

October 21, 2025
10:00 am

- I. DECLARATION OF QUORUM**
- II. PUBLIC COMMENTS**
- III. APPROVAL OF MINUTES**
 - A. Approve Minutes of the Board of Trustees Program Committee
Held on Tuesday, September 16, 2025
(*EXHIBIT P-1*)
- IV. REVIEW AND COMMENT**
 - A. Behavioral Health and IDD Crisis and Access Hub
(*EXHIBIT P-2 Jennifer Battle*)
 - B. Main Street Campus
(*EXHIBIT P-3 Kim Kornmayer*)
- V. EXECUTIVE SESSION –**
 - * **As authorized by §551.071 of the Texas Government Code, the Board of Trustees reserves the right to adjourn into Executive Session at any time during the course of this meeting to seek legal advice from its attorney about any matters listed on the agenda.**
- VI. RECONVENE INTO OPEN SESSION**
- VII. CONSIDER AND TAKE ACTION AS A RESULT OF THE EXECUTIVE SESSION**
- VIII. ADJOURN**

Veronica Franco

**Veronica Franco, Board Liaison
Max A. Miller, Jr, MTh, D.D. Chairman
Program Committee
The Harris Center for Mental Health and IDD
Board of Trustees**

EXHIBIT P-1

BOARD OF TRUSTEES
The HARRIS CENTER for
Mental Health *and* IDD
PROGRAM COMMITTEE MEETING
TUESDAY, SEPTEMBER 16, 2025
MINUTES

Dr. M. Miller, Jr., Board Chair, called the meeting to order at 10:01 a.m. in Room 109 of the 9401 Southwest Freeway location, noting a quorum of the Committee was present.

RECORD OF ATTENDANCE

Committee Members in Attendance: Dr. M. Miller Jr., Dr. K. Bacon, Dr. J. Lankford

Committee Member in Absence:

Other Board Members in Attendance: Dr. R. Gearing

1. CALL TO ORDER

The meeting was called to order at 10:01 a.m.

2. DESIGNATION OF BOARD MEMBERS AS VOTING COMMITTEE MEMBERS

All members present are members of the Program Committee.

3. DECLARATION OF QUORUM

Dr. Miller, Jr. declared a quorum of the committee was present.

4. PUBLIC COMMENTS

There were no Public Comments.

5. Approve the Minutes of the Board of Trustees Program Committee Meeting Held on Tuesday, July 15, 2025

MOTION BY: GEARING SECOND BY: BACON

With unanimous affirmative votes

BE IT RESOLVED that the Minutes of the Board of Trustees Program Committee meeting held on Tuesday, July 15, 2025 under Exhibit P-1, are approved and recommended to the Full Board for acceptance.

6. REVIEW AND COMMENT

A. Foundation Quarterly Update-Stephanie Cunningham presented the Foundation Quarterly Update.

B. Children Services Update-Lance Bruitt presented the Children Services Update.

C. Yes Waiver & Texas Family First Board Presentation-Yes Waiver & Texas Family First Board Presentation.

D. FQHC Update- Dr. Williams presented the FQHC Update.

7. EXECUTIVE SESSION

No Executive Session was needed.

8. RECONVENE INTO OPEN SESSION

9. ADJOURN

There being no further business, the meeting adjourned at 10:39 am.

MOTION BY: BACON

SECOND BY: GEARING

Veronica Franco, Board Liaison
Max A. Miller, Jr. Mth, D.D., Chairman
Program Committee
THE HARRIS CENTER *for* Mental Health *and* IDD
Board of Trustees

EXHIBIT P-2

Behavioral Health and IDD Crisis and Access Hub

**24 hour Suicide Prevention,
Intervention, Emotional Support,
and Access to Care**

Jennifer Battle, MSW, VP Community Access and Engagement

The Harris Center Behavioral Health and IDD Crisis and Access Hub

- Available 24/7/365
- Answers approx. 25,000 calls a month
- 64 full time degreed Crisis Line Counselors
- 19 full time Access Line Specialists
- Serves as the 988 responder for 58 Texas counties and Crisis Line for 39



Access Line and Website Chat Service

Access Line

- **Total calls answered FY25 – 149,430**
- 40% current client needs
- 20% eligibility
- 15% emotional support
- 15% medication specific
- 10% business/program/admin

Website Chat

Total chats answered FY25 – 7,715

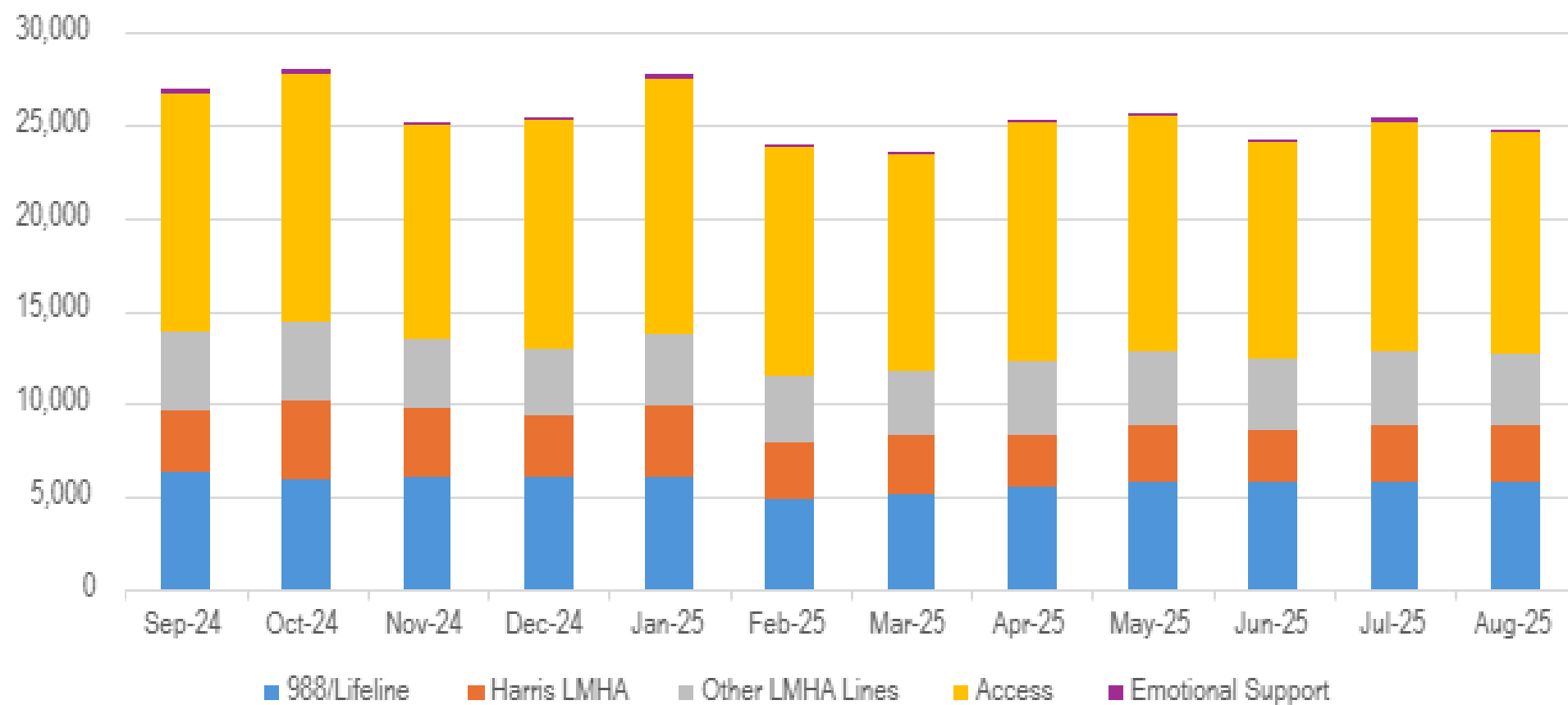
- 40% internal program info/referrals
- 30% MH eligibility
- 15% job/HR related questions
- 10% IDD services/eligibility
- 5% no response/testing

**hours for website chat are 7a – 11p*

Crisis Line By the Numbers:

- Number of lines answered – 12
- Number of calls answered in FY25 – 154,760
- Number of calls per day answered on the combined Crisis Lines – avg 424
 - Callers who receive full risk assessments – 184
 - Callers assessed to be in urgent/emergent – 42
 - Callers requiring 911 support – 3
- In FY25
 - 126 suicide attempts in progress; 1,212 attempts prior to the call
 - 4,094 callers who had immediate access to firearms.

FY25 Calls Answered in the Access and Crisis Hub





988 Network in Texas

988 Suicide & Crisis Lifeline Coverage by County

Texas Department
of State Health Services

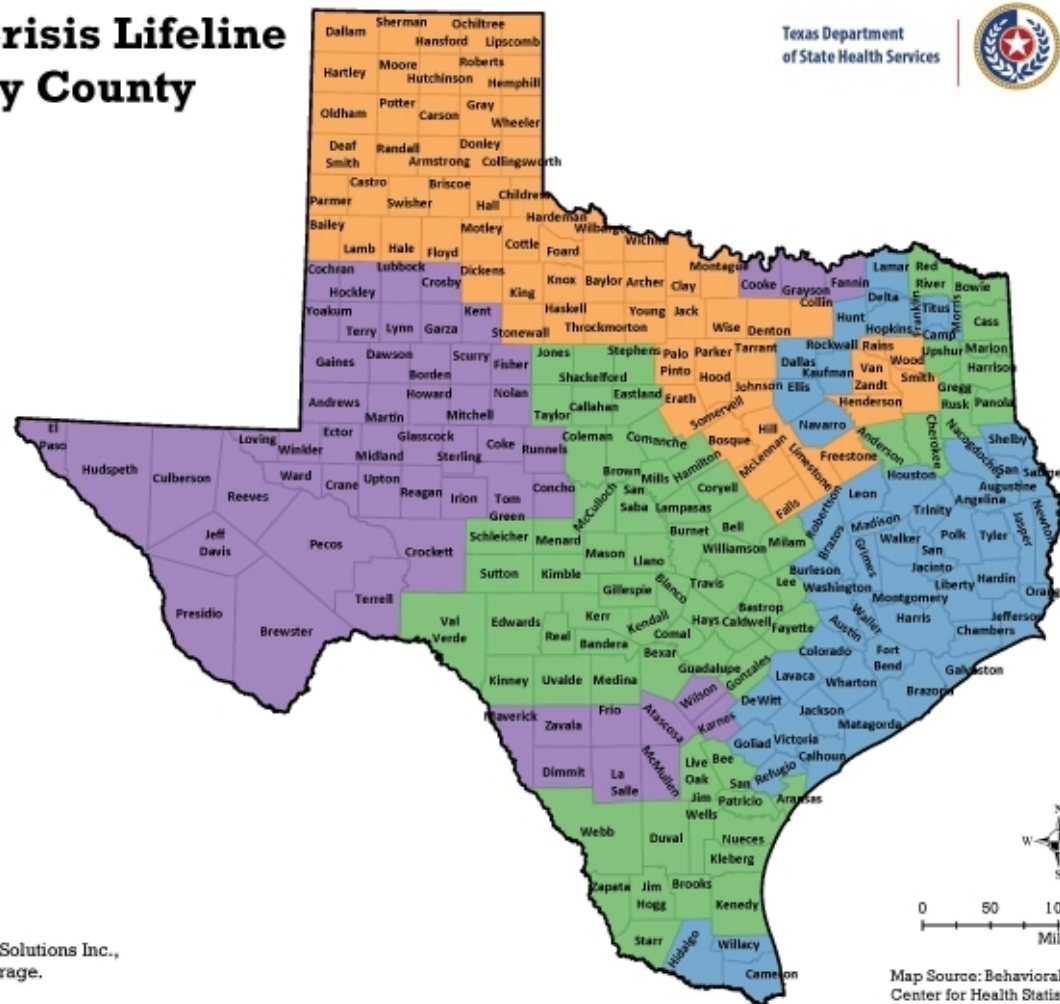


TEXAS
Health and Human
Services

Lead Region

-  Emergence Health Network
-  Harris Center
-  Integral Care
-  Tarrant County

 Bluebonnet Trails, through Avail Solutions Inc., provides statewide backup coverage.



Map Source: Behavioral Health Services,
Center for Health Statistics
Agency Analytics Unit, GIS Team, May 2024

Crisis Line Training

- Crisis Line Counselors have a minimum of a **Bachelors Degree**.
- **190 hours of unit specific training** is provided upon completion of agency NEO
- **56 hours of training** focuses on how to talk to callers about suicide (as well as violence and homicide),
 - assessing for risk in a conversational way,
 - safety planning, and
 - how to link with least restrictive care when needed in a collaborative way
- **Intensive roleplays and feedback** help Crisis Line Counselors de-escalate callers even in imminent risk situations.

Possible Outcomes When Calling Crisis Line

- De-escalation – The Crisis Line Intervention is the primary service. (approximately 80% of volume)
- Connecting to outpatient options and/or community referrals.
- Exploration of crisis referrals such as:
 - Mobile Crisis Outreach Team
 - Crisis Intervention Response Team
 - Neuropsychiatric Center
 - Community crisis options
- Engaging emergency services (911) in emergency situations (approximately 2.5% of volume).

Workforce Successes

- Since June, we have hired, trained and added 13 additional staff on the lines. We have 5 more lined up to start on November 3rd.
- Remote workforce capacity has led to ability to hire from outside the immediate Harris County area – currently 17% of Crisis Line Responders live outside Harris County.
- Added 2 QA Specialists to help meet the 988 QA requirement.
- Added an LPHA position to help with Regular Caller Management.
- Out of 86 staff on the crisis line team 76% of them have been here for over a year and 49% being here for 3 years or longer.

Funding Impact

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

Fiscal Year	Dedicated 988 Funding	Type of Funding
FY19	\$208,000	Capacity Building Grant Award from Vibrant
FY20	\$383,025	Capacity Building Grant Award from Vibrant Via HHSC
FY21	\$736,800	Capacity Building Grant Award from Vibrant Via HHSC and 988 Planning Grant Award
FY22	\$2,388,704	Funding mix of grants from Vibrant/SAMHSA and HHSC Mental Health Block Grant
FY23/24	\$4,439,418	Funding mix of grants from Vibrant/SAMHSA and HHSC Mental Health Block Grant
FY25/26	\$6,248,631	Funding mix of grants from Vibrant/SAMHSA and HHSC Mental Health Block Grant

State Level Funding Updates

- **13 states and territories** have enacted **988 telecommunications surcharge legislation**, with states like Illinois and New Mexico implementing partial fees.
- **States like Texas and North Dakota** introduced fee bills this session and while they did not pass the surcharge component, both **established 988 trust funds**- an important step towards building future funding.
- **11 states introduced 988 telecommunication fee legislation in 2025**, although they failed to pass it this session.
- **5 States have expressed early interest in pursuing 988 fee legislation** in upcoming sessions.

Thank You Calls

Caller states that without Priscilla they are unsure if their daughter would be alive. Caller thanks Priscilla and the crisis program for saving her. Caller reports Priscilla was a professional, truly cared, and followed up with caller. Caller filled out a mental health warrant like Priscilla recommended and her daughter is now in the hospital receiving the treatment that she needed.

Client wanted to call and thank CLS Kevin for saving their life. Client stated that if it were not for Kevin then they would not be here. Client stated they wish everyone feeling suicidal would call the crisis line. Client stated they want to stay alive now and that they are doing well. Client is very appreciative for the work the crisis line does.

"I appreciate you following up and checking to make sure everything's okay. You and your team have been really, really helpful and I couldn't have done this without you. So, I just wanted to say I appreciate you and want you do. I know it's probably not easy, but I appreciate it!"

Jennifer Battle, MSW
VP, Community Access and
Engagement

Jennifer.Battle@theharriscenter.org



EXHIBIT P-3

The Main Street Campus

Presented by:

- Evelyn Locklin, Sr. Director of Emergency Svcs. and Resid. Programs
- LaDarryl Campbell, Residential Administrative Director

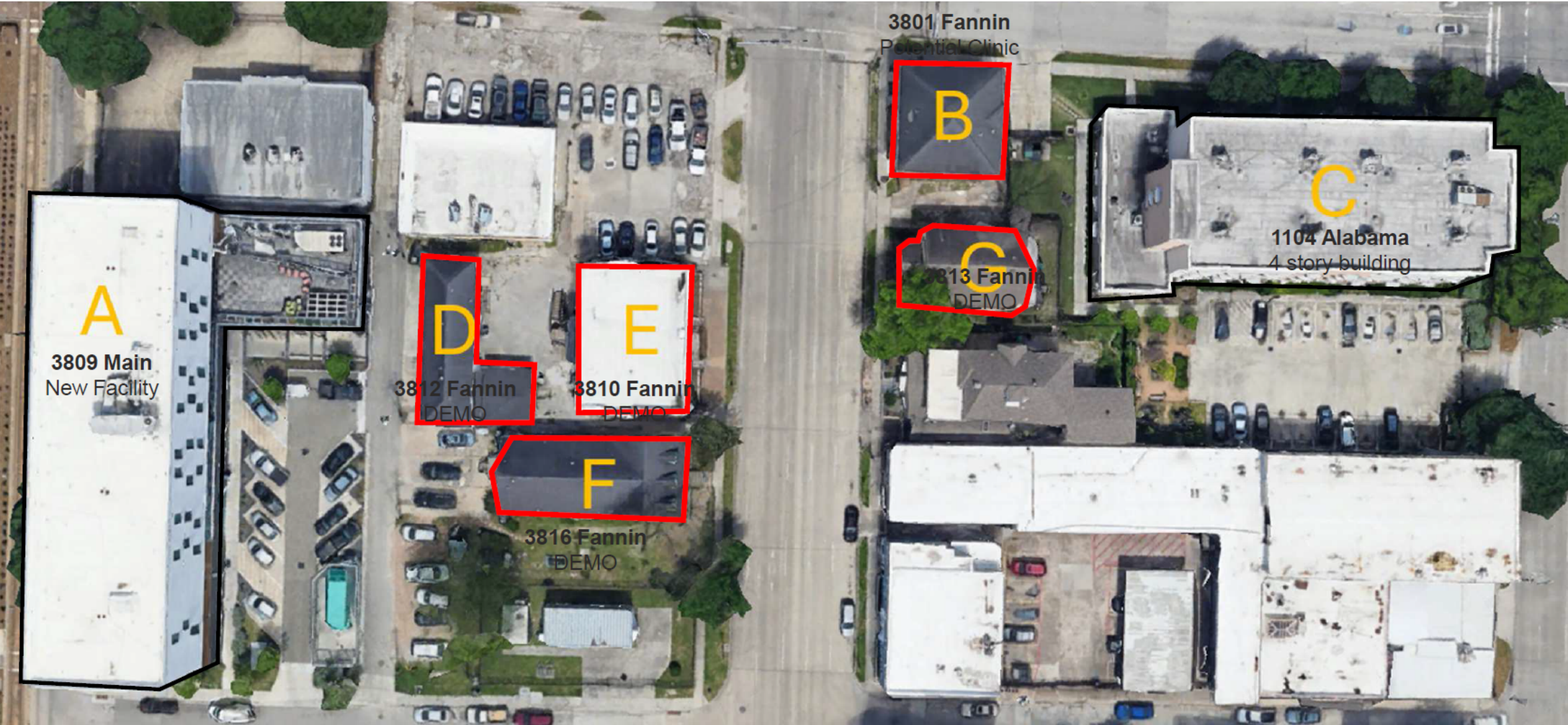
Date: October 21, 2025



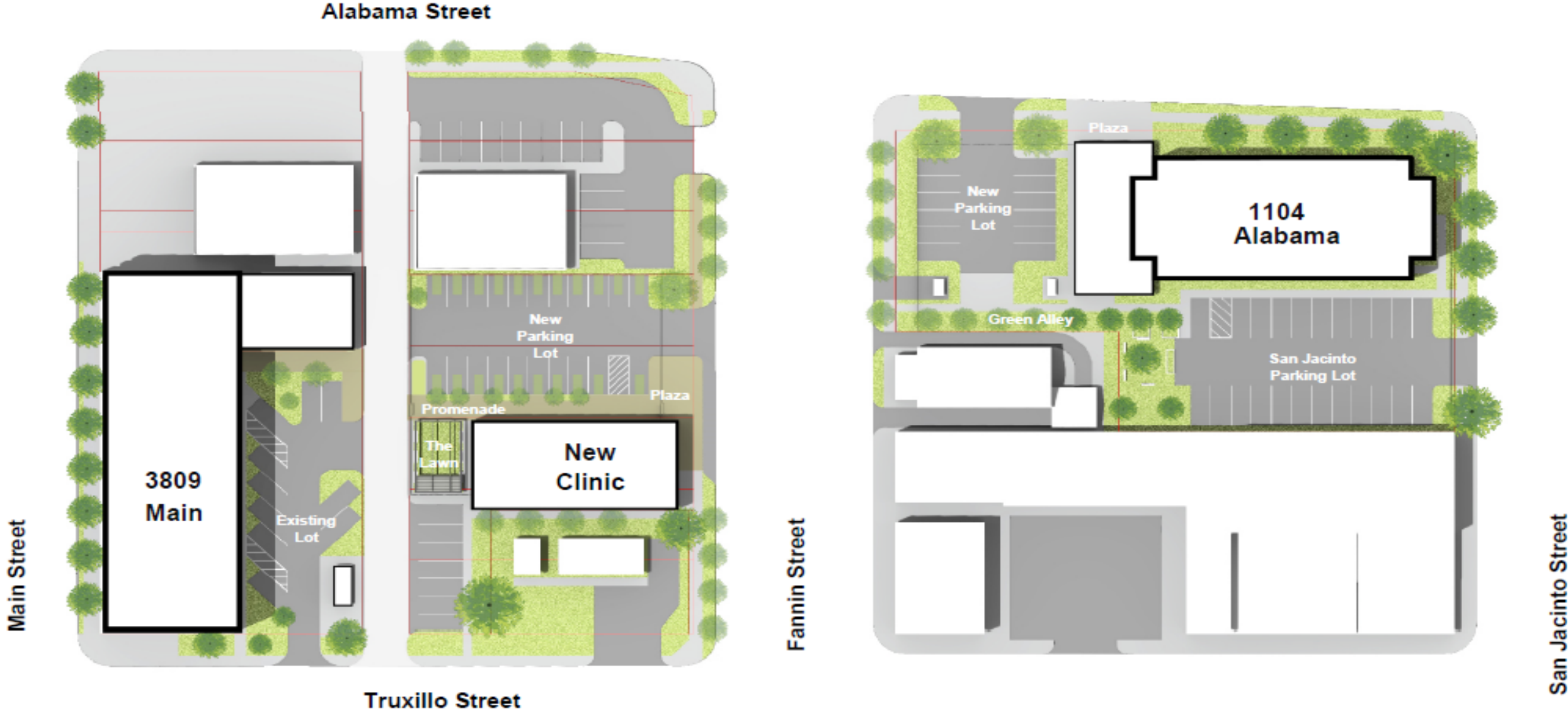
**The Harris Center assumed operations in
July 2025
Ownership was finalized in December 2024**



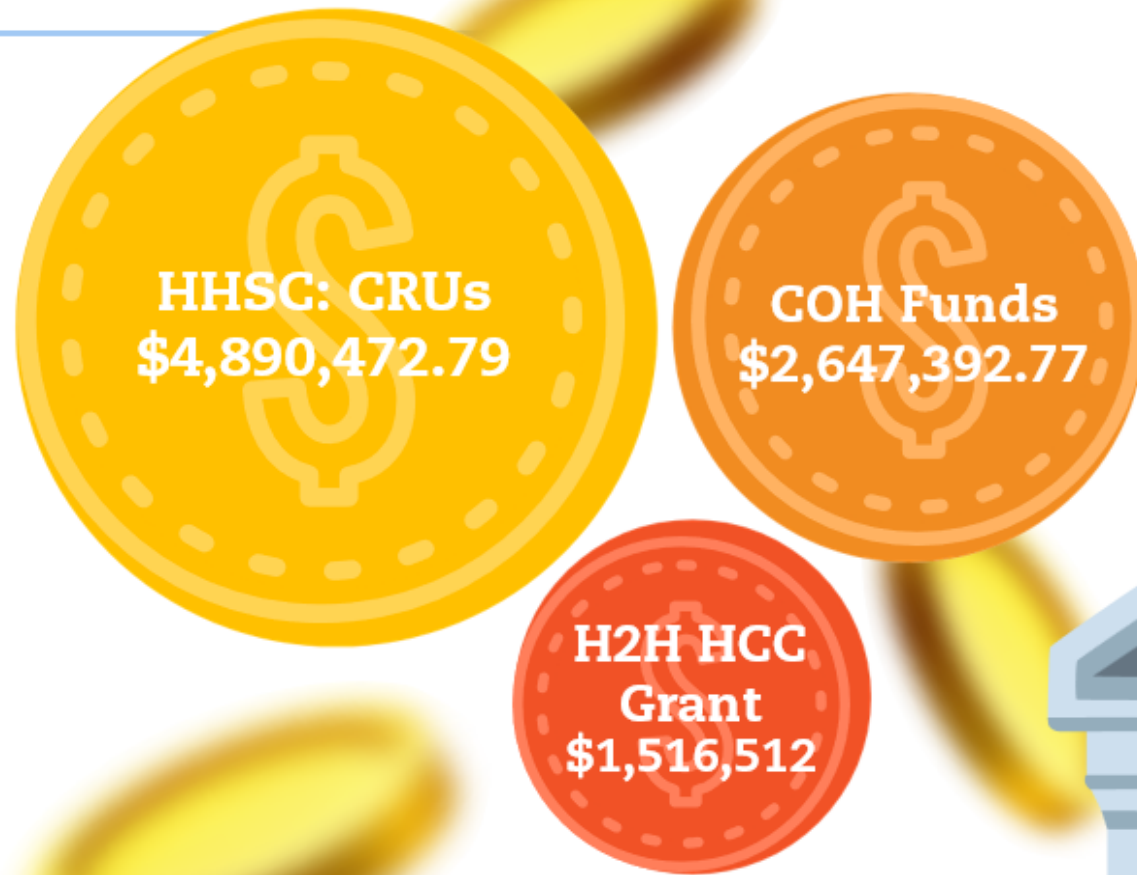
Current Campus



Proposed Campus



Guaranteed Funding



Funding Breakdown by Source

Contract Rooms & Self-Pay Renters

*\$1,830/month
Veterans Association*

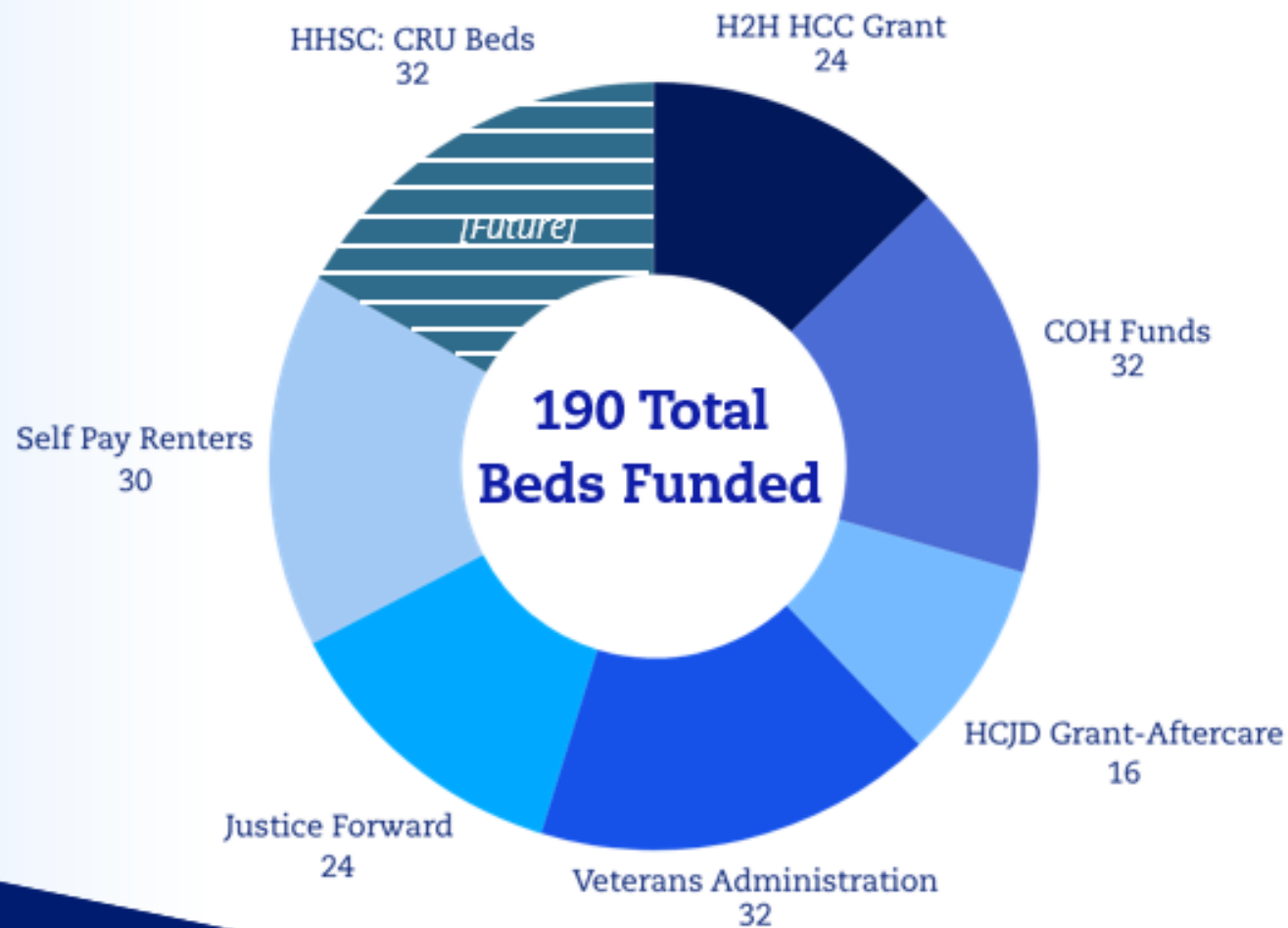
*\$525/month
Justice Forward*

*\$460/month
Self-Paid Rentals*

Programs, Location and Funding

Program	Location	Funding Source	Funding Amount
Independent Living Program Beds			
Independent Living-H2H	3809 Main Street (3F, 4F)	H2H HCC Grant	\$1,516,512
Independent Living COH/REI	1104 Alabama (3F)	COH Funds	\$2,647,392.77
Contract Rooms			
*Aftercare (Jail Diversion Aftercare)	3809 Main Street (5F)	HCJD Grant-Aftercare	~\$350,000
*VA Contract	1104 Alabama (1F)	VA	\$60 per night, ranging from \$1,800 to \$1,860 per month
*Justice Forward	1104 Alabama (1F)	Justice Forward	\$525/month
Self Pay Renters			
*Self-Pay Residents (CRR)	3809 Main (2F)	Self Pay	N/A
*Self-Pay Residents (Non-CRR)	1104 Alabama (2F)	Self Pay	\$460/month
Harris Center Programs to Relocate			
Caroline CRU	1104 Alabama (4F)	HHSC	\$2,654,960.13
Southmore CRU	1104 Alabama (4F)	HHSC	\$2,235,512.66
PATH	New Building	SAMHSA	\$1,138,725.00
SUDOP	New Building	HHSC	\$974,400.00
* Excludes revenue not guaranteed; dependent upon occupancy			\$ 11,167,502.56

Beds Allocated per Funding Source



Services Provided:

- Temporary Housing
- Medication Monitoring
- Group Therapy
- Individual Therapy
- Supported Employment
- Substance Abuse Groups
- Peer Support
- Therapeutic and Life Skills Groups
- Assistance with Social Services
- Linkage to Outpatient Psychiatric and Primary Care Services

Next Steps and Next, Next Steps:

- Transfer the Southmore Crisis Residential Program to the Main Street Campus
- Transfer the Bristow Crisis Residential Program to the Main Street Campus

Once the new building is constructed on the Campus:

- Transfer the PATH Homeless Program (Project for Assistance in Transition from Homeless) from Bristow to the Main Street Campus
- Transfer the SUDOP Program (Substance Use Disorder Outreach Program) from Bristow to the Main Street Campus

Success Stories

Questions?

Thank You!