barriers to accessing care, and encourage them to engage with primary care services.

Examples: Home visits, community health fairs, partnerships with local organizations, and using technology for telehealth or online resources.

Focus: Promoting health, preventing disease, addressing social determinants of health, and ensuring equitable access to care.

Eligibility in Primary Care:

General Eligibility: In most cases, primary care services are available to anyone who needs them,

regardless of insurance status or income.

Specific Programs: Certain programs, like chronic care management (CCM), have specific eligibility criteria, often based on having multiple chronic conditions or being at high risk for complications.

Factors: Eligibility may also depend on factors like age, geographic location, and specific health needs.

Self-Management in Primary Care:

Definition: Empowering patients to actively participate in managing their health conditions, promoting healthy behaviors, and making informed decisions about their care.

Strategies: This includes providing education, counseling, and support to help patients understand their conditions, develop self-care skills, and adhere to treatment plans.

Benefits: Improved health outcomes, increased patient satisfaction, and reduced healthcare costs.

Examples: Developing personalized action plans, providing access to online resources, and offering group support programs. In essence, the scope of primary care outpatient care encompasses a wide range of services, from proactive outreach to ensure access to care, to tailored eligibility criteria for specific programs, and ultimately, empowering patients to actively manage their health through self-management strategies.

A. To maximize the center revenue mix, The Harris Center should screen all patients below 400% of the Federal Poverty Level (FPL) to determine:

1. Eligibility for Medicaid or CHIP programs for children or pregnant women below 200% of FPL;
2. Eligibility for premium assistance and cost sharing reductions to help pay for health insurance through the Marketplace for patients between 100% and 400% of FPL who do not qualify for Medicaid or CHIP;
3. Amount of fees patients should be charged on the sliding fee scale if they do not qualify for Medicaid, CHIP or the Marketplace.

B. For those using our healthcare services grant funds, in addition to Part A, the center:

1. Must conduct year-round outreach for the uninsured in their service delivery area;
2. Should partner with any local coalitions that specialize in outreach and enrollment activities.

C. The Harris Center should contact Texas Association of Community Health Centers (TACHC) for any assistance including help with determining the appropriate outreach and enrollment model for the health center TACHC, Inc. for adaptation and use only by entities that purchased the TACHC OC³ CPI Manual

TRIAGE

Triage is a process whereby a patient contacting or presenting at the center is screened for the seriousness and urgency of their need for clinical intervention. The purpose of triage screening is to appropriately direct and address patient needs. Implementing an effective triage system will improve patient services, communication, confidence, and coordination of care. This screening or triage is a requirement of the Federal Tort Claims Act (FTCA) and part of the standard of care provided by the

center.

In a primary care outpatient setting, triage involves a preliminary assessment to determine the urgency and type of treatment needed, ensuring patients receive appropriate and timely care. This process helps to prioritize patients, optimize resource allocation, and potentially reduce unnecessary emergency department visits.

Methods:

- **In-person triage:** ~~Reception~~**Integrated Care** staff or nurses may visually screen patients and gather information about their symptoms and medical history.
- **Telephone triage:** Staff assess the urgency of a patient's call and determine the appropriate level of care needed, whether it's advice, a follow-up appointment, or a referral to a higher level of care.

Outcomes:

- **Prioritization of care:** Patients with life-threatening or urgent conditions are identified and seen promptly.
- **Efficient resource allocation:** Staff can allocate resources effectively by understanding the acuity of each patient's condition.
- **Reduced emergency department visits:** By providing appropriate advice and care in the primary care setting, some patients can avoid unnecessary trips to the emergency department.
- **Improved patient outcomes:** Prompt and appropriate care can lead to better patient outcomes.

Key Considerations:

- **Patient acuity:** Assessing the severity and urgency of a patient's condition.
- **Patient history:** Gathering relevant information about a patient's medical history and current symptoms.
- **Available resources:** Understanding the resources available within the primary care setting and determining the appropriate level of care.
- **Communication:** Effective communication between staff and patients, and between staff members, is crucial for a smooth triage process.

Roles:

- **~~Receptionists:~~Business Office Coordinators:** May be responsible for initial screening and gathering basic information.
- **Nurses:** May conduct in-person or telephone triage, assess patient acuity, and provide advice and guidance.
- **Physicians:** May be involved in more complex triage situations or in providing care to patients who require a higher level of care.

It is the policy of The Harris Center to immediately screen and assess either in-person or via phone any patient who is observed to have or states that they have an urgent need for medical attention during

business hours. All staff must be familiar, read and comply with the Texas HHS - Standards and Plan of Care Primary Health Care Program Procedure Manual (See Attachment [IV](#)) HHS Six Clinical Procedures and Health Care Services as the procedure manual is the standard of care in all outpatient primary care services. The triage is performed by a physician, mid-level provider, or a registered nurse. The center will follow the Policy and Procedure Regarding After-Hours Call Coverage for any medical needs that arise during non-business hours.

Upon determining, from a phone call or face-to-face encounter, that a patient has or states that they have an urgent need for medical attention, the ~~front desk~~[integrated care](#) staff ~~or receptionist~~ notifies the triage staff.

The triage staff assesses the patient and determines whether the patient needs emergency services (i.e., calling EMS or referral to the closest Emergency Room), to be seen immediately by a center physician, or whether an appointment can be made.

The triage screening process, coordination of care efforts, and findings are documented in the patient's medical record.

As a function of medical triage assessment, a patient requiring a higher level of medical care not available at the health center, arrangements will be made to transfer them to the level of care needed and documented in the patient's medical record.

ADVANCED DIRECTIVES

~~It is the policy of the center that The Harris Center should honor a patient's advance directives in the provision of care. The center should also provide assistance in the formulation of such directives by addressing patient decisions about care, treatment, or services received at the end of life. The Harris Center will not discriminately alter its provision of care or otherwise discriminate against an individual based on whether or not the individual has executed an advanced directive. To ensure patient autonomy: advance directives are based on the principle of self-determination, allowing individuals to maintain control over their medical care even when they can no longer make decisions for themselves. To provide clarity and guidance: They help healthcare providers and loved ones understand a patient's wishes regarding treatment, particularly at the end of life, reducing potential conflicts and guesswork. To reduce stress and burden on families: By having a clear understanding of a loved one's wishes, families can navigate difficult decisions with less emotional distress and potential conflict.~~

~~Various federal and state laws and regulations exist regarding a patient's right to accept or refuse medical treatment and services. The Patient Self Determination Act (PSDA) addresses the rights of patients to stipulate in advance how they would like to be treated by healthcare providers if they become incapacitated. These wishes can be articulated by consumers in a specific document called an advance directive or by appointing someone as a healthcare agent to speak for them¹. The Texas Advance Directives Act² consolidates all prior existing state law regarding advance directives and allows that any of the following may constitute an advance directive:~~

- ~~• Directive to Physicians (DTP)~~
- ~~• Out-of-Hospital Do-Not-Resuscitate Order (OOH-DNR)~~

- ~~Medical Power of Attorney (MPOA).~~

~~All relevant and applicable definitions regarding advance directives and end-of-life care are listed in the Texas Advance Directives Act which can be found in the Texas Health and Safety Code §166.002³.~~

~~It is against Texas law to withdraw or withhold life-sustaining measures for women who are pregnant⁴. If there is a question concerning the intent or use of an Advance Directive or the termination of life support, the matter should be referred to the center's legal counsel for review and advice.~~

- ~~Staff is trained to respond to patient requests for information concerning advance directives and for execution or referral for execution of advance directives.~~
- ~~Any patient who identifies during the scheduling process that he or she has an advance directive in place will be asked to bring a copy with them at the time of their appointment.~~
- ~~The advance directive document(s) shall be placed in the patient's medical record during registration, and the staff member who placed the directive in the medical record will advise all staff involved in the care of the patient of the existence of the documents.~~
- ~~An advance directive presented by the patient will be reviewed with the patient by the appropriate clinical staff.~~
- ~~All staff shall honor the patient's legal directives during the provision of care in the center.~~
- ~~Upon transfer for care at another site, the advance directive will accompany the patient.~~
- ~~In the event that a patient requests assistance in the formulation of an advance directive, the following procedures will be followed:~~
 - ~~The patient will be provided with literature about the state's advance directive documents (Health Care Power of Attorney, Living Will, and Do Not Resuscitate Order).~~
 - ~~The staff member from whom the patient requested assistance shall refer the patient to the appropriate staff member who can provide assistance.~~
 - ~~The staff member will then follow the state approved procedures for assisting an individual to establish an advance directive.~~

COMPREHENSIVE MEDICAL HISTORY & HEALTH ASSESSMENT

To understand the health risks and information needs of patients and their families, the center should conduct a comprehensive medical history and health assessment of each patient. A comprehensive medical history and health assessment procedure encompasses a thorough review of a patient's past and current health, including medical, surgical, family, and social history, along with a physical examination to evaluate their overall health status and identify potential risks or concerns.

Purpose of a Comprehensive Assessment:

Establish a Baseline: To create a baseline of the patient's health status for future comparisons.

Identify Health Problems: To detect potential health problems early on.

Develop a Treatment Plan: To guide the development of an appropriate treatment plan.

Promote Health and Wellness: To educate the patient about health promotion and disease prevention.

At the initial comprehensive clinical visit, a complete medical history of the patient should be obtained. All staff must be familiar, read and comply with the Texas HHS - Primary Health Care Program Procedure Manual and HHS Six Clinical Procedures and Health Care Services as the procedure manual is the standard of care in all outpatient primary care services. Any pertinent history must be updated at each subsequent relevant clinical visit. The comprehensive medical history and health assessment should address at least the following:

- Medical history of patient ~~and family including~~:
 - Current health status including acute and chronic medical conditions.
 - Significant past illness, including hospitalizations and ~~outpatient~~ surgeries.
 - ~~Current medications including prescription, over-the-counter, complementary and alternative medicines.~~ Current medications.
 - Allergies, sensitivities, or reactions to medicines or other substance(s).
 - Immunization Status.
- Other sources of healthcare outside the center including complementary and alternative therapies.
- Mental health/substance use history of patient and family.
 - History of abuse or domestic violence.
- Family/social/cultural characteristics.
- Communication (e.g. due to hearing, vision or cognitive issues)
- Behaviors affecting health.
- Social functioning.
- ~~Social determinants of health.~~
- ~~Developmental screening using a standardized tool. (NA for practices with no pediatric population under 30 months of age.)~~
- Non-medical drivers of health.
- Advance care planning. (NA for pediatric practices.)

Medical History: This includes a detailed review of all past illnesses, injuries, hospitalizations, and surgeries.

Current Medications: A list of all medications, ~~including prescription, over-the-counter, and herbal supplements, along with dosages and frequency.~~

Allergies: A record of any known allergies, including medications, food, and environmental factors.

Chronic Conditions: Information about any chronic conditions, such as diabetes, heart disease, hypertension or cancer, including their management and complications.

Social History: This section explores the patient's lifestyle, including smoking, alcohol consumption, drug use, and occupation.

Family History: A review of the health status of close family members, including any history of chronic diseases, genetic disorders, or premature deaths.

Physical Examination: Assessing the patient's overall health and well-being, including their demeanor, hygiene, and level of consciousness.

Vital Signs: Measuring and documenting vital signs, such as blood pressure, heart rate, respiratory rate and temperature.

System-Specific Examination: A thorough examination of each body system, including the cardiovascular, respiratory, gastrointestinal, musculoskeletal, neurological, and integumentary systems.

~~**Mental Status Examination:** Assessing the patient's cognitive function, mood, and emotional state.~~

Neurological Examination: Evaluating the patient's sensory and motor function, reflexes, and cranial nerves.

Review Mental Status Examination completed by behavioral health staff.

Functional Assessment:

Activities of Daily Living (ADLs): Assessing the patient's ability to perform basic tasks, such as bathing, dressing, eating, and toileting.

Instrumental Activities of Daily Living (IADLs): Evaluating the patient's ability to perform more complex tasks, such as managing finances, shopping, and cooking.

Cultural Assessment: Cultural Beliefs and Practices: Understanding the patient's cultural background and how it may influence their health beliefs and practices.

PLAN OF CARE

A number of studies, research, and federal guidelines and best practices have led to integration of healthcare within mental health settings. People with serious mental illness (SMI) are dying 25 years earlier than the general population. 2/3 of premature deaths with people with SMI are due to preventable/treatable medical conditions such as cardiovascular, pulmonary, and infectious diseases. Primary Care Physicians expressed greater comfort treating common diagnoses, such as depression and anxiety, than serious mental illnesses (SMI). Primary care Doctors had challenges treating both primary care and those with co-occurring severe mental health conditions repeatedly citing patients with co-occurring personality disorders as the most difficult to treat. Although, primary care is a first point of contact and continuing point of care for many individuals with mental health and/or substance use issues. Yet, individuals with SMI reported poorer access to and lower quality of the primary care received relative to those without mental health conditions. Medical comorbidity contributes heavily to the premature medical mortality of those with serious mental illness. Medical illness is highly prevalent among individuals with psychiatric diagnoses: More than 68% of adults with mental illness were found to have at least one medical disorder in the 2001–2003 National Comorbidity Survey Replication. Rates of

disease among those with serious mental illness exceed those of the general population in every disease category, and individuals with serious mental illness have higher standardized mortality ratios compared with the general population for cardiovascular, respiratory, and infectious diseases. The ~~Substance Abuse and Administration for a Healthy America (AHA) (formerly HRSA Health Resources Services Administration), along with the National Council for Mental Health Services Administration (SAMHSA) and the Health Resources and Services Administration (HRSA), along with the National Council for Mental~~ Wellbeing have stated that , “the solution lies in integrated care, the systematic coordination of general and behavioral healthcare. Integrating mental health, substance abuse, and primary care services produces the best outcomes and proves the most effective approach to caring for people with multiple healthcare needs”

The Harris Center aims to reduce the disparities with higher mortality rates than the general population with their target population that experiences co-occurring chronic health conditions and severe mental illness (SMI) through a key recommendation from SAMHSA and best practice approach to provide whole-person care approach and advance the bi-directional integration of health care within our behavioral health care settings. This would mean a person-centered approach of the individual at the center of care regardless of treatment setting, integrating their goals and priorities into a person-centered care plan.

The Harris Center is a provider of Integrated Program/Practice: An integrated program is one which is organized so that the target population are people experiencing serious mental health conditions and co-occurring health conditions. All people served by the program (team, practice) receive a comprehensive array of integrated services and interventions (including primary and secondary prevention) for their PH and BH needs

Bi-Directional Care Integration focuses on delivering whole-person care, addressing physical and behavioral health in an integrated system where medical and behavioral health providers work together to deliver and coordinate care, and improving access to care. Moving into an integrated system means following Collaborative Care principles including shared care plans, tracking treatments in patient registries, using evidence-based screening tools and treatment, and receiving reimbursement for quality of care and clinical outcomes. By implementing Collaborative Care principles, we aim to close the gap between primary care and behavioral health services, improve health outcomes and wellbeing for the most vulnerable populations, and create sustainable, transformational change to the health care system. The purpose of the Integrated Health Program:

- Promote full integration and collaboration in clinical practice between behavioral healthcare and primary physical healthcare, including for special populations
- Support the improvement of integrated care models for behavioral healthcare and primary/ physical healthcare to improve the overall wellness and physical health status of adults with a serious mental illness (SMI); adults who have co-occurring mental illness and physical health conditions or chronic disease; children and adolescents with a serious emotional disturbance (SED) who have a co-occurring physical health conditions or chronic disease; individuals with a substance use disorder (SUD); or individuals with co-occurring mental and substance use disorder (COD)
- Promote the implementation and improvement of bidirectional integrated care services,

including evidence-based or evidence-informed screening, assessment, diagnosis, prevention, treatment, and recovery services for mental and substance use disorders, and co-occurring physical health conditions and chronic diseases

SAMHSA (Substance Abuse and Mental Health Services Administration) the federal organization that funds State Block grant – GR dollars for Texas have identified Integrating Behavioral and Physical Health Care (persons with co-occurring health and SMI) as a priority population and strategic priority to receive Bi-directional and whole care services. SAMHSA reported: Although mortality can be directly related to mental and substance use disorders (SUDs), people living with these conditions are also at higher risk for poor health outcomes associated with preventable chronic physical health problems. Healthcare services systems, including primary care, are often ill equipped to meet the myriad of complex needs of people with mental health and substance use disorders, especially when the support and attention that would be most helpful is beyond what is available or feasible within these setting. This may complicate efforts for people with serious mental illness (SMI) and SUDs to access or effectively engage with different types of health care from which they could benefit.

Consistent with SAMHSA and best practices for people with SMI; Improving health more holistically and reducing mortality among people with SMI and co-occurring chronic health conditions can be accomplished through the integration of behavioral and physical health care by using systematic, evidence-based, cost-effective approaches to improve person-centered comprehensive care in all settings. SAMHSA reported in the national priority for the nation: Recognizing the multidimensional elements to health, a whole-person approach considers the individual at the center of care regardless of treatment setting, integrates their goals and priorities into a person-centered care plan, is culturally appropriate, and aims for the creation of health and well-being—not just the absence of disease. Finally, Integrated care is a promising best practice to deal with the fragmentation of the American healthcare system through a team approach. By bringing behavioral health clinicians into general medical settings – especially primary care – and adding general medical care to behavioral health treatment, better outcomes can be achieved at lower cost.

A number of studies, research, and federal guidelines and best practices have led to integration of healthcare within mental health settings. People with serious mental illness (SMI) are dying 25 years earlier than the general population. 2/3 of premature deaths with people with SMI are due to preventable/treatable medical conditions such as cardiovascular, pulmonary, and infectious diseases (6). Primary Care Physicians expressed greater comfort treating common diagnoses, such as depression and anxiety, than serious mental illnesses (SMI). Primary care Doctors had challenges treating both primary care and those with co-occurring severe mental health conditions repeatedly citing patients with co-occurring personality disorders as the most difficult to treat (7) Although, primary care is a first point of contact and continuing point of care for many individuals with mental health and/or substance use issues. Yet, individuals with SMI reported poorer access to and lower quality of the primary care received relative to those without mental health conditions (8,9). Medical comorbidity contributes heavily to the premature medical mortality of those with serious mental illness. Medical illness is highly prevalent among individuals with psychiatric diagnoses: More than 68% of adults with mental illness were found to have at least one medical disorder in the 2001–2003 National Comorbidity Survey Replication (10). Rates of disease among those with serious mental illness exceed those of the general population in every disease category (11), and individuals with serious mental illness have higher

standardized mortality ratios compared with the general population for cardiovascular, respiratory, and infectious diseases (11). The ~~Substance Abuse and~~ Administration for a Healthy America (AHA) (formerly HRSA Health Resources Services Administration), along with the National Council for Mental Health Services Administration (SAMHSA) and the ~~Health Resources and Services Administration (HRSA), along with the National Council for Mental~~ Wellbeing have stated that , “the solution lies in integrated care, the systematic coordination of general and behavioral healthcare. Integrating mental health, substance abuse, and primary care services produces the best outcomes and proves the most effective approach to caring for people with multiple healthcare needs” (12)

The population of focus consists of people with poor access to primary care, poor experiences with primary care, typically low-income consumers under the care of the Harris Center who have serious mental illness or co-occurring mental illness and substance abuse disorders and who are at risk for co-morbid physical health conditions and chronic diseases, e.g., asthma, diabetes, hypertension. The target population as stated earlier are at risk for higher rates of mortality then the general population as a result of barriers to care, poor capacity to treat co-occurring SMI and primary care within the community primary care environment and poor client experiences to receive equitable care from the primary care in the community. The Harris Center Target population and scope of care is identified in the Four Quadrant Model*, these individuals would be categorized as Quadrants I or II.

The Four Quadrant Model is a Best Practice for identifying populations within a behavioral health practice for Behavioral Health clients to be identified for Integrative Primary Health service provided on site at a behavioral health organization. The Four Quadrant Model categorizes and identifies behavioral health patients with low primary health needs and places within Quadrant I and Quadrant II while having a correlation to Inclusionary Criteria: Routine, Semi-Urgent, and Urgent. Clients with primary health conditions often at risk of life that are serious and unable to treat within an outpatient primary care setting are identified as emergent and are in Quadrant III and IV category and correlates to Exclusionary Criteria. Based upon the Four Quadrant Model, The Harris Center will provide integrated primary care services to clients that are categorized based upon health conditions within Quadrant I and Quadrant II and referral out to local emergency room and specialty providers in the community clients categorized in Quadrant III and IV, who have more serious primary health conditions that are not able to be treated within the Harris Center integrated primary care outpatient setting. (See Attachment I)

Clients can receive integrated primary care services from the Harris Center if their symptoms and conditions are consistent with the categories Quadrants I or II, and if they are deemed to have lower health acuity and stable in their medication management where they can be managed within integrated primary care. Based upon this model The Harris Center has identified Inclusionary conditions consistent with Quadrant I and II and classified as Routine, Semi-Urgent, Urgent. Clients in Quadrant III and Quadrant IV are classified as Emergent and referred to primary health emergency setting and specialty providers.

Inclusionary Referrals: Routine, Semi-Urgent, Urgent

Integrated Care referrals are broken down into 4 levels depending on the nature of severity: Routine, Semi-Urgent, Urgent, and Emergent. (See Attachment III). Routine referrals are scheduled for the next available routine appointment. Semi-Urgent referrals consist of laboratory results or blood pressure readings requiring intervention within two weeks. Urgent referrals are patients that need to be seen

within 2 business days. Lastly, Emergent and Specialty referrals include conditions that are not treatable within Integrated Care. These are referred directly to the ER or Urgent Care rather than being sent to Integrated Care Clinic.

Exclusionary Referrals:

Emergent and direct referral to Specialty Care (referred directly to the ER or Urgent Care from Adult Mental Health rather than being sent to Integrated Care Clinic.

Attachment II describes specific types of conditions that have been identified within the levels of severity. Routine, Semi-Urgent, Urgent (Inclusionary Referrals) and Emergent (Exclusionary Referral). Referrals from MH to Integrated Health are made using a decision tree see Attachment III. Referrals in Medical Record System, Attachment IV, may be made by MH as an order. Referral will need to include the following:

- medical reason for the referral
- priority status of referral according to medical reason
- name of clinic patient is zoned to
- ordering and authorizing medical provider

The bilateral workflow was created to maintain open communication between MH and Integrated Care. MH Physicians are able to send questions in via electronic medical record if they need a consult. Referrals may be initiated by any member of the patient's treatment team. The referral should list the priority status according to the list of Integrated Care Conditions that can be served within the Integrated Care clinic. Patients will be scheduled according to their needs and priority (Routine, Semi-Urgent, Urgent). Emergent cases will need to be referred to urgent care or nearest hospital. Primary Care Physicians will route note to MH Treatment team so that all members are aware of how the medical concern was addressed and if follow-up is needed.

All Harris Center integrated primary care staff will read, become familiar and comply with the following primary care procedure manual and cope of care. The Harris Center will provide integrated primary care services consistent with Texas HHS - Standards and Plan of Care Primary Health Care Program Policy Manual, Attachment V.

Diagnosis and Treatment: This includes diagnosis and treatment of common acute and chronic disease that affect the general health of the client. Services include first contact with a client for an undiagnosed health concern, as well as continuing care of varied medical conditions not limited by cause or organ system.

- **Physician Services** – Services must be medically necessary and provided by a physician in the doctor's office, clinic, or facility other than a hospital setting.
- **Physician Assistant (PA) Services** – These services must be medically necessary and provided by a PA under the direction of a physician and may be billed by, and paid to, the organization
- **Advanced Practice Nurse (APN) Services** – An APN must be licensed as a registered nurse (RN) within the categories of practice, specifically a nurse practitioner, a clinical nurse

specialist, a certified nurse midwife (CNM) and a certified registered nurse anesthetist (CRNA), as determined by the Board of Nurse Examiners. APN services must be medically necessary, provided within the scope of practice of an APN, and covered in the Texas Medicaid Program and under the direction of a physician.

Emergency Medical Services: Emergency medical services beyond the capacities of the psychiatry and primary health medical team are referred to the closest urgent care or medical receiving facility nearest the integrated health care clinic.

Family Planning Services: These are preventive health and medical services that assist a person in controlling fertility and achieving optimal reproductive and general health. Services can be provided at The Harris Center or refer to community provider and can include:

- Health check-up and physical exam
- Birth control methods including pills, IUD, condoms, and shot, and ring.
- Natural family planning
- Lab tests for:
 - Sexually transmitted infections (STIs)
 - Pregnancy testing

Preventive Health Services:

- ~~Immunizations & Vaccines – The Harris Center coordinates these services with Houston Public Health for these services to be provided as clinics within each of the integrated care sites. If timing of need for in an appropriate immunization or Vaccine needs to be sooner than the scheduled monthly vaccines and immunizations, the integrated care team will coordinate with public health and or a community provider for client to receive the immunization and or vaccine.~~
- ~~Cancer screening services – Coordinated with Community Provider – referral these must be medically necessary and by clinical recommendation and include:~~
 - ▴ ~~Clinical breast examinations~~
 - ▴ ~~Mammograms~~
 - ▴ ~~Pelvic examinations **Note:** Must be administered in compliance with Chapter 167A of the Health and Safety Code~~
 - ▴ ~~Cervical cancer screening~~
- Screenings for chronic conditions – these may include screenings for hypertension, diabetes, and other chronic conditions, as indicated.
- Health screening – this is to determine the need for intervention and possibly a more comprehensive evaluation. Health screenings may include taking a personal and family health history and performing a physical examination, laboratory tests or radiological examination, and may be followed by counseling, education, referral or further testing. Examples of these services include blood pressure, blood sugar and cholesterol screening.

Services coordinated with Community Partner:

- Immunizations & Vaccines
- Cancer screening services that include:
 - Clinical breast examinations
 - Mammograms
 - Pelvic examinations **Note:** Must be administered in compliance with Chapter 167A of the Health and Safety Code
 - Cervical cancer screening

Health Education: Planned learning experiences based on sound theories that provide individuals, groups and communities the opportunity to increase knowledge, and skills needed to make healthy decisions.

Diagnostic Laboratory and Radiological Services: These services must be medically necessary. They are technical laboratory and radiological services ordered and provided by, or under the direction of, a physician in an office or a facility other than a hospital inpatient setting. These services can be referred to an appropriate resources and provider in the community.

Telehealth and Telemedicine: Providers may deliver services via telehealth and telemedicine medical services, if appropriate. Telehealth services are defined as health care services delivered by a health professional to a patient at a different physical location than the health professional, using telecommunications or information technology.

- Harris Center providers who offer telehealth and telemedicine medical services must include the following:
 - clinical oversight by the medical director or designated physician responsible for medical leadership;
 - contraindication considerations for telemedicine use;
 - qualified staff members to ensure the safety of the person being served by telemedicine at the remote site;
 - safeguards to ensure confidentiality and privacy per state and federal laws;
 - services provided by credentialed, licensed clinicians providing clinical care within the scope of their licenses;
 - demonstrated competency by all staff members involved in the operation of the system and provision of the services before initiating the protocol;
 - priority in scheduling the system for clinical care of individuals;
 - quality oversight and monitoring of satisfaction of the people served; and
 - management of information and documentation for telemedicine services that ensures timely access to accurate information between the two sites.

Client Health Records and Documentation of Encounters: Providers must ensure a patient health record is established for every person who receives clinical services.

- All patient health records **must be:**
 - Complete, legible and accurate documentation of all client encounters, including those by phone, email or text message.

- Written in ink (without erasures or deletions) or documented in the electronic medical record (EMR) or electronic health record (EHR).
- Signed by the provider making the entry, including the name of the provider, the provider's title and the date for each entry:
 - Electronic signatures are allowable to document the encounter, provider review of care or both.
 - Stamped signatures are not permitted.
- Readily accessible to assure continuity of care and availability to clients.
- Systematically organized to allow easy documentation and prompt retrieval of information.
- All client health records **must include**:
 - client identification and personal data, including financial eligibility;
 - the client's preferred language and method of communication;
 - client contact information, including the best way and alternate ways to reach the client to ensure continuity of care, confidentiality and compliance with HIPAA regulations;
 - ~~a complete medication list, including prescription, nonprescription medications and dietary supplements, updated at each encounter;~~ a complete medication list.
 - a complete listing of all allergies and adverse reactions to medications, food and environmental substances (e.g., latex);
 - if the patient has no known allergies, this should be listed;
 - this information should be prominently displayed in the patient's record and updated at each encounter;
 - a plan of care, updated as appropriate, that is consistent with diagnoses and assessments, which in turn are consistent with clinical findings;
 - documentation of recommended follow-up care, scheduled return visit dates and follow-up for missed appointments;
 - documentation of informed consent or refusal of services;
 - documentation of client education and counseling with attention to risks identified through the health risk assessment; and
 - at every visit, the record must be updated as appropriate, documenting the reason for the visit, relevant history, physical exam findings, and pertinent screening and diagnostic tests with results and treatment plan.

Initial Medical History and Risk Assessment: In addition to the elements required for the Client Health Record listed above, a comprehensive medical history must be obtained during the initial or early subsequent clinical visit. It should be appropriately adapted to the age and gender of the client:

- Reason for the visit and current health status
- History of present illness, if indicated

- Past medical history to include all serious illnesses, hospitalizations, surgical procedures, pertinent biopsies, accidents, exposures to blood and blood products, and mental health history
- Facilitate or Refer to appropriate resources for Age-appropriate immunizations:
 - Immunization status or assessment (see Centers for Disease Control and Prevention (CDC) immunization schedules by age)
 - PHC providers can voluntarily participate in the Department State Health Services (DSHS) Adult Safety Net (ASN) Program or Texas Vaccines for Children (TVFC), both programs provide vaccines at no cost
- Review of systems with pertinent positives and negatives documented in the chart
- Current and past tobacco, alcohol and substance use or abuse
- Occupational and environmental hazard exposure
- Environmental safety (e.g., seat belt use, car seat use, bicycle helmets, etc.), nutritional and physical activity assessment, and living arrangements
- Assessment for sexual and intimate partner violence (IPV) (mandated by Texas Family Code, Chapter 261). For any positive result, the client should be offered referral to a family violence shelter in compliance with Texas Family Code, Chapter 91
- Pertinent family history
- Pertinent partner history, including injectable drug use, number of partners, STIs/STDs and HIV history and risk factors, and gender of sexual partners
- A reproductive health history as detailed below

Reproductive health history in female clients of reproductive age must include:

- Menstrual history, including last normal menstrual period
- Pertinent sexual behavior history, including family planning practices (i.e., contraceptive use – past and current), number of partners, gender of sexual partners, last sexual encounter and sexual abuse
- Obstetrical history
- Gynecological and urological conditions
- STIs/STDs
- HIV history, risks and exposure.

Reproductive health history in male clients of reproductive age must include:

- Pertinent sexual behavior history, including family planning practices (i.e., contraceptive use – past and current), number of partners, gender of sexual partners, last sexual encounter and sexual abuse
- Genital and urologic conditions, as indicated
- STIs/STDs
- HIV history, risks and exposure

Physical Assessment: A periodic preventive health care visit is an excellent opportunity for clinicians to

address issues of wellness and health risk reduction as well as current findings and client concerns. The periodic preventive health care visit must include an update of the person's health record, as described in the Client Health Record section above. It must also include appropriate screening, assessment, health education and counseling, and immunizations based on the client's age, risk factors, preferences and concerns.

All clients must be provided an appropriate physical assessment as indicated by health history and health risk assessment. A physical examination is not essential before the provision of most contraceptive methods and should not be a barrier to the client receiving a method of contraception.

The initial physical exam may be deferred if the client history and presentation do not reveal potential problems requiring immediate evaluation. The comprehensive physical exam should be performed within six months of the initial visit unless the clinician identifies a compelling reason for extended deferral. Such reason must be documented in the client record.

Program protocols should be developed accordingly and must be consistent with national evidence-based guidelines.

A new client baseline physical examination must include the following components:

Clients 21 years and older:

- Height measurement
- Body Mass Index (BMI), waist measurement or other measurement to assess for underweight, overweight and obesity
- Blood pressure evaluation
- Cardiovascular assessment
- Other systems as indicated by history and health risk assessment (HRA) (e.g., evaluation of thyroid, lungs and abdomen)

A periodic primary health visit physical examination must include the following components:

Clients 21 years and older:

- Height measurement annually until five years post menarche for females and annually until 20 years old for males
- Weight measurement annually to assess for underweight, overweight, and obesity
- Blood pressure evaluation;
- Other systems as indicated by history including evaluation of thyroid, heart, lungs and abdomen

Baseline and periodic health assessments for clients zero through 20 years old must include the following components*:

- Health history
- Health risk assessment
- Preventive health education to include anticipatory guidance, provided to parent(s) or child, as

appropriate

- Physical exam
- Immunizations

Episodic or acute care visit:

- History of present illness
- Physical assessment focused on presenting problem(s)
- Laboratory tests based on presenting problem(s)
- Interventions appropriate to current findings

Healthy Lifestyle Intervention: All clients should receive a health risk survey at least annually to determine areas where lifestyle modifications might reduce the risk of future disease and improve health outcomes and quality of life.

Counseling on Healthy Lifestyle Choices:

- Advise all clients not to smoke or use tobacco products and to avoid exposure to second-hand smoke as much as possible. Advise those who use tobacco products to quit and assess for their readiness to do so at each encounter. The Texas Tobacco Quitline provides confidential, free, and convenient cessation services to Texas residents ages 13 and older, including quit coaching and nicotine replacement therapy. Services can be accessed by phone at 1-877-YES-QUIT (1-877-937-7848) or online at YesQuit.org.
- Counsel clients on healthy eating patterns and offer access to relevant information.
- Advise clients to engage in physical activity or resistance training tailored to their individual health condition and risks.

Diet and Nutrition: There is strong evidence that nutrition plays an important role in our risk of disease. No single diet has been shown to be the best and providers should counsel clients on a variety of healthy eating patterns tailored to their health condition and cultural background.

Laboratory Tests: All clients presenting for an initial, annual, routine follow-up or problem-related visit must be provided appropriate laboratory and diagnostic tests as indicated by history, health risk assessment (HRA), physical examination or clinical assessment. The following tests or procedures must be provided:

- Human Papillomavirus (HPV) screening for female patients who are 21 years or older after an initial ASC-US Pap result, per American Society for Colposcopy and Cervical Pathology (ASCCP) Management Guidelines
- HIV screening**
- STI/STD screening, per CDC guidelines
- Pregnancy test must be provided on-site
- **Rubella serology, if status not previously established by client history and documented in chart, either on-site or by referral**
- Other labs such as blood glucose, lipid panel, or thyroid stimulating hormone as indicated by HRA, history and physical, either on-site or by referral

Note: Initial tests may be deferred until the initial physical exam is provided.

Lab Results and Tracking:

- Physician enters the orders for laboratory and other diagnostic testing in the patient's electronic medical record.
- The ~~Registered Nurse~~Nursing Staff will review the order and ~~administer~~perform the requested testing. Blood draws and collections are sent to the laboratory.
- The electronic medical record notifies the treatment once results have arrived. As an added measure, a physical log is kept at the unit for proper tracking and includes the following information: labels with the patient name, date of collection, details of what was drawn or collected.
- Physician reviews the results and informs Nursing staff to notify the patient of the results and recommendations.
- Patients are notified via secure private message in their electronic medical record in addition to receiving a call from the nursing staff.
- Staff complies with state and local STI/~~STD~~ reporting requirements.

Follow-up and Continuity of Care:

- Integrated Care staff completes appropriate referrals for follow-up care. If possible, staff links the patients to the follow-up provider by contacting site and securing an appointment.
- For services determined to be necessary, but which are not provided by the grantee, staff will refer clients to other resources for care.
- External referrals are tracked and monitored to ensure patient attended the follow-up appointment. If the patient no shows, the integrated care team will attempt contacts with the patient to assist with rescheduling.
- Before a person is considered lost to follow-up, the provider must make at least three documented attempts to contact the person, using a protocol in which subsequent attempts involve a more intensive effort to contact the person. Example: A phone call on the first attempt, a letter by regular mail on the second attempt and a certified letter on the third attempt.

Referral to Community Provider: When a client is referred to another resource because of an abnormal finding or for emergent and emergency clinical care, the provider must:

- Plan for the provision of pertinent client information to the referral resource (obtaining required client consent with appropriate safeguards to ensure confidentiality, i.e., adhering to HIPAA regulations).
- Advise the client about her or his responsibility in complying with the referral.
- Follow up to determine if the referral was completed.
- Document the outcome of the referral.

The Harris Center Integrated Primary Care Service Sites:

Northeast Community Service Center	7200 N Loop E Fwy, Houston, Texas 77028
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Southwest Community Service Center	9401 Southwest Fwy, Houston, TX 77074
Mobile Wellness Clinic	Housed at 9401 Southwest Fwy, Houston, TX 77074
Northwest Community Service Center	3737 Dacoma St, Houston, TX 77092
Southeast Community Service Center	5901 Long Drive Houston, Texas 77087

Hours of Operation:

Monday through Friday, 8:00am to 5:00pm

- Staff maintain hours consistent with regular hours of operation.
- After hours contacts should be made through the Patient Assistance Line, 713-970-7000.

AFTER HOURS COVERAGE

~~The provision of comprehensive and continuous care includes care during office hours and hours in which the center is closed. All centers are required to establish firm arrangements for after-hours coverage and whenever possible this coverage should include the center providers. All staff must be familiar, read and comply with the Texas HHS – Primary Health Care Program Procedure Manual (See Attachment) HHS Six Clinical Procedures and Health Care Services as the procedure manual is the standard of care in all outpatient primary care services. At a minimum, the coverage system must ensure telephone access to a provider, have established mechanisms for patients in need of care to be seen in an appropriate location and assure timely follow-up by health center clinicians for patients seen after hours. Centers should consider the linguistic needs of their patients when designing their after-hours coverage system and either provide bilingual staff or document what translation/interpretation services are available.~~

~~It is the policy of the center to provide center patients with access to healthcare professionals during office hours and when the center is closed. The individual taking after-hours calls should be qualified to perform triage on the telephone to identify situations that require immediate emergency attention and those that can be scheduled for an appointment when the center is open.~~

- ~~• The Harris Center advises patients in writing at the center and on the telephone answering system how they may reach a healthcare professional when the center is open and closed. This same information will be posted at the center entrance and visible after hours.~~
- ~~• Patients are advised to go to the closest Emergency Room if they are experiencing an emergent condition after hours.~~
- ~~• Provider staff who are qualified to triage client clinical situations are scheduled to rotate call during times that the center is not open.~~
- ~~• The on-call provider will be provided a pager or designated cell phone to be kept accessible and functioning during the on-call responsibility.~~
- ~~• The center establishes a goal and monitors the timeliness for responses to after-hours calls returned by the on-call provider.~~
- ~~• The on-call provider maintains a record of all calls received. The record includes:

 - ~~• Time and date of the call~~~~

- Name of the patient or representative making the call
 - Phone number of the caller
 - Name and birth date of the patient
 - Reason(s) for the call
 - Clinical advice provided
 - Assessment/triage findings
 - Disposition of the call encounter
- The documentation from the on-call encounter is documented in the medical record of the patient on the next day when the center is open. Clinical advice provided on the after-hours call is reconciled with advice and care needs previously documented in the medical record and any identified conflicts are addressed.⁸
 - This may be accomplished by a data entry in the EHR or the notation may be physically attached to the hard copy medical record.
 - The center should specify the timeframe for the response. For example, on the next day the center is open, the appropriate staff person shall follow up to check the status of the patient and to arrange for an appointment as needed. The staff person documents the follow-up in the medical record.
 - Center staff reviews data monthly and quarterly to assess response timeframes, and whether they met the Center's expectations. The center should be able to produce a report that summarizes the expected response times and how the center monitors against standards for timely response.

The Harris Center has a Primary Care Assistance Line, 713-970-3037, that is available after hours via a recorded line. Voice messages are reviewed by the Registered Nurse within the next business day. Patients are instructed to dial 911 in case of an emergency. The after hours recorded line is available in both Spanish and English.

The Registered Nurse staffs with the Physician as needed and communicated back with the patient within 1 business day from the initial contact made by the patient.

IMMUNIZATIONS

~~A fully immunized society is necessary to reach optimum eradication of vaccine-preventable infectious disease. There are currently 17 vaccine-preventable infectious diseases for which the Centers for Disease Control and Prevention (CDC) recommends routine vaccination for children, adolescents, and adults.~~

~~It is the policy of the center to offer immunizations for all patients in accordance with the recommendations of the Advisory Committee on Immunization Practices (ACIP) of the CDC and the Texas Department of State Health Services (DSHS).~~

The scope of a patient immunization procedure encompasses reviewing immunization history, assessing needs, screening for contraindications, educating patients, preparing and administering vaccines, and documenting vaccinations, all while adhering to professional standards and manufacturer

instructions.

A. Review Immunization History and Assess Needs:

- **Review existing records:** Check for previous vaccinations to determine which vaccines are needed and when they are due.
- **Assess patient's current health status:** Consider any medical conditions or allergies that might affect vaccination.
- **Determine recommended vaccines:** Consult with the patient and their provider to determine which vaccines are appropriate based on age, travel plans, and other factors.

B. Screen for Contraindications and Precautions:

- **Identify contraindications:** Certain medical conditions may make a vaccine unsafe for a person to receive.
- **Recognize precautions:** Some conditions require caution before vaccination, and the provider may need to adjust the timing or type of vaccine.
- **Use screening questionnaires:** Utilize tools to help identify contraindications and precautions.

C. Educate the Patient:

- **Explain the benefits of vaccination:** Provide information about the diseases vaccines prevent and the importance of vaccination.
- **Discuss potential risks and side effects:** Address patient concerns and answer questions about the vaccine.
- **Explain the vaccine administration process:** Describe what to expect during the vaccination visit.

~~D. Prepare and Administer Vaccines:~~

- ~~• **Properly prepare the vaccine:** Follow manufacturer instructions for storage, handling, and reconstitution.~~
- ~~• **Select the appropriate route and site:** Choose the correct route (e.g., intramuscular, subcutaneous) and injection site based on the vaccine and patient's age and size.~~
- ~~• **Administer the vaccine correctly:** Use proper technique for injection, and ensure the patient is comfortable and safe.~~

D. Connect with Community Partner for Administration of Vaccines:

- **Proper referral:** Integrated Care Navigator will contact and secure appointment for vaccination needed through contacting our local community partners.
- **Follow-up:** Integrated Care Navigator will document where patient was referred to and follow up to confirm with the patient that vaccination was administered. Navigator will request that the patient bring back documentation from community partner indicating the vaccination that was administered.

E. Document Vaccinations:

- ~~**Record all vaccine information:** Document the date, time, vaccine name, lot number, and expiration date.~~
- ~~**Use an immunization information system (IIS):** Utilize a computerized database to track patient vaccination records.~~
- ~~**Provide a record to the patient:** Give the patient a copy of their vaccination record.~~
- **Record all vaccine information:** The Harris Center's Registered Nurse will upload in our EHR the vaccination information made available by the patient. Information may also be obtained by the administrating provider following a release of information upon patient's authorization.

All vaccines administered at The Harris Center have accompanying Vaccine Information Sheets. These sheets provide adults patients and parents/guardians of minors' information about the vaccine and the diseases that the vaccine will prevent. Patients or the responsible guardian will be informed of the benefits of immunization as well as the known risks involved prior to obtaining informed consent for the vaccine. Possible reactions to the vaccines are also listed on the fact sheet. All patients are given the opportunity to ask any questions prior to administration of the vaccine. Documentation of vaccine administration is recorded in patients' charts, this includes vaccine name, manufacturer, lot number, the initials of the vaccine administrator and the site of the injection. Center staff will enter the appropriate information into the state Immunization Registry (ImmTrac) for each immunization given. If the parent or guardian can prove that the child or student falls into a category of approved exemptions, the Center will, in good faith, respect the exemption. If the parent or guardian requests an exemption, but does not yet have one, the Center will discuss the health benefits and risks of immunizations with the parent or guardian. If the parent or guardian still requests an exemption, the Center will direct the parent or guardian to the DSHS Immunization Department website so s/he may pursue the exemption on his/her own.

MOBILE CLINIC

In the Harris County community, people with co-occurring chronic health conditions and mental illness are experiencing social/environmental and social determinants of health disparities that have placed them at extraordinary risk for adverse health outcomes, creating tremendous health disparities and substantially increasing adverse health outcomes, such as mortality rates. The Mobile Wellness Vehicle was established to provide health center services to community members that may otherwise face transportation barriers to preventative care services. The goal of the Mobile Wellness Vehicle is to provide community outreach and upstream activities for our specialized population experiencing behavioral health, co-occurring chronic health conditions, and social determinants of health (SDOH) disparities in Harris County. This Mobile Clinic will have an emphasis on providing a preventative based approach by providing immediate access service delivery for individuals living on the streets, youth and others identified as at risk due to an inability to utilize traditional behavioral health services. Additionally, this Mobile Clinic with Street Psychiatry will be equipped to respond to collaborative events with county agencies to provide outreach and education on mental health services

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Based on its community needs assessment, the center has identified underserved populations of people (3rd, 4th, 5th, wards) and in communities where services are not easily accessed or in special community events and situations where the mobile clinic could best augment center outreach and services. Based upon these needs and when the community requests our services, we will provide support for the screening and engagements to support community needs.

Except where noted to be different below, all Harris Center mental health policies and procedures should be applied to the mobile clinic as they are stationary and community-based sites.

A. Storage: The mobile wellness vehicle will be parked at 9401 Southwest Freeway, Houston, TX 77074. The vehicle will be in a gated location with other oversized agency vehicles. The vehicle can be refueled at any gas station.

B. Use at Service Sites: The Harris Center will work with community partners, including Precinct One and Precinct Two, to create outreach events at local community sites to provide free health screenings, as well as see established Harris Center patients for their appointments. The community partners will provide an adequate parking spot for the mobile wellness vehicle and market the outreach events to their community members. Community members can reach out to their local precincts to find out when the mobile wellness vehicle will be at their community center.

C. Mobile Vehicle: The vehicles purchased aim to providing the following in either vehicle:

- Primary care exam room
- Blood pressure equipment
- Utility outfitting to provide basic vitals, height, weight, visual exam, space to walk back and forth, chair to sit and stand, stretch space, & a CPR kit for basic physical exam
- Handwashing station
- Lab draw equipment, small refrigerator, & Lab area
- Sharps storage
- Powered Patio Awning
- Microwave, food refrigerator, & coffee and tea maker
- Toilet and sink
- Extra air conditioning capacity
- Wheelchair lift and full ADA compliance

D. Staffing: The mobile wellness vehicle will have ~~two~~ a minimum of three staff members at the outreach events: the Registered Nurse, Certified Medical Assistant (CMA) and the Lead Community Wellness Ambassador. The CMA will be the driver and will need to have a commercial driver's license and pass the

agency road test. The CMA will also be responsible for general cleaning of the mobile wellness vehicle, keeping track of inventory, and reporting any issues with the vehicle to the Facilities Department. If Harris Center patients are being seen on the mobile wellness vehicle, the following staff members will be in attendance: the Nurse Practitioner (NP), Certified Medical Assistant (CMA), and the Lead Community Wellness Ambassador. Nurse Practitioner is under the authority of an MD. RNs providing BP/Glucose and PHQ-9 screenings are under the authority of an MD.

- Medical Supervision - The mobile vehicle will be operated by the designated Nurse Practitioner under the authority of an MD.
- The Harris Center providers and staff will only provide services that are within the scope of the mobile wellness vehicle, established by the agency. This includes health screenings, initial appointments for new Harris Center patients, and medication maintenance appointments for established Harris Center patients.
- The mobile wellness vehicle staff will be provided with a table and two chairs to check in individuals outside the vehicle, medical supplies for blood pressure and glucose screenings, cleaning supplies and PPE, healthy snacks and water, educational materials, and resources on local sliding scale clinics to connect individuals (non-patients) who have abnormal readings.
- The mobile wellness program will follow HIPAA standards and store records according to the agency's policies and procedures.
- The mobile wellness clinic will follow pharmaceutical guidelines according to the agency's policies and procedures.

The Harris Center will include the mobile wellness vehicle program in its regular compliance and performance improvement reviews and reports to ensure its continued sustainability and optimum usefulness. The Harris Center will set up a preventive maintenance plan for the vehicle to ensure any repairs can be scheduled and not disrupt expected site visits of the mobile wellness vehicle.

E. Preventive Health Screenings: Results will not be stored for individuals who are not active patients of The Harris Center. Staff will however keep track of the number of individuals served for the purpose of data reporting. When providing preventive health screenings to individuals, participants are to complete a consent to participate. These preventive community screenings and individuals are not required to enroll in our services to be screened. Consent for participants will have the following language as part of the consent form: "Your blood pressure, glucose reading and or your depression screening results, presented below, are intended for your general knowledge only and is not a substitute for medical advice or treatment for specific medical or mental conditions. We cannot give you medical or psychiatric advice; you should seek prompt medical care for any specific health issues and consult your physician or mental health provider. The information contained on this form is intended to provide a broad understanding and knowledge of your current overall health and wellness. These are screenings: and are not considered diagnostic or part of any treatment approach or treatment plan. The screening should not be considered complete and should not be used in place of a visit, call, consultation or advice (or your physician or other health care provider. Should you have any healthcare related questions, please call or see your physician or other healthcare provider promptly. You should never disregard medical advice or delay in seeking it because of the screening process." The agency will enact the following protocols:

1. Blood Pressure Readings:

- If the individual is younger than 60 years old, a normal reading is less than 130/80.
- If the individual is older than 60 years old, a normal reading is less than 140/90.
- A reading that is over 180/120 without symptoms is considered a hypertensive urgency.
- A reading that is over 180/120 with symptoms (nausea, vomiting, visual disturbances, delirium, chest discomfort, severe back pain, shortness of breath, stroke symptoms) is considered a hypertensive emergency.
- If the reading is considered abnormal, the providers and staff will recommend that the individual visit their primary care provider. If the individual does not have a primary care provider, they will be given resources on low-cost clinics in the area.
- Should the situation arise with the individual receiving a hypertensive urgency or hypertensive emergency reading, the providers and staff will recommend that the individual visit the Emergency Department or call EMS on the individual's behalf.
- If the individual refuses, the individual will be asked to sign the Against Medical Advice Form

2. Glucose Readings:

If the individual has been fasting:

- Normal blood sugar level reading is 70-100 mg/dL.
- Pre-diabetic blood sugar level reading is 101-125 mg/dL.
- Diabetic blood sugar level reading is 125 mg/dL and above.

If the individual has not been fasting:

- Normal blood sugar level reading is 70-140 mg/dL.
- Pre-diabetic blood sugar level reading is 141-200 mg/dL.
- Diabetic blood sugar level reading is 200 mg/dL and above.
- If the individual receives a reading over 500 mg/dL or has symptoms (thirst, headaches, trouble concentrating, blurred vision, frequent urination, fatigue), providers and staff will recommend the individual to visit the Emergency Department.
- If the individual refuses, the individual will be asked to sign the Against Medical Advice Form

3. Patient Health Questionnaire-9 (PHQ-9): Providers and staff will distribute paper copies of the questionnaire to the individual and will interpret the score for the individual. The center will not keep the questionnaire.

PATIENT EXPERIENCE

The Harris Center seeks feedback from its patients and their families regarding their experiences at the center for purposes of performance improvement. Toward that end, the center routinely gathers formal feedback quantitatively and qualitatively to request feedback on positive as well as negative comments to improve the patient experience.

A person-centered approach to receive formal feedback from patients regarding their perception of the safety, satisfaction, and quality of treatment and services. The center adopts a patient experience survey form or forms that meet the needs of its various funding entities and that provide useful information from the center's various patient populations. The center also integrates a way to systematically collect qualitative data on patient experience. The patient experience survey(s) may be completed in written form, person-to-person interviews, via telephone, via mail, via patient portal, via email and/or focus groups. The center should make surveys available in the languages of its patient population. The center maintains a schedule for routinely seeking feedback from its patients. The schedule may vary, but will be done at least annually. Data obtained from the patient experience surveys and qualitative mechanisms are calculated and summarized, and the information is reported to the center's Compliance and Performance Improvement (CPI) Committee, the Executive Director and the Board of Directors. The center establishes goals and action plans to improve patient experience. The information is also calculated and distributed to the center's various leadership personnel for appropriate follow up and performance improvement measures. The Executive Director or CPI Officer shall ensure that the patient is not discriminated or retaliated against for expressing negative information (if any).

RELATED POLICIES/FORMS (for reference only):

MED.A.10 Physician Authority to Delegate Certain Medical Acts

MED.B.1 Medical Services

MED.INF.A.1 **Infection** Control and Prevention Policy

MED.INF.B.1 **Infection** Control Precautions

MED.P.19 **Infection** Control Plan/Airborne Precautions

MED.INF.B.2 Communicable Disease Procedure

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Attachments

- [Attachment I.pdf](#)
- [Attachment II.pdf](#)
- [Attachment III.pdf](#)
- [Attachment IV.pdf](#)
- [Attachment V.pdf](#)

Approval Signatures

Step Description	Approver	Date
Management of Board Approval	Christopher Webb: Audit	Pending
CEO Approval	Wayne Young: Exec [KP]	07/2025
Final Legal Review	Kendra Thomas: Counsel	07/2025
Compliance Director	Demetria Lockett [LW]	07/2025
Compliance Manager	Lisa Walker	06/2025
2nd Department Review	Luming Li: Chief Medical Ofcr (1101 1817)	05/2025
1st Department Review	Danyalle Evans	05/2025
Initial Assignment	Janeth Martinez: Dir	05/2025

EXHIBIT F-11

Status **Pending** PolicyStat ID **18455946**

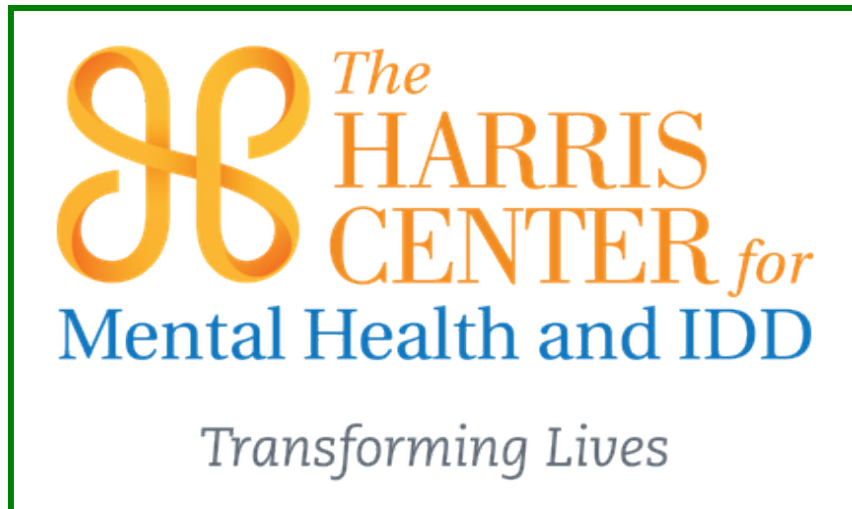


Origination	09/2022
Last Approved	N/A
Effective	Upon Approval
Last Revised	07/2025
Next Review	1 year after approval

Owner	Danyalle Evans
Area	Medical Services
Document Type	Bylaws

MED.B.5 Bylaws of The Professional Review Committee of The Harris Center for Mental Health and IDD with Signature





Bylaws of the Professional Review Committee of The Harris Center for Mental Health and IDD

Article One

Creation and Purpose of the Professional Review Committee.

1.1 **The Harris Center for Mental Health and IDD**, is a Community Center, an agency of the state, a governmental unit and a health care facility that provides medical or health-care services and follows a formal peer review process for the purpose of furthering quality medical and/or health-care.

1.2 **The Professional Review Committee**, or PRC, is created as a permanent Committee of The Harris Center for Mental Health and IDD, a health care entity which provides health care services within its geographical region. The Committee is formed in order to institute and implement a formal peer review process to further quality medical care or health care to the patients and clients of The Harris Center for Mental Health and IDD Center pursuant to the provisions of Texas Occupations Code §151.001 et. seq., §160.001 et. seq., and the Health Care Quality Improvement Act of 1986, 42 U.S.C. § 11101 et. seq.. It is the responsibility of the Professional Review Committee of The Harris Center for Mental Health and IDD Center to perform professional review actions involving the evaluation of medical and health care services, including evaluation of qualifications and professional conduct of professional health care practitioners and of patient care provided by those practitioners. The term "professional review action" includes, but is not limited to, evaluation of the following:

1. Merits of a complaint relating to health care practitioner and a determination or recommendation regarding a complaint;
2. Accuracy of a diagnosis;
3. Quality of the care provided by health care practitioners;
4. Report made to a Professional Review Committee and its subcommittees and ad hoc committees concerning activities under the Committee's review authority;

5. Report made by a Professional Review Committee, any of its subcommittees or ad hoc committees or to the Board of Trustees as permitted or required by law; and
6. Implementation of the duties of a Professional Review Committee and the PRC subcommittees and ad hoc committees by a member, agent, or employee of the Committee.

1.3 Nature of the Committee.

The Professional Review Committee is established to serve as a "professional review body" as that term is defined in the Texas Medical Practices Act. The Nursing Peer Review Committee as defined in Texas Occupations Code is a sub-Committee of the Professional Review Committee; The Closed Records Review Committee as defined in Title 25 Texas Administrative Code Ch. 405, Subchapter K, is a sub-Committee of the Professional Review Committee. The Pharmacy Peer Review Committee as defined §§564.001-564.006; 564.101-564.106 is a subcommittee of the Professional Review Committee. The Pharmacy & Therapeutics and the Medical Peer Review Committees are "medical peer review committees" as defined by the Texas Occupations Code §151.002(a)(8) and are subcommittees of the Professional Review Committee. As a Committee of The Harris Center for Mental Health and IDD Center, a health care entity, all references to the Professional Review Committee include within its scope the governing Board of Trustees of The Harris Center for Mental Health and IDD Center and the medical staff of The Harris Center for Mental Health and IDD Center. The term "Professional Review Committee" also includes an employee or agent of the Committee or of The Harris Center for Mental Health and IDD, including an assistant, investigator, intervener, attorney and any other person or organization that serves the Committee.

Article Two

Meetings

2.1 Time and Place. The PRC shall hold at least quarterly meetings throughout the calendar year. The meetings of the Committee shall take place at The Harris Center for Mental Health and IDD Administration Building located at 9401 Southwest Freeway, Houston, Texas, or such other place as may be designated in writing from time to time by the PRC chair or designee of The Harris Center for Mental Health and IDD.

2.2 Quorum. Fifty percent (50%) of members plus one (1) of the Professional Review Committee shall constitute a quorum for the transaction of business. The quorum requirement for Urgent Case Reviews is waived and the staff identified in Article 4, Section 4.03 are required to attend.

2.3 Action without Meeting. Action may be taken without a meeting if each member of the Committee entitled to participate signs a written consent to the action and such written consents are filed with the Chair of the Professional Review Committee.

2.4 Conference Call Meetings. Meetings of the Committee may also take place by conference call or video conference with attempted notice to all members, and with the conference call or video conference to include all available members of the Committee.

Article Three

Composition or the Committee

3.01 Powers. The Committee shall act only as a body, and no individual member of the Committee shall have any power to bind the Committee, absent written resolution of consent of more than a quorum of the Committee granting such authority.

3.02 Qualification of Members. Members of the Committee shall hold office as members of the Committee until their respective successors are named, or until the death, resignation as an employee or agent of The Harris Center for Mental Health and IDD or as a member of the Committee, or removal of any Committee member.

3.03 Membership. The Professional Review Committee of The Harris Center shall be comprised of the following permanent members: The Chief Medical Officer who will serve as the chair, the Chief Nursing Officer, Deputy Chief Operating Executive Officer, Legal Counsel, Chief Administrative Officer, the Division Vice Presidents of Medical Services, VP of Clinical Transformation and Quality, Director of Pharmacy, and the Chief Executive Officer. In addition, the appropriate Program Director, and any other staff members having relevant information and expertise may participate, but may not vote, in Committee meetings. The Medical Services Administrator will provide administrative support and coordinating functions but will not be a voting member of the Committee.

3.04 Vacancies. Vacancies on the Committee may be filled by the Chief Executive Officer or Chief Medical Officer or designee of The Harris Center for Mental Health and IDD.

3.05 Removal of Members. Any member of the Committee may be removed from the Committee with or without cause by the decision of the Chief Executive Officer or Chief Medical Officer of The Harris Center for Mental Health and IDD.

3.06 Custodian of Records. The custodian of the records and documents of the Committee shall be the Chief Medical Officer, Chair of the PRC, who shall be responsible for secure and confidential safekeeping of all patient records and privilege and confidential records of the Committee.

Article Four

Peer Review Authority of the Professional Review Committee

4.01 The Professional Review Committee (PRC), acting under the written Bylaws approved by the Board of Trustees of The Harris Center for Mental Health and IDD is authorized and directed to evaluate the quality of medical and health care Services and/or the competence of physicians and other health care providers including the evaluation of the performance of those functions specified by §85.204 of the Health and Safety Code. Likewise, the proceedings, actions, records and decisions of the Professional Review Committee are covered by the provisions of the Health Care Quality Improvement Act of 1986, 42 U.S.C. §11101 et seq..

4.02 Duties of the Committee. The primary duties of the PRC is to implement a formal peer review

process to further quality medical care or health care to the patients. In that function, the PRC's duties may include, but are not limited to, the following:

- To investigate all incidents involved or potentially involved in claims or lawsuits against the healthcare providers;
- To prepare reports, evaluating such incidents, claims, or lawsuits;
- To assist The Harris Center's Legal Counsel in the evaluation of patient care that is the subject of an incident, claim, or lawsuit against a health care practitioner and/or The Harris Center; and to recommend disposition of a claim or lawsuit including settlement or defense of a lawsuit;
- To identify broader risk management, quality care and patient safety issues within The Harris Center departments or divisions that may result in claims, or incidents that may involve potential claims, and to serve as liaison with the designated Director of Risk Management, Vice President of Clinical Transformation & Quality and Safety Officers within their respective departments or divisions to initiate corrective action, if necessary;
- To appoint subcommittees as necessary to carry out the duties of the Committee, and to review subcommittee investigations, peer review activities and final actions;
- To conduct peer review of the quality of patient care involved in incidents, claims, or lawsuits against The Harris Center and its health care practitioners;
- To discuss policy issues arising from incidents, claims, or lawsuits; and/ or
- To communicate with Legal Counsel, Vice President of Clinical Transformation & Quality and Division heads of clinical departments of The Harris Center as needed to inform them of policies or practices within their departments related to incidents, claims, or lawsuits concerning professional liability.

4.03 Urgent Case Review

Urgent Case Review Definition: Cases that have urgency due to the reporting nature of the event

- Potential patient rights violation (suspected patient abuse or neglect)
- Elopement
- Cases requiring urgent review due to legal/risk implications
- Significant concern about patient or staff safety warranting rapid review

Time line: The Professional Review Committee shall review urgent cases within 5 business days from receiving notice of the incident to the Chief Medical Officer. Whenever possible, the Professional Review Committee will attempt to conduct the urgent case review within 24 hours of notification.

Required Attendees:

- **Required:** CMO, CNO, Clinical Leaders
- **Ad-hoc:** Applicable team leaders, Legal Counsel (depending on nature of case being review), Risk Management, Compliance and Patient Safety

Recommendations and Action Steps: The Professional Review Committee shall consider the following recommendations or actions steps

- Identify improvement opportunities for follow-up & associated owner
- Identify need for referral to Patient Safety, Peer Review (medical, nursing, licensed provider or pharmacy), or Case Closure
- Communicate meeting minutes and action steps to appropriate parties within 2 business days of completion of urgent case review (anyone not involved in urgent case review that need to know about urgent case review outcomes)

4.04 Sentinel Events Process

- **Sentinel Events Process**

- A. Within 1 working day of knowledge of incident:

- A Sentinel Event is an unexpected occurrence involving death or serious physical injury or psychological injury, or the risk thereof. Serious injury specifically includes loss of limb or function. The phrase "or the risk thereof" includes any process variation for which a recurrence would carry a significant chance of a serious adverse outcome. Serious events include the death of a client, delay in care, alleged abuse/neglect, or other incident as determined by the Chief Medical Officer. The "appropriate person" is defined as the Quality Management Director or designee(s)
 - **Procedures:**
 1. Area Director or designee(s) contacts the appropriate person to notify of the incident.
 2. The appropriate person completes incident report and other forms as needed and notifies the Chief Medical Officer or designee(s).
 3. The Chief Medical Officer determines if the incident, as identified in the report, is considered to be a Sentinel Event.
 4. Once the incident is determined to be a Sentinel Event, Chief Medical Officer designates an investigating officer to gather information surrounding Sentinel Event.
 5. The Investigating Officer presents the findings at Sentinel Event Review, which is conducted by the Professional Review Committee.
 - The Sentinel Review Committee is formed, facilitated by the Chief Medical Officer or designee(s). Examples of Committee members may include: Investigating Officer, Attending Physician, Other Quality Management personnel, Physician external to Center, and other professionals deemed appropriate.
 6. B.Sentinel Event Review:
 - The Investigating Officer presents the review findings as required.
 - The Committee identifies the areas of risk for the Center, determines if an action plan is necessary, and assigns responsibility for the implementation of the action plan, if needed.
 - If the Sentinel Event reports the death of a client, the Center adheres to **TAC chapter 405, Subchapter K, HHSC standards** by completing and faxing the "Report of the Death of a Person Served," as directed by the Professional Review Committee.
 - The person responsible for implementation of the Action Plan reviews and reports the status of the implementation of the Action Plan to the Professional Review Committee.

Article Five

Sub-Committees and Standing Agenda Items of Professional Review Committee

5.01 The Professional Review Committee has the following standing Sub-Committees:

- a. Medical Peer Review Committee
- b. Nursing Peer Review Committee
- c. Closed Records Review Committee
- d. Pharmacy and Therapeutics Committee
- e. System Quality, Safety and Experience Committee
- f. Pharmacy Peer Review Committee
- g. Licensed Provider Peer Review Committee
- h. [Clinician Peer Review Committee](#)

5.02 Appointments may be made, from time to time, as determined by the Chair of the Professional Review Committee for Ad Hoc Sub-Committees. Each Sub-Committee shall operate in accordance with The Harris Center for Mental Health and IDD policies and procedures and applicable state and federal laws and regulations.

5.03 A standing agenda item of every Professional Review Committee meeting is the explanation and signed acknowledgment of confidentiality and privilege of the Committee, in the form of the advisory statement from The Harris Center for Mental Health and IDD Legal counsel as to privilege nature of the Committee.

Article Six

Confidentiality of Records

6.01 Confidential and Privileged Communications-

All proceedings and records of the Committee, and all written or oral communications made to the Committee, shall be confidential and privileged records, exempt from disclosure under the Open Records Act, or in response to a subpoena, or other legal process. The PRC shall direct the assembly and preparation of information, records and documents to assist in the discharge of its responsibilities to preserve the privilege of the PRC proceedings. Waiver of any privilege may only be established if it is executed in writing by the Chair of the PRC. Confidential and privileged information, oral or written communications, records, or proceedings includes, but is not limited to:

- A. Minutes of all Committee and sub-Committee meetings;
- B. Correspondence and memoranda between Committee members, staff, consultants, employees, agents, and servants of the Committee, the Center, its subsidiaries, or its contract providers;
- C. All other documents, records, communications, or memoranda involved in the deliberative process of the Committee;

- D. Any preliminary or final Committee report(s), product(s), or recommendation(s); and
- E. Written or oral communications received from another Professional Review Committee or professional review sub-Committee.

6.02 Protection from Disclosure.

All records, communications, notes, documents, books, and other property held by the Committee, and its Sub-Committees, in conjunction with its responsibility for conducting of an investigation and the making of specific recommendations for the improvement of patient services and the maintenance of the highest standards of patient care, shall be strictly privileged and confidential and protected from disclosure to the maximum extent provided by both federal and state law. All reports, documents, and minutes of the PRC, PRC subcommittees and PRC ad hoc committees shall be clearly identified as confidential information prepared at the request of the PRC. No members of the Committee, or its Sub-Committees, shall be at liberty to disclose or discuss the content of any record or investigation which comes before the Committee. Violation of such shall be grounds for adverse employment action. It shall be the responsibility of The Harris Center for Mental Health and IDD legal counsel to advise Committee members of the privileged and confidential nature of the records, communications, notes, documents, books, and other property held by the Committee, and its Sub-Committees, at the commencement of each Committee meeting.

Article Seven

7.01 Amendment of Bylaws.

Amendments to these By-laws may be proposed by any member of the PRC. Amendments to these bylaws requires the approval of the Board of Trustees of The Harris Center for Mental Health and IDD.

The Board of Trustees of The Harris Center for Mental Health and IDD on the April 25, 2018.

The AMENDED bylaws are hereby ADOPTED by the Board of Trustees of the Harris Center for Mental Health and IDD on this ____th day of _____ 2024.

The Harris Center for Mental Health and IDD

Board of Trustees

Dr. Robin Gearing, Chairman

Attachments

 [Bylaws for Professional Review Committee-Amended signature pg.pdf](#)



Approval Signatures

Step Description	Approver	Date
Management of Board Approval	Christopher Webb: Audit	Pending
CEO Approval	Wayne Young: Exec	07/2025
Legal Review	Kendra Thomas: Counsel	07/2025
Compliance Director	Demetria Lockett [LW]	07/2025
Initial Assignment	Danyalle Evans	07/2025

EXHIBIT F-12

Status **Pending** PolicyStat ID **18280903**



Origination 01/2000

Last Approved N/A

Effective Upon Approval

Last Revised 07/2025

Next Review 1 year after approval

Owner Vanessa Miller:
Mgr

Area Medical Services

Document Type Agency Policy

MED.INF.A.1 Infection Control and Prevention Policy

1. PURPOSE:

The purpose of this policy is to establish clear expectations of Infection Control and Prevention at The Harris Center for Mental Health and IDD ("Harris Center") to prevent or mitigate the spread of infectious organisms and diseases.

2. POLICY:

The Harris Center shall provide an effective infection control and prevention plan for staff, individuals served, volunteers, and visitors. The Infection Control Nurse Manager monitors and ensures the Infection Control and Prevention plan is implemented throughout the Harris Center in order to support an environment free of endemic, epidemic, and pandemic infections. It is the responsibility of all Harris Center staff to follow the infection control procedures, practices, and precautions to prevent or mitigate the spread of infectious organisms and diseases.

3. APPLICABILITY/SCOPE:

All Harris Center Staff, contractors, volunteers, and interns.

4. PROCEDURES:

[Infection Control Precautions](#)

5. RELATED POLICIES/FORMS:

[Infection Control Plan/Airborne Precautions](#)

Risk Management Plan

6. REFERENCES: RULES/REGULATIONS/STANDARDS:

- a. Association for Professionals in Infection Control and Epidemiology www.apic.org
- b. Center for Disease Control, www.cdc.gov
- c. Texas Department of State Health Service - www.dshs.state.tx.us
- d. Occupational Health & Safety Standards-Toxic and Hazardous Substances, 29 CFR §1910.1030. Bloodborne Pathogens
- e. Communicable Disease Prevention and Control Act- [Bloodborne Pathogens](#), Texas Health and Safety Code [Ch. 81](#), Subchapter H- ~~Bloodborne Pathogen Exposure Control Plan. §81.301~~
- f. Online Incident Report Form

Approval Signatures

Step Description	Approver	Date
Management of Board Approval	Christopher Webb: Audit	Pending
CEO Approval	Wayne Young: Exec	07/2025
Final Legal Review	Kendra Thomas: Counsel	07/2025
Compliance Director	Demetria Lockett [LW]	07/2025
Compliance Manager	Lisa Walker	07/2025
Department 2	Luming Li: Chief Medical Ofcr (1101 1817)	06/2025
Department Review I	Kia Walker: Chief Nursing Officer	06/2025
Initial Assignment	Vanessa Miller: Mgr	06/2025

EXHIBIT F-13

Status **Pending** PolicyStat ID **18037712**



Origination	N/A
Last Approved	N/A
Effective	Upon Approval
Last Revised	N/A
Next Review	1 year after approval

Owner	Toby Hicks
Area	Human Resources
Document Type	Agency Policy

HR.A.41 No Solicitation Policy

1. PURPOSE:

The Harris Center for Mental Health and IDD is committed to maintaining a productive and distraction-free work environment. To this end, solicitation and distribution of materials by non-employees on The Harris Center premises are strictly prohibited unless expressly authorized by the CEO, ~~COO~~Deputy Chief Executive Officer, or Communications Director or their designee.

2. POLICY:

The purpose of this policy is to prevent disruptions to our operations and to protect the privacy and comfort of our employees and clients. This policy ensures that all employees can work in an environment free from unsolicited interruptions and pressures.

A. Prohibited Activities:

- Solicitation of any kind by non-employees is prohibited on The Harris Center premises.
- Distribution of literature, pamphlets, or any other materials by non-employees is prohibited.
- Examples of prohibited activities include, but are not limited to:
 - Handing out fliers on the premises of any Harris Center locations.
 - Placing materials on vehicles in the parking lots.
 - Posting materials at any Harris Center (e.g. posters on doors, windows, bulletin boards, entrances, exits, etc.)

3. APPLICABILITY/SCOPE:

This policy applies to all employees, entrepreneurs, vendors, salespersons, third parties and any other individuals or entities seeking to solicit or distribute materials on The Harris Center premises.

4. DEFINITIONS:

- **Employees:** Individuals employed by The Harris Center for Mental Health and IDD.
- **Entrepreneurs:** Individuals or entities seeking to promote or sell products or services.
- **Vendors:** Suppliers or potential suppliers of goods or services to The Harris Center.
- **Salespersons:** Individuals engaged in the selling or promotion of products or services.

5. RELATED POLICIES/FORMS (for reference only):

~~6. POLICY DETAILS:~~

~~A. Prohibited Activities:~~

- ~~• Solicitation of any kind by non-employees is prohibited on The Harris Center premises.~~
- ~~• Distribution of literature, pamphlets, or any other materials by non-employees is prohibited.~~
- ~~• Examples of prohibited activities include, but are not limited to:~~
 - ~~▫ Handing out fliers on the premises of any Harris Center locations.~~
 - ~~▫ Placing materials on vehicles in the parking lots.~~
 - ~~▫ Posting materials at any Harris Center (e.g. posters on doors, windows, bulletin boards, entrances, exits, etc.)~~

~~7. PROCEDURE FOR REPORTING:~~

- ~~A. Employees who observe violations of this policy should report the incident to their supervisor, on-site Security personnel or the Human Resources department immediately.~~
- ~~B. The report should include details such as the nature of the violation, the individual(s) involved, and the time and location of the incident.~~

~~8. ENFORCEMENT:~~

- ~~• Any individual found violating this policy will be asked to leave the premises immediately.~~
- ~~• Employees who violate this policy may be subject to disciplinary action, up to and including termination.~~

HR.B.41 No Solicitation Procedure

9. REFERENCES: RULES/REGULATIONS/STANDARDS:

- ~~Working Time: Employees may be prohibited from soliciting or distributing materials during their working time. "Working time" includes all time during which an employee is assigned to or engaged in the performance of job duties but does not include scheduled breaks or meal periods.~~
- ~~Working Areas: Employees may be prohibited from distributing materials in working areas. "Working areas" include all areas where work is actually performed but do not include areas such as break rooms, parking lots, locker rooms and employee common areas.~~
- ~~Non-Employees: Non-employees are prohibited from soliciting or distributing materials on company property at any time.~~

10. EXCEPTIONS

Certain exceptions to the No Solicitation Policy may apply, including:

- ~~Charitable Activities: Solicitation for recognized charitable organizations may be permitted with prior approval from management.~~
- ~~Company-Sponsored Events: Employees may solicit participation in company-sponsored events or activities.~~
- ~~Public Advertisements: Solicitation resulting from general job postings or public advertisements is allowed.~~
- ~~Union Activities: Solicitation related to union activities may be permitted in accordance with the NLRA and with prior approval of The Harris Center Board, The Harris Center's Designated Executive Sponsor and Human Resources.~~

Approved vendors must adhere to any guidelines or restrictions set forth by The Harris Center.

11. ENFORCEMENT PROCEDURES

The Harris Center for Mental Health and IDD will enforce this policy through the following procedures:

- ~~Monitoring: Supervisors and managers will monitor compliance with the No Solicitation Policy during working hours and in working areas.~~
- ~~Reporting Violations: Employees who observe violations of this policy should report them to their immediate supervisor or Human Resources representative.~~
- ~~Investigation: Human Resources will investigate reported violations promptly and thoroughly. This may include interviewing witnesses and reviewing relevant documents.~~
- ~~Disciplinary Action: Employees found to be in violation of the No Solicitation Policy may face disciplinary actions, which may include verbal or written warnings, suspension, or termination of employment, depending on the severity of the violation.~~
- ~~Documentation: All enforcement actions will be documented and maintained in the employee's~~

personnel file.

Approval Signatures

Step Description	Approver	Date
Management of Board Approval	Christopher Webb: Audit	Pending
CEO Approval	Wayne Young: Exec	07/2025
Legal Review	Kendra Thomas: Counsel	07/2025
Initial Assignment	Toby Hicks	05/2025

EXHIBIT F-14

Status **Pending** PolicyStat ID **18455909**



Origination 11/2022

Last Approved N/A

Effective Upon Approval

Last Revised 07/2025

Next Review 1 year after approval

Owner Ernest Savoy

Area Leadership

Document Type Agency Policy

LD.A.7 Performance Reporting and Monitoring of Service Contracts

1. PURPOSE:

The purpose of this policy is to ensure The Harris Center establishes a process for the ongoing evaluation and monitoring of Service contracts.

2. POLICY:

It is the policy of The Harris Center to assess and monitor the business value, financial performance, productivity and promptly identify potential problems and compliance issues related to Service contracts. All Service contracts must be audited at least once during the terms of the contract. Additional audits may be required as the need arises. Service Contractors will be required to file monthly reports with the Harris Center, providing information specified by the Chief Executive Officer for use in monitoring performance under contracts.

3. APPLICABILITY/SCOPE:

This policy applies to all Harris Center employees, programs, and all contracts for Goods and/or Services.

4. PROCEDURES:

[Performance Reporting and Monitoring of Service Contracts](#)

5. RELATED POLICIES/FORMS (for reference

only):

State Service Contract Monitoring and Performance Reporting

6. REFERENCES: RULES/REGULATIONS/
STANDARDS:

Contracts Management for Local Authorities, Title 2526 Tex. Admin. Code Ch. 301, Chapter 412, Subchapter BA

Contracts Management for Local Authorities, Title 40 Tex. Admin. Code, Chapter 2, Subchapter B,

Approval Signatures

Step Description	Approver	Date
Management of Board Approval	Christopher Webb: Audit	Pending
CEO Approval	Wayne Young: Exec	07/2025
Legal Review	Kendra Thomas: Counsel	07/2025
Compliance Director	Demetria Luckett [LW]	07/2025
Initial Assignment	Ernest Savoy	07/2025

EXHIBIT F-15

Status **Pending** PolicyStat ID **17873296**



Origination 11/2022

Last Approved N/A

Effective Upon Approval

Last Revised 06/2025

Next Review 1 year after approval

Owner Toby Hicks

Area Human Resources

Document Type Agency Policy

HR.A.30 Personal Relationships in the Workplace

1. PURPOSE:

The purpose of this policy is to communicate standards of acceptable behavior concerning personal relationships in the workplace, convey The Harris Center's response to romantic or dating relationships, and manage risks presented by romantic or dating relationships between employees, contractors, volunteers, and interns.

2. POLICY:

In order to minimize the risk of conflicts of interest and promote fairness, The Harris Center maintains the following policy with respect to romance and dating in the workplace:

No person in a management or supervisory position shall have a romantic or dating relationship with an employee whom he or she directly supervises or whose terms or conditions of employment he or she may influence (examples of terms or conditions of employment include promotion, termination, discipline, and compensation). In addition, no employees working in the same department (or unit) shall have such a relationship. A department (or unit) is defined as a group of employees who report directly to the same supervisor. The [Human Resources Department, Operational Vice President, General Counsel and](#) Chief Executive Officer must approve any exceptions.

3. APPLICABILITY/SCOPE:

This policy applies to all Harris Center employees, interns, volunteers, and contractors.

4. RELATED POLICIES/FORMS (for reference

only):

[Sexual Harassment Policy](#)

Employee Handbook

5. PROCEDURES:

[Personal Relationships in the Workplace](#)

6. REFERENCES: RULES/REGULATIONS/STANDARDS:

Employment Discrimination, Tex. Labor Code Ch. 21, Subchapter C-1

Title VII of the Civil Rights Act of 1964, 42 U.S.C. §§2000e-2 et seq.

Approval Signatures

Step Description	Approver	Date
Management of Board Approval	Christopher Webb: Audit	Pending
CEO Approval	Wayne Young: Exec	07/2025
2nd Legal Review	Kendra Thomas: Counsel	06/2025
1st Legal Review	Bijul Enaohwo	06/2025
Compliance Director Review	Demetria Lockett [LW]	06/2025
Compliance Manager	Lisa Walker [CW]	06/2025
Department Review	Kendra Thomas: Counsel	06/2025
Initial Assignment	Toby Hicks	05/2025

EXHIBIT F-16

Status **Pending** PolicyStat ID **18455963**



Origination 04/2018
Last Approved N/A
Effective Upon Approval
Last Revised 07/2025
Next Review 1 year after approval

Owner Danyalle Evans
Area Medical Services
Document Type Agency Policy

COM.A.6 Professional Review Committee

1. PURPOSE:

The purpose of this policy is to operationalize a Professional Review Committee {PRC}, as a permanent committee and as an integral component of ongoing evaluation and improvement of the quality of patient care at The Harris Center and of the competence of licensed providers. The PRC will act as the authorizing committee for medical peer review, nursing peer review, closed records review, pharmacy peer review, licensed provider peer review, Professional Practice Evaluation Committee, Pharmaceutical and Therapeutics, sentinel events, System Quality, Safety and Experience Committee, and critical incident review. The committee will also ensure that licensing boards of professional health care staff are properly notified of any reportable conduct or findings when indicated.

2. POLICY:

It is the policy of The Harris Center to form the PRC to have oversight of the peer review processes of all clinical services. The PRC shall approve all peer review committees. The Closed Records Committee, Medical Peer Review, Licensed Provider Peer Review, Professional Practice Evaluation Committee, System Quality, Safety and Experience Committee, Nursing Peer Review, Pharmaceutical & Therapeutics Committee, [Clinician Peer Review Committee](#) and Pharmacy Peer Review Committee are subcommittees of the Professional Review Committee.

3. APPLICABILITY/SCOPE:

This policy is applicable to all Harris Center staff engaged in the delivery of healthcare services to patients. This policy applies to all our consumers, employees, contractors, volunteers, and partners who access our services. This policy must be followed in conjunction with professional licensing standards

and other Harris Center policies and operational guidelines governing appropriate workplace conduct and behavior.

4. RELATED POLICIES/FORMS (for reference only):

- [Clinician Peer Review Policy](#)
- Closed Records Review Policy
- Nursing Peer Review Policy
- Medical Peer Review Policy
- System Quality, Safety and Experience Committee
- Pharmaceutical & Therapeutics Committee Policy
- Pharmacy Peer Review Committee Policy

5. PROCEDURES:

[Bylaws Of The Professional Review Committee Of The Harris Center For Mental Health and IDD with signature](#)

6. REFERENCES: RULES/REGULATIONS/STANDARDS:

- Texas Medical Practices Act, Texas Occupations Code, §§151.001 et. seq. & §§160.001 et. seq.
- ~~Texas Health & Safety Code §161.032~~ [Medical Committees, Medical Peer Review Committees, and Compliance Officers, Texas Health & Safety Code Ch. 161, Subchapter D](#)
- Texas Nursing Peer Review, Texas Occupations Code, Chapter 303
- [Pharmacy Peer Review, Texas Occupations Code, Chapter 564, Subchapter C](#)
- Health Care Quality Improvement Act of 1986, 42 U.S.C. 11101 et. seq.
- Texas Board of Nursing, Licensure, Peer Assistance & Practice, 22 ~~TAC~~ [Tex. Admin. Code Chapter 2-17 Deaths of Persons Served by TXMHMR Facilities or Community Mental Health & Mental Retardation Centers, 25 TAC Chapter 405, Subchapter K](#) ~~217~~
- ~~Texas Pharmacy Peer Review, Texas Occupations Code, Chapter 564~~ [Deaths of Persons Served by Community Mental Health Centers, 26 Tex. Admin. Code Ch. 301, Subchapter H](#)

Attachments

 [8.png](#)

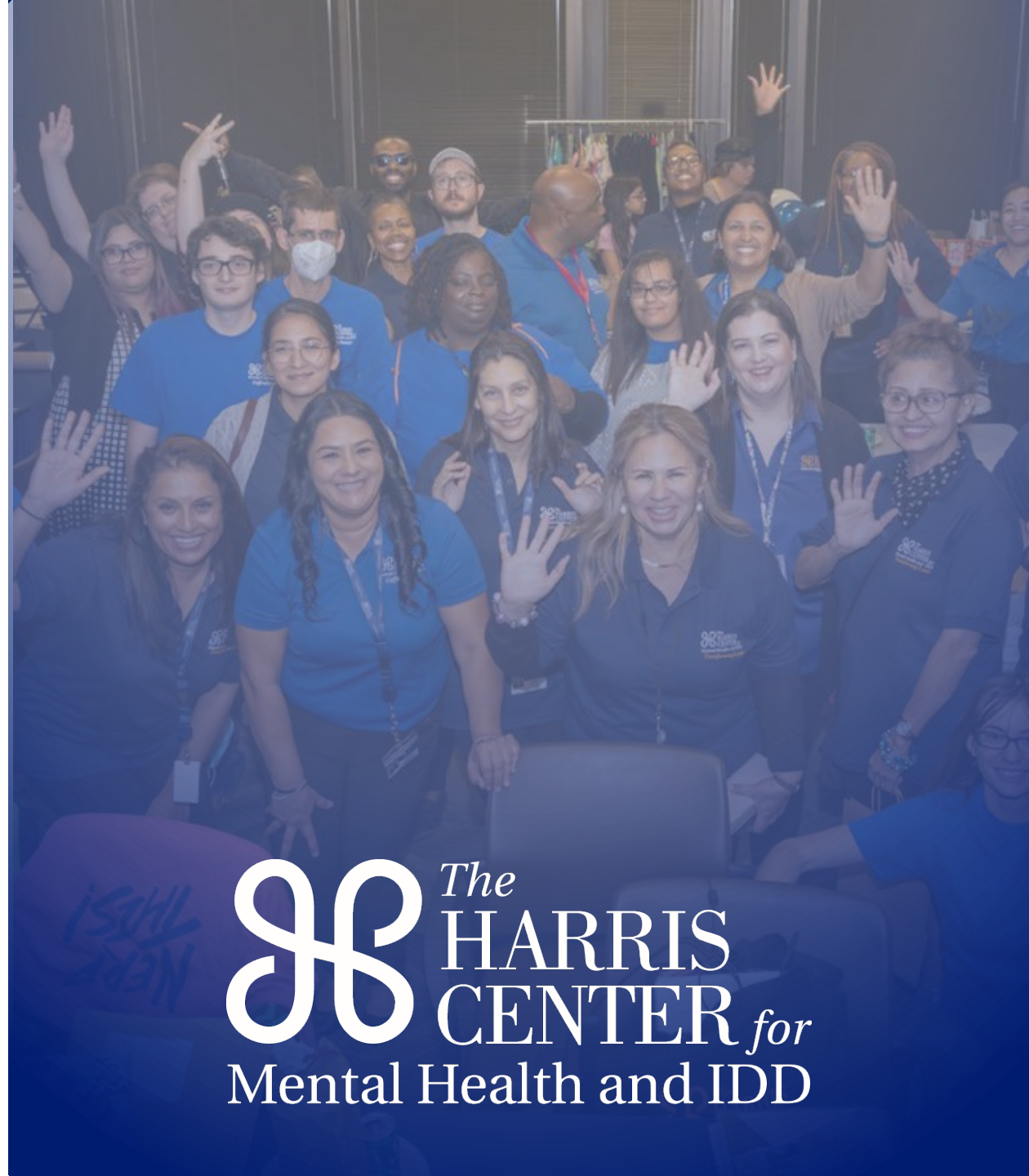
Approval Signatures

Step Description	Approver	Date
Management of Board Approval	Christopher Webb: Audit	Pending
CEO Approval	Wayne Young: Exec	07/2025
Final Legal Review	Kendra Thomas: Counsel	07/2025
Compliance Director	Demetria Lockett [LW]	07/2025
Compliance Manager	Lisa Walker	07/2025
2nd Department Review	Luming Li: Chief Medical Ofcr (1101 1817)	07/2025
1st Department Review	Danyalle Evans	07/2025
Initial Assignment	Danyalle Evans	07/2025

EXHIBIT F-17

Agency Wide Security Guard Services RFP

Presented by: Stanley Adams, MBA
Chief Financial Officer



 *The* HARRIS
CENTER *for*
Mental Health and IDD

Request For Proposal – Evaluation Criteria

Evaluation Category	Relative Weight
Performance/Training/Personnel	25%
Safety	25%
Implementation	10%
References	10%
Security Alarm Response/Patrols	15%
Communication	10%
Security Plus	5%
TOTAL	100%

Request for Proposal – Proposal Evaluation Scores

Evaluation Team	Vendor #1	Vendor #2	Vendor #3	Vendor #4	Vendor #5	Vendor #6	Vendor #7
Evaluator 1	79	75	72	66	42	33	30
Evaluator 2	86	78	89	37	59	42	19
Evaluator 3	60	80	72	60	60	60	60
Evaluator 4	70	79	69	65	70	64	20
Average Evaluation Score	73.75	78	75.50	57	57.75	49.75	32.25

Pricing for Top Three Vendors over a 5 Year Period

	Vendor #1	Vendor #2	Vendor #3
NTE for 5 Years	\$5,003,107.20*	\$5,993,395.20*	\$7,235,316.60*

*Dollar amount does not include golf cart rental.

Vendor #1 RFP – Pricing

1. Regular Post/Site						4. Optional - Regular and Additional Post/Site					
UNARMED Guard						ARMED Guard					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
a) Direct Labor Rate:	\$14.00	\$14.39	\$14.79	\$15.20	\$15.62	a) Direct Labor Rate:	\$21.00	\$21.58	\$22.17	\$22.78	\$23.41
b) Mark-up %	40.80%	41.05%	41.30%	41.55%	41.80%	b) Mark-up %	40.80%	41.05%	41.30%	41.55%	41.80%
c) Billing Rate	\$19.71	\$20.30	\$20.90	\$21.52	\$22.15	c) Billing Rate	\$29.57	\$30.44	\$31.33	\$32.25	\$33.20
2. Additional Post/Site						5. Optional - Regular and Additional Post/Site					
UNARMED Guard						ARMED Supervisor					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
a) Direct Labor Rate:	\$14.00	\$14.39	\$14.79	\$15.20	\$15.62	a) Direct Labor Rate:	\$24.00	\$24.66	\$25.34	\$26.04	\$26.76
b) Mark-up %	40.80%	41.05%	41.30%	41.55%	41.80%	b) Mark-up %	40.80%	41.05%	41.30%	41.55%	41.80%
c) Billing Rate	\$19.71	\$20.30	\$20.90	\$21.52	\$22.15	c) Billing Rate	\$33.79	\$34.78	\$35.81	\$36.86	\$37.95
3. Alarmed Response/Patrol Service						6. Golf Cart and Maintenance / Bicycle (Cost Per Year if applicable)					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
Patrol Service	\$30.00	\$30.00	\$30.00	\$30.00	\$30.00	a) One Golf Cart	\$6,996.00	\$6,996.00	\$6,996.00	\$6,996.00	\$6,996.00
Alarmed Response	\$50.00	\$50.00	\$50.00	\$50.00	\$50.00	b) Bicycle	\$400.00	\$400.00	\$400.00	\$400.00	\$400.00
						c) Bicycle	\$400.00	\$400.00	\$400.00	\$400.00	\$400.00

Vendor #2 RFP – Pricing

1. Regular Post/Site UNARMED Guard						4. Optional - Regular and Additional Post/Site ARMED Guard					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
a) Direct Labor Rate:	\$17.00	\$17.50	\$18.00	\$18.50	\$19.00	a) Direct Labor Rate:	\$31.50	\$32.50	\$33.00	\$33.75	\$34.50
b) Mark-up %	\$6.79	\$6.92	\$7.06	\$7.19	\$7.32	b) Mark-up %	\$12.18	\$12.13	\$12.37	\$12.77	\$12.97
c) Billing Rate	\$23.79	\$24.42	\$25.06	\$25.69	\$26.32	c) Billing Rate	\$43.68	\$44.63	\$45.57	\$46.52	\$47.47
2. Additional Post/Site UNARMED Guard						5. Optional - Regular and Additional Post/Site ARMED Supervisor					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
a) Direct Labor Rate:	\$25.50	\$26.25	\$27.00	\$27.75	\$28.50	a) Direct Labor Rate:	\$35.25	\$36.00	\$36.75	\$37.50	\$38.25
b) Mark-up %	\$10.19	\$10.39	\$10.58	\$10.78	\$10.98	b) Mark-up %	\$13.16	\$13.36	\$13.56	\$13.75	\$14.25
c) Billing Rate	\$35.69	\$36.64	\$37.58	\$38.53	\$39.48	c) Billing Rate	\$48.41	\$49.36	\$50.31	\$51.25	\$52.50
3. Alarmed Response/Patrol Service						6. Golf Cart and Maintenance / Bicycle (Cost Per Year if applicable)					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
Patrol Service	\$88,117.12	\$88,117.12	\$90,760.63	\$90,760.63	\$93,483.45	a) One Golf Cart	\$4,800.00	\$4,800.00	\$5,100.00	\$5,100.00	\$5,400.00
Alarmed Response	35.00 each call	35.00 each call	40.00 each call	40.00 each call	45.00 each call	b) Bicycle	N/A	N/A	N/A	N/A	N/A
						c) Bicycle	N/A	N/A	N/A	N/A	N/A

Vendor #3 RFP – Pricing

1. Regular Post/Site UNARMED Guard						4. Optional - Regular and Additional Post/Site ARMED Guard					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
a) Direct Labor Rate:	\$18.00	\$19.00	\$20.00	\$21.00	\$22.00	a) Direct Labor Rate:	\$20.00	\$21.00	\$22.00	\$23.00	\$24.00
b) Mark-up %	55.44%	53.01%	51.02%	49.44%	48.21%	b) Mark-up %	53.77%	52.16%	50.91%	49.98%	49.33%
c) Billing Rate	\$27.98	\$29.07	\$30.20	\$31.38	\$32.61	c) Billing Rate	\$30.75	\$31.95	\$33.20	\$34.49	\$35.84
2. Additional Post/Site UNARMED Guard						5. Optional - Regular and Additional Post/Site ARMED Supervisor					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
a) Direct Labor Rate:	\$18.00	\$19.00	\$20.00	\$21.00	\$22.00	a) Direct Labor Rate:	\$21.00	\$22.00	\$23.00	\$24.00	\$25.00
b) Mark-up %	55.44%	53.01%	51.02%	49.44%	48.21%	b) Mark-up %	47.88%	46.66%	45.76%	45.13%	44.76%
c) Billing Rate	\$27.98	\$29.07	\$30.20	\$31.38	\$32.61	c) Billing Rate	\$31.06	\$32.27	\$33.52	\$34.83	\$36.19
3. Alarmed Response/Patrol Service						6. Golf Cart and Maintenance / Bicycle (Cost Per Year if applicable)					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
Patrol Service	\$55.96	\$58.14	\$60.41	\$62.77	\$65.21	a) One Golf Cart	\$800.00	\$800.00	\$800.00	\$800.00	\$800.00
Alarmed Response	\$55.96	\$58.14	\$60.41	\$62.77	\$65.21	b) Bicycle	\$150.00	\$150.00	\$150.00	\$150.00	\$150.00
						c) Bicycle	\$150.00	\$150.00	\$150.00	\$150.00	\$150.00

Vendor #4 RFP – Pricing

1. Regular Post/Site						4. Optional - Regular and Additional Post/Site					
UNARMED Guard						ARMED Guard					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
a) Direct Labor Rate:	\$20.38	\$20.99	\$21.62	\$22.27	\$22.94	a) Direct Labor Rate:	\$24.84	\$25.59	\$26.35	\$27.14	\$27.96
b) Mark-up %	\$8.74	\$9.00	\$9.27	\$9.55	\$9.84	b) Mark-up %	\$10.65	\$10.97	\$11.30	\$11.64	\$11.99
c) Billing Rate	\$29.12	\$29.99	\$30.89	\$31.82	\$32.77	c) Billing Rate	\$35.49	\$36.55	\$37.65	\$38.78	\$39.94
2. Additional Post/Site						5. Optional - Regular and Additional Post/Site					
UNARMED Guard						ARMED Supervisor					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
a) Direct Labor Rate:	\$20.38	\$20.99	\$21.62	\$22.27	\$22.94	a) Direct Labor Rate:	\$27.05	\$27.86	\$28.70	\$29.56	\$30.45
b) Mark-up %	\$8.74	\$9.00	\$9.27	\$9.55	\$9.84	b) Mark-up %	\$11.59	\$11.94	\$12.30	\$12.66	\$13.04
c) Billing Rate	\$29.12	\$29.99	\$30.89	\$31.82	\$32.77	c) Billing Rate	\$38.64	\$39.80	\$40.99	\$42.22	\$43.49
3. Alarmed Response/Patrol Service						6. Golf Cart and Maintenance / Bicycle (Cost Per Year if applicable)					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
Patrol Service	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	a) One Golf Cart	\$2,400.00	\$2,472.00	\$2,546.16	\$2,622.54	\$2,701.22
Alarmed Response	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	b) Bicycle	\$1,200.00	\$1,236.00	\$1,273.08	\$1,311.27	\$1,350.61
						c) Bicycle	\$1,200.00	\$1,236.00	\$1,273.08	\$1,311.27	\$1,350.61

Vendor #5 RFP – Pricing

1. Regular Post/Site UNARMED Guard						4. Optional - Regular and Additional Post/Site ARMED Guard					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
a) Direct Labor Rate:	\$13.00	\$14.00	\$15.00	\$15.50	\$16.00	a) Direct Labor Rate:	\$17.00	\$17.50	\$18.00	\$18.50	\$19.00
b) Mark-up %	\$0.00	\$1.00	\$1.00	\$0.10	\$0.10	b) Mark-up %	\$0.00	\$0.00	\$0.50	\$0.50	\$0.00
c) Billing Rate	\$23.00	\$24.00	\$25.00	\$26.00	\$27.00	c) Billing Rate	\$33.00	\$33.00	\$33.50	\$34.00	\$34.00
2. Additional Post/Site UNARMED Guard						5. Optional - Regular and Additional Post/Site ARMED Supervisor					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
a) Direct Labor Rate:	\$13.00	\$14.00	\$15.00	\$15.50	\$16.00	a) Direct Labor Rate:	\$18.00	\$18.25	\$18.50	\$18.75	\$19.00
b) Mark-up %	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00	b) Mark-up %	\$0.00	\$0.50	\$0.00	\$0.50	\$0.50
c) Billing Rate	\$23.00	\$24.00	\$25.00	\$26.00	\$27.00	c) Billing Rate	\$34.00	\$34.50	\$34.50	\$35.00	\$35.50
3. Alarmed Response/Patrol Service						6. Golf Cart and Maintenance / Bicycle (Cost Per Year if applicable)					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
Patrol Service	\$30.00	\$30.50	\$31.00	\$32.00	\$32.00	a) One Golf Cart	\$2,600.00	\$2,450.00	\$2,400.00	\$2,400.00	\$2,400.00
Alarmed Response	\$55.00	\$55.00	\$55.00	\$55.00	\$55.00	b) Bicycle	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
						c) Bicycle	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00

Vendor #6 RFP – Pricing

1. Regular Post/Site UNARMED Guard						4. Optional - Regular and Additional Post/Site - ARMED Guard					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
a) Direct Labor Rate:	\$16.00	\$17.00	\$18.00	\$18.00	\$19.00	a) Direct Labor Rate:	\$22.00	\$22.00	\$23.00	\$23.00	\$24.00
b) Mark-up %	\$2.00	\$2.00	\$2.00	\$2.00	\$3.00	b) Mark-up %	\$3.00	\$3.00	\$4.00	\$4.00	\$4.00
c) Billing Rate	\$18.00	\$19.00	\$20.00	\$20.00	\$22.00	c) Billing Rate	\$25.00	\$25.00	\$27.00	\$27.00	\$28.00
2. Additional Post/Site UNARMED Guard						5. Optional - Regular and Additional Post/Site ARMED Supervisor					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
a) Direct Labor Rate:	\$16.00	\$17.00	\$18.00	\$18.00	\$19.00	a) Direct Labor Rate:	\$24.00	\$24	\$24.00	\$24.00	\$25.00
b) Mark-up %	\$2.00	\$2.00	\$2.00	\$2.00	\$2.00	b) Mark-up %	\$3.00	\$3.00	\$4.00	\$4.00	\$4.00
c) Billing Rate	\$18.00	\$19.00	\$20.00	\$20.00	\$22.00	c) Billing Rate	\$27.00	\$27.00	\$28.00	\$28.00	\$29.00
3. Alarmed Response/Patrol Service						6. Golf Cart and Maintenance / Bicycle (Cost Per Year if applicable)					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
Patrol Service	\$20.00	\$20.00	\$22.00	\$22.00	\$23.00	a) One Golf Cart	\$300.00	\$300.00	\$400.00	\$500.00	\$500.00
Alarmed Response	\$22.00	\$22.00	\$23.00	\$23.00	\$24.00	b) Bicycle	\$200.00	\$200.00	\$300.00	\$300.00	\$400.00
						c) Bicycle	\$200.00	\$200.00	\$200.00	\$300.00	\$400.00

Vendor #7 RFP – Pricing

1. Regular Post/Site						4. Optional - Regular and Additional Post/Site					
UNARMED Guard						ARMED Guard					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
a) Direct Labor Rate:	\$15.75	\$16.25	\$17.25	\$18.25	\$19.75	a) Direct Labor Rate:	\$21.00	\$21.00	\$21.00	\$21.00	\$21.00
b) Mark-up %	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	b) Mark-up %	\$11.00	\$12.00	\$14.00	\$14.00	\$15.00
c) Billing Rate	\$25.75	\$26.25	\$27.25	\$28.28	\$29.75	c) Billing Rate	\$32.00	\$33.00	\$35.00	\$35.00	\$36.00
2. Additional Post/Site						5. Optional - Regular and Additional Post/Site					
UNARMED Guard						ARMED Supervisor					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
a) Direct Labor Rate:	\$15.75	\$16.25	\$17.25	\$18.25	\$19.75	a) Direct Labor Rate:	\$23.00	\$23.00	\$23.00	\$23.00	\$25.00
b) Mark-up %	\$10.00	\$10.00	\$10.00	\$10.00	\$10.00	b) Mark-up %	\$12.00	\$12.00	\$12.00	\$12.00	\$12.00
c) Billing Rate	\$25.75	\$26.25	\$27.25	\$28.28	\$29.75	c) Billing Rate	\$35.00	\$35.00	\$35.00	\$35.00	\$37.00
3. Alarmed Response/Patrol Service						6. Golf Cart and Maintenance / Bicycle (Cost Per Year if applicable)					
ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030	ITEM DESCRIPTION	Base Year 9/1/2025 - 8/31/2026	Option Year #1 9/1/2026 - 8/31/2027	Option Year #2 9/1/2027 - 8/31/2028	Option Year #3 9/1/2028 - 8/31/2029	Option Year #4 9/1/2029 - 8/31/2030
Patrol Service	\$40.00	\$40.00	\$40.00	\$40.00	\$40.00	a) One Golf Cart	\$14,750.00	\$15,650.00	\$16,642.00	\$17,669.00	\$18,465.00
Alarmed Response	\$125.25	\$150.00	\$175.00	\$200.00	\$225.00	b) Bicycle	\$1,200.00	\$1,250.00	\$1,250.00	\$1,250.00	\$1,450.00
						c) Bicycle	\$1,200.00	\$1,250.00	\$1,250.00	\$1,250.00	\$1,450.00

Award Recommendation

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Award Recommendation
Agency Wide Security Guard Services RFP
Project# FY25-0008

The Request for Proposal opened for Agency Wide Security Guard Services, July 14, 2025, at 11:00 A.M.

The Project Team consisted of the following members: James Blunt, Buyer II, Sharon Brauner, Purchasing Manager, Darryl Coleman, Director Security, Veronica Billings, Security Manager, Eunice Davis, Director Risk Management, and Mustafa Cochinwala, Chief Information Officer.

Six hundred and ninety-eight (698) vendors were identified in this area of interest by our procurement software, Bonfire. Seventy-five (75) vendors were identified from buyer research and the previous vendor list was also contacted. The specifications were posted on four (4) local newspapers, The Harris Center's web site, the State of Texas Electronic State Business Daily website, Women's Business Enterprise Alliance (WBEA), Houston Minority Supplier Development Council (HMSDC), and Houston Business Journal.

Ten (10) responses received and zero (0) did not participate. Seven (7) responses were deemed responsive and evaluated by the project team. Three (3) responses were disqualified because the vendors did not attend the mandatory conference meeting.

Recommended Vendor:

Universal Protection Services

The team members rated each response using a qualitative approach. After weighing all categories and considering the functions that The Harris Center uses contract security as a supplement to our internal full-time employee security guards, it was determined, as an agency, it is in a better position to move forward with Universal Protection Service.

The initial contract period is anticipated to begin upon the award of contract for one (1) base year with four (4) optional annual renewals at the sole discretion of The HARRIS CENTER based upon satisfactory performance and annual budget appropriations, which will be reviewed on an annual basis.

The total NTE (Not to Exceed) for five (5) years is \$5,038,087.20 (price includes golf cart rental) to be funded annually subject to availability of the budget each year. Forecast for each year is:

FY26: Services \$949,922.40
FY27: Services \$978,148.00
FY28: Services \$1,006,852.00
FY29: Services \$1,036,512.80
FY30: Services \$1,066,652.00

August 2025 Board

DocuSign Envelope ID: E93E22A7-4D17-47B0-8FF7-72E2D652ECDE

The Funding Source is Unit# 1190, GL# 583000.

Submitted By:

DocuSigned by:
James Blunt 7/28/2025
James Blunt, C.P.M.
Buyer II

Recommended By:

DocuSigned by:
Sharon Brauner 7/28/2025
Sharon Brauner, C.P.M., A.P.P.
Purchasing Manager
DocuSigned by:
Stanley Adams 7/28/2025
Stanley Adams, MBA
Chief Financial Officer

August 2025 Board

EXHIBIT F-18

Pharmacy Remote After Hours Service

RFP –Project #FY25-0009

Presented by: Stanley Adams, MBA
Chief Financial Officer



Request For Qualifications – Evaluation Criteria

Evaluation Category	Relative Weight
Overall Program Concept / Central Order Entry / Pharmacist Collaboration	25%
Ease of availability outside of normal business hours	25%
Credentials of Staff	20%
HIPPA Certified	10%
Financial Condition	5%
References	5%
Cost	10%
TOTAL	100%

Proposal Evaluation Scores

Evaluation Team	Vendor 1	Vendor 2
Evaluator 1	95	79
Evaluator 2	100	80
Evaluator 3	96	79
Average Evaluation Score	97.00	79.33

The total possible score is 100 points.

Vendor 1

Agreement Term	Pricing 9/1/25-8/31/26
Monthly Flat Fee (Number of lines included)	\$5,525 for 1700 lines
Implementation Fee One Time	N/A
Annual Fee	N/A
Holiday Upcharges	N/A
Computer Verifications	N/A
Over monthly lines rate/charge per line	\$3.25/line for >1700 lines
Agreement Term	Pricing 9/1/26-8/31/27
Monthly Flat Fee (Number of lines included)	\$5,746 for 1700 lines
Implementation Fee One Time	N/A
Annual Fee	N/A
Holiday Upcharges	N/A
Computer Verifications	N/A
Over monthly lines rate/charge per line	\$3.38/line for >1700 lines
Agreement Term	Pricing 9/1/27-8/31/28
Monthly Flat Fee (Number of lines included)	\$5,984 for 1700 lines
Implementation Fee One Time	N/A
Annual Fee	N/A
Holiday Upcharges	N/A
Computer Verifications	N/A
Over monthly lines rate/charge per line	\$3.52/line for >1700 lines
Agreement Term	Pricing 9/1/28-8/31/29
Monthly Flat Fee (Number of lines included)	\$6,222 for 1700 lines
Implementation Fee One Time	N/A
Annual Fee	N/A
Holiday Upcharges	N/A
Computer Verifications	N/A
Over monthly lines rate/charge per line	\$3.66/line for >1700 lines
Agreement Term	Pricing 9/1/29-8/31/30
Monthly Flat Fee (Number of lines included)	\$6,477 for 1700 lines
Implementation Fee One Time	N/A
Annual Fee	N/A
Holiday Upcharges	N/A
Computer Verifications	N/A
Over monthly lines rate/charge per line	\$3.81/line for >1700 lines

Vendor 2

Agreement Term	Pricing 9/1/25-8/31/26
Monthly Flat Fee (Number of lines included)	\$9,317
	2500 lines included
Implementation Fee One Time	\$5,750
Annual Fee	\$2,375
Holiday Upcharges	\$0(included in monthly fee)
Computer Verifications	\$0(included in monthly fee)
Over monthly lines rate/charge per line	\$3.73
Agreement Term	Pricing 9/1/26-8/31/27
Monthly Flat Fee (Number of lines included)	\$9,597
	2500 lines included
Implementation Fee One Time	\$0(first year only)
Annual Fee	\$2,446
Holiday Upcharges	\$0(included in monthly fee)
Computer Verifications	\$0(included in monthly fee)
Over monthly lines rate/charge per line	\$3.84
Agreement Term	Pricing 9/1/27-8/31/28
Monthly Flat Fee (Number of lines included)	\$9,884
	2500 lines included
Implementation Fee One Time	\$0(first year only)
Annual Fee	\$2,520
Holiday Upcharges	\$0(included in monthly fee)
Computer Verifications	\$0(included in monthly fee)
Over monthly lines rate/charge per line	\$3.96
Agreement Term	Pricing 9/1/28-8/31/29
Monthly Flat Fee (Number of lines included)	\$10,181
	2500 lines included
Implementation Fee One Time	\$0(first year only)
Annual Fee	\$2,595
Holiday Upcharges	\$0(included in monthly fee)
Computer Verifications	\$0(included in monthly fee)
Over monthly lines rate/charge per line	\$4.08
Agreement Term	Pricing 9/1/29-8/31/30
Monthly Flat Fee (Number of lines included)	\$10,486
	2500 lines included
Implementation Fee One Time	\$0(first year only)
Annual Fee	\$2,673
Holiday Upcharges	\$0(included in monthly fee)
Computer Verifications	\$0(included in monthly fee)
Over monthly lines rate/charge per line	\$4.20

Award Recommendation



Award Recommendation Pharmacy Remote After Hours Service RFP Project# FY25-0009

The Request for Proposal opened for Pharmacy Remote After Hours Services on Tuesday, July 15, 2025, at 10:00 A.M.

The Project Team consisted of the following members: Sharon Brauner, Purchasing Manager, and Holly Cumbie, Senior Director of Pharmacy Programs, Teri Garland, Pharmacy Operations Coordinator, Luming Li, Chief Medical Officer.

Seventy-two (72) vendors were identified in this area of interest by our procurement software, Bonfire. Five (5) vendors were identified from buyer research and previous vendor list were also contacted. The specifications were posted in four (4) local newspapers, The Harris Center's web site, the State of Texas Electronic State Business Daily website, Women's Business Enterprise Alliance (WBEA), Houston Minority Supplier Development Council (HMSDC), and Houston Business Journal.

Received two (2) responses and no non-participation notices. The two (2) responses were deemed responsive and evaluated by the project team.

Recommended Vendor:

Cardinal Health


The team members rated each response using a qualitative approach. Based on the project team's evaluation of responses received, it is recommended **Cardinal Health** be selected because they can perform all required services at the best value.

The initial contract period is anticipated to begin upon award of contract for one (1) base year with four (4) optional annual renewals at the sole discretion of The HARRIS CENTER based upon satisfactory performance and annual budget appropriations, which will be reviewed on an annual basis.

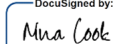
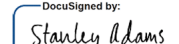
The annual NTE is \$120,000.00. The total NTE (Not to Exceed) is \$600,000.00, for the five year term, to be funded annually subject to availability of the budget.

The Funding Source is Unit 1135-553002

Submitted By:

DocuSigned by:

Sharon Brauner, C.P.M., A.P.P.
Purchasing Manager

Recommended By:

DocuSigned by:

Nina Cook, MBA, CTCM, CTCD.
Director of Purchasing
DocuSigned by:

Stam Adams, MBA
Chief Financial Officer