

Live: <https://theharriscentertx.new.swagit.com/views/834/>

Program Committee Meeting
August 18, 2026
10:00 am

- I. DECLARATION OF QUORUM**
- II. PUBLIC COMMENTS**
- III. APPROVAL OF MINUTES**
 - A. Minutes of the Board of Trustees Program Committee Held on Tuesday, July 21, 2026
(*EXHIBIT P-1*)
- IV. REVIEW AND COMMENT**
 - A. Nursing Quality and Safety Presentation
(*EXHIBIT P-2 Kia Walker*)
 - B. Communication Presentation
(*EXHIBIT P-3 Nicole Lievsay*)
- 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, July 21, 2026
MINUTES

Dr. R. Gearing, Board Chair, called the meeting to order at 10:39 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. R. Gearing, Dr. K. Bacon, R. Thomas-videoconference
 Dr. Q. Moore

Committee Member in Absence: Dr. M. Miller Jr,

Other Board Members in Attendance: Dr. J. Lankford

1. CALL TO ORDER

The meeting was called to order at 10:00 a.m.

2. DESIGNATION OF BOARD MEMBERS AS VOTING COMMITTEE MEMBERS

Dr. Gearing designated Dr. Lankford as voting members.

3. DECLARATION OF QUORUM

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

4. PUBLIC COMMENTS

There were no Public Comments.

5. Approve the Minutes of the Board of Trustees Program Committee Meeting Held on Tuesday, May 19, 2026.

MOTION BY: BACON SECOND BY: LANKFORD

With unanimous affirmative votes

BE IT RESOLVED that the Minutes of the Board of Trustees Program Committee meeting held on Tuesday, May 19, 2026 under Exhibit P-1, are approved and recommended to the Full Board for acceptance.

6. REVIEW AND COMMENT

A. Emancipation Center Update-Kim Kornmayer, Xavier Bowman and William Sharpe III presented the Emancipation Center Update to the Program Committee.

B. IDD Residential Services Update-Dr. Evanthe Collins presented the IDD Residential Services Update to the Program Committee.

7. EXECUTIVE SESSION

No Executive Session was needed.

9. RECONVENE INTO OPEN SESSION

10. ADJOURN

There being no further business, the meeting adjourned at 11:18 am.

MOTION BY: BACON SECOND BY: LANKFORD

**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

Patient Safety Goals and Quality Initiatives Using the Just Care Culture Framework

Yen Phan, MSN, RN, PMH-BC
Senior Director of Nursing

Vanessa Miller, MSHEd., RN
Director of Nursing-Community Health and Clinical
Services

The logo for The Harris Center for Mental Health and IDD. It features a stylized white symbol on the left, resembling a knot or a stylized 'H'. To the right of the symbol, the text 'The HARRIS CENTER for Mental Health and IDD' is written in a serif font. 'The' is in a smaller, italicized font, 'HARRIS' is in all caps, 'CENTER' is in all caps, 'for' is in a smaller, italicized font, and 'Mental Health and IDD' is in all caps.

The HARRIS
CENTER *for*
Mental Health and IDD

Community Collaboration Mental Health First Aid

In collaboration with Access and Community engagement, the following nursing schools will receive Mental Health First Aid training and certification from The Harris Center.



UNIVERSITY OF
ST. THOMAS



Employee Engagement-Breast Cancer Luncheon



Employee Engagement-Juneteenth



Annual Competency Check Offs



Critical Thinking Simulation In-Person Training

- Critical Thinking training scenarios for nurses were created to engage staff in simulation training.
- The scenarios were common interactions patients have with nursing staff that can progress to emergency situations.
- NPC, SE & SW Clinics, 6160, and CRU have received this training so far
- Feedback has been positive.
- **Survey Question:** "The Information presented was relevant to my day-to-day workflow."
- **Results:**
 - **NPC: 94% Strongly Agree, 6% Agree**
 - **SW Clinic: 89% Strongly Agree, 11% Agree**
 - **SE Clinic, CRU, 6160: 91% Strongly Agree, 9% Agree**

Respondent		01:20
13	Anonymous	Time to complete

6. Comments or Feedback

The training was well-organized, engaging, and very informative. I especially appreciated the practical examples and real-life scenarios, which made the concepts easier to understand and apply in clinical practice. The session encouraged critical thinking and reinforced the importance of effective communication, teamwork, and sound clinical judgment. Thank you to the facilitator for delivering an excellent and valuable learning experience.

Care Ambassador Training

- Care Ambassadors were provided training prior to opening the Emancipation Center on the following topics:
 - Professional Boundaries and Objectivity
 - Therapeutic Communication
 - Vital Signs
 - I DRIVE training
 - Infection Control & Hand Hygiene
 - Narcan Training
 - (Hands On Return Demonstration)
 - Identifying Medical Emergencies
 - Milieu Management
 - Rounding and Observations
 - Body Visual/Room Search





CNE/CME Opportunity- Generational Leadership Training

The Nursing Leadership Academy presented Angela Johnson, Vice President of Diversity & Inclusion at Occidental Petroleum Corporation (Oxy).

Angela Johnson conducted Generational Leadership training for The Harris Center employees.

Throughout the session, we explored the unique characteristics and strengths of different generations in the workplace. Angela Johnson emphasized the need for creativity, adaptability, and a forward-thinking mindset to bridge the gaps between multiple generations in the workforce.

CNE/CME Opportunity-How we fight TB Together

- In collaboration with Harris County's Public Health TB Elimination Program provided training on Tuberculosis (TB) for Harris Center Employees, and our community partners.
- The Guest Speakers providing the educational in-service included:
 - **Dr. Yates Lee, MD** (TB Medical Director),
 - **Dr. Nakia Jean, PharmD, RPh** (Intake & Case Investigation Manager Office of Epidemiology, Surveillance, and Emerging Diseases)
 - **Priscelda Ruiz** (TB Case Registry Specialist)

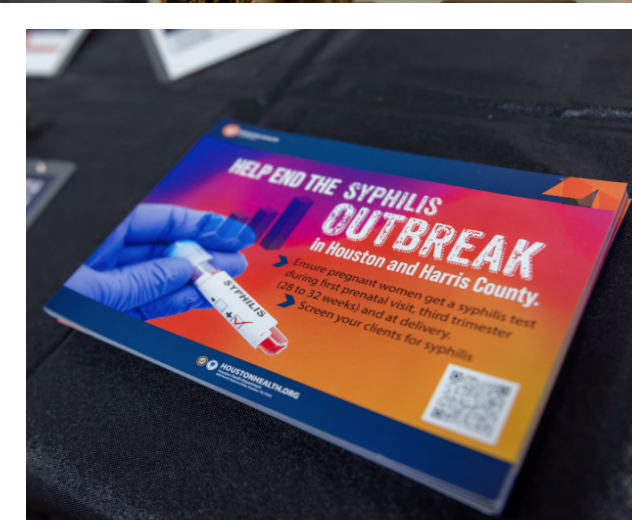
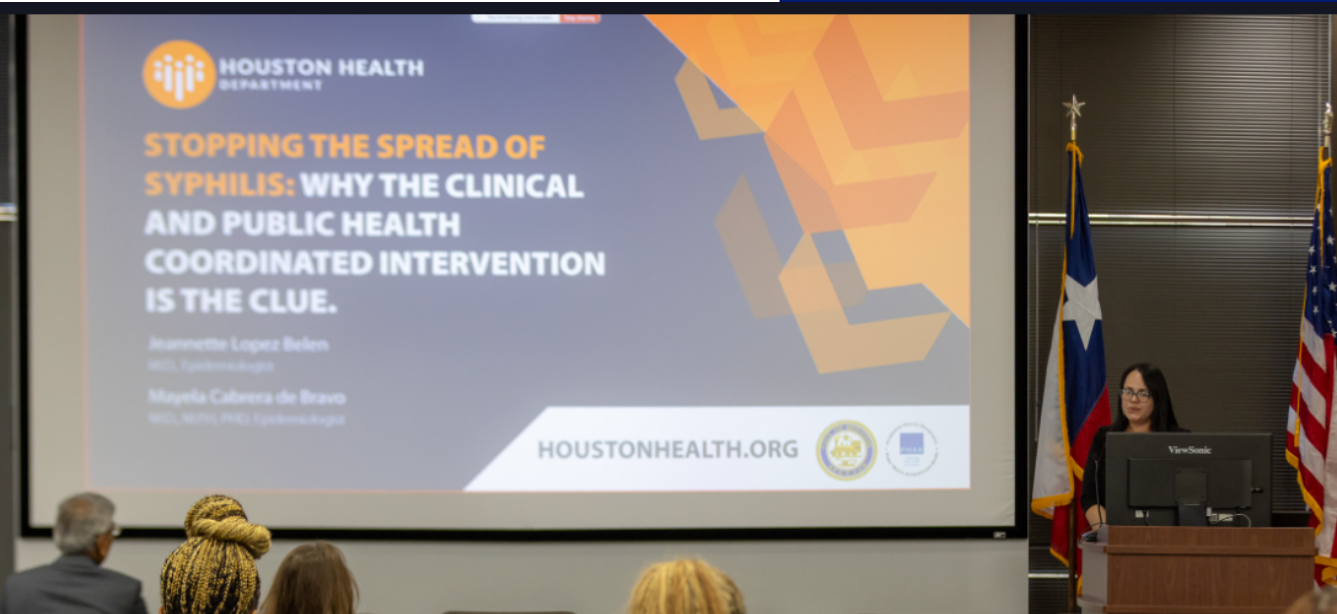


CNE/CME Stopping the Spread of Syphilis

In collaboration with the Houston Health (HHD) Department, Dr. Jeannette Lopez-Belen, MD, Epidemiologist, HHD presented "Stopping the Spread of Syphilis: Why the Clinical and Public Health Intervention is the Clue" for Harris Center employees.

Dr Lopez-Belen's presentation provided a highlight on current syphilis data, testing, diagnosis, treatment, and clinical presentation. Dr. Lopez-Belen presentation also highlighted the role of Public Health in the prevention, intervention, and control of diseases.

Staff in attendance were able to receive continuing education hours.



OUR STRATEGIC PRIORITIES

Driving a culture of safety, quality and compassion



**IMPROVE
COMMUNICATION**



**JUST
CULTURE**



**SAFE MEDICATION
PRACTICES**



**QUALITY
OUTCOMES**



**ENGAGED
PEOPLE**

Quality and Safety: Why it Matters

- Patient safety is our highest priority.
- High reliability leads to better outcomes and patient experience.
- A strong safety culture attracts and retains top talent.



IMPROVING COMMUNICATION

Building a culture of transparency and teamwork



DAILY SAFETY HUDDLES

- Share updates, anticipate risks, and align priorities

YOUR VOICE MATTER

- Empower staff to speak up and escalate concerns

ONGOING LEADERSHIP ROUNDING

- Visible leadership, Accountability, coaching and staff engagement

Just Care Culture



Medication Safety Measures



- **Electronic Health Record Alerts**
- **Barcode Medication Administration**
- **Barcode Medication Scanning Audit**
- **Staff Training and Education**
- **Medication Event Reviews**

Outpatient Medication Scan Rates

Outpatient	2021	2022	2023	2024	2025	2026 YTD
SE MH Adult Medication Scanning	76.5%	87.3%	90.5%	89.7%	99%	99.6%
NE MH Adult Medication Scanning	74.5%	43.7%	89.2%	98.4%	99.6%	98.6%
SW MH Adult Medication Scanning	48.5%	90%	97.4%	97%	98.4%	99.7%
NW MH Adult Medication Scanning	19.3%	52.7%	87%	90.8%	97.63%	99%
Assertive Community Treatment Medication Scanning	0.0%	44.8%	93.3%	96.7%	97.1%	97%

PHQ-9

- Evidence-based screening tool used to provide quantitative data on MDD. Working towards strategic plan goal of improving depression treatment
- Nursing developed workflow and collaborated with Epic and clinical team to implement clinic process
- Implemented:
 - NW MH Adult – 2/9/26
 - SE MH Adult – 5/18/26
 - NE MH Adult – August 2026
 - SW MH Adult – September 2026

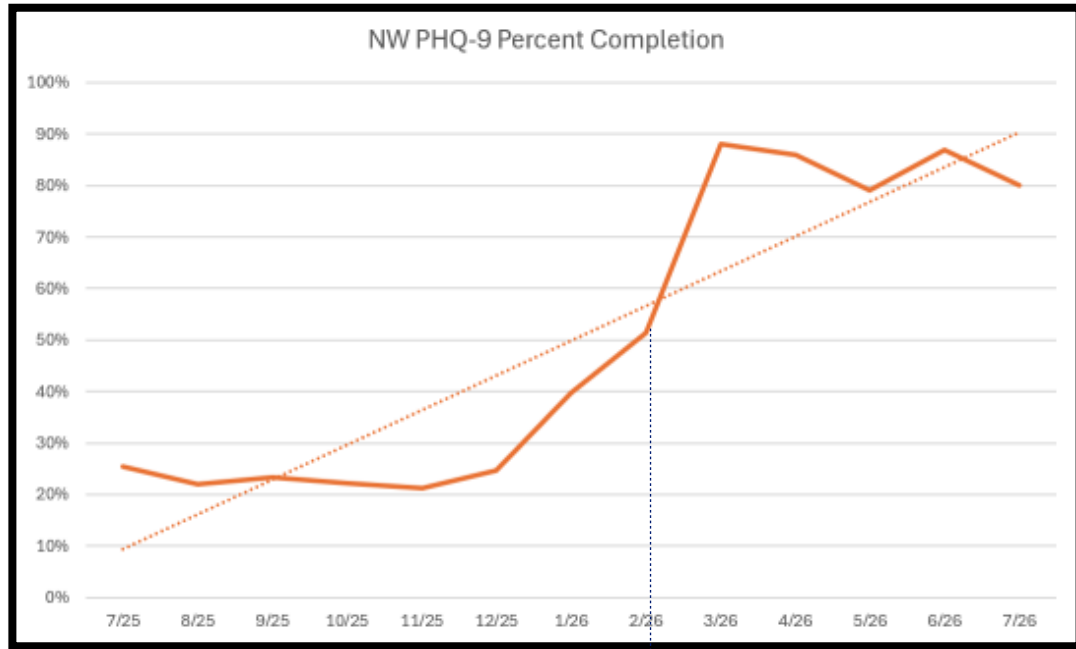
PATIENT HEALTH QUESTIONNAIRE-9 (PHQ-9)				
Over the last 2 weeks, how often have you been bothered by any of the following problems? (Use "✓" to indicate your answer)	Not at all	Several days	More than half the days	Nearly every day
1. Little interest or pleasure in doing things	0	1	2	3
2. Feeling down, depressed, or hopeless	0	1	2	3
3. Trouble falling or staying asleep, or sleeping too much	0	1	2	3
4. Feeling tired or having little energy	0	1	2	3
5. Poor appetite or overeating	0	1	2	3
6. Feeling bad about yourself — or that you are a failure or have let yourself or your family down	0	1	2	3
7. Trouble concentrating on things, such as reading the newspaper or watching television	0	1	2	3
8. Moving or speaking so slowly that other people could have noticed? Or the opposite — being so fidgety or restless that you have been moving around a lot more than usual	0	1	2	3
9. Thoughts that you would be better off dead or of hurting yourself in some way	0	1	2	3

FOR OFFICE CODING 0 + + +
 =Total Score:

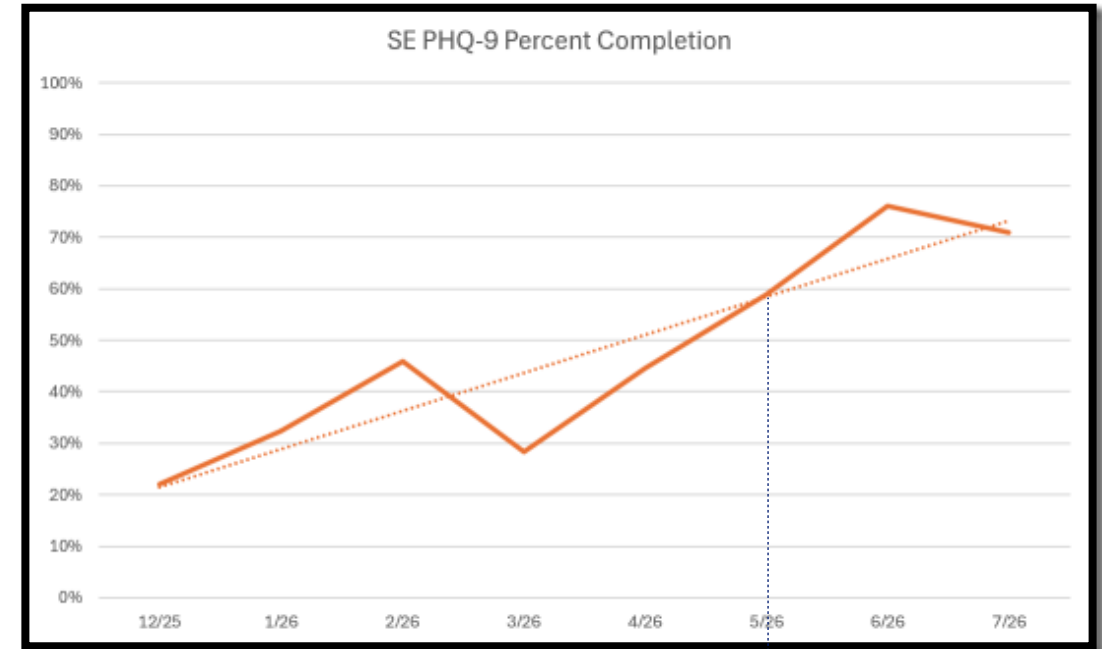
If you checked off any problems, how difficult have these problems made it for you to do your work, take care of things at home, or get along with other people?

Not difficult at all	Somewhat difficult	Very difficult	Extremely difficult
☐	☐	☐	☐

PHQ-9



Implemented 2/9/26



Implemented 5/18/26

Nursing Line

22494 calls to nurse line so far in 2026

- Support all clinics, Monday through Friday for:
 - Medication Issues
 - Side Effects
 - Medication Refills
 - Continuity of Care
- Recent collaboration with Telehub PES providers began 4/1/26:
- Transition Age Youth (TAY) Addiction Psychiatry Clinic: Dr. Olayinka
- IDD provider, Dr. Rote in September 2026



Collaboration



BCMS Report



BCMS audit



Falls Safety Review



Teratogenic Medication –
UPT collections



Clozapine Medication
ANC collections



Medication Safety
Review



**TOGETHER,
WE DELIVER
EXCEPTIONAL CARE
EVERY DAY.**

Thank you.

Questions?

EXHIBIT P-3

Your Communications Department

An Update

Nicole Lievsay, Sr. Director, Communications
July 21, 2026



Communications Overview

- Who We Are
- What We Do
- How We Have Done
- Where We Are Going



Who We Are

The Team Across the Agency

Meet the Team(s)

Nicole Lievsay
Sr. Director
Communications



Paige Guerra
Communications
& Publication
Specialist
Communications



Lee Beckmann
Photographer &
Videographer
Communications



Jaz Almanza
Manager,
Communications
Community
Engagement



Meet the Team(s)

Human Resources

- HR Weekly & Total Rewards

Medical Services

- CMO Newsletter & Networks

Clinical Innovation

- Zero Suicide Newsletter & Events

Risk Management

- Trainings & Events

Facilities

- Beautification, Updates & Signage

Nursing

- Trainings, Education & Events

IT

- Resources, Harrisphere & Improvements

The Boards – Trustees & Foundation

- Representation & Direction

Communications isn't just a department—it's a shared responsibility!

Strategic Improvements through Collaboration

Building a More Consistent, Inclusive and Strategic Community Presence

Standardized Outreach Materials



CHALLENGE

- Outreach materials varied widely across the agency.
- Inconsistent messaging created mission confusion.

OPPORTUNITY

Develop a standardized approach that presents one clear agency story.

OUTCOME

- ✓ Streamlined outreach materials with consistent branding, styling, messaging and community-friendly language.

Inclusive & Accessible Communications

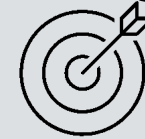


- Materials did not reflect Harris County's diversity.
- Limited use of Federal CLAS Standards and translated resources.

Use community data to identify language needs, mental health deserts, and opportunities to improve equitable access.

- ✓ Identified Harris County's top five language needs.
- ✓ Began CLAS-compliant translations of high-impact materials, starting with Spanish.

Strategic Community Engagement



- No formal communications strategy guided community outreach.
- Resources were spread across many activities with limited strategic focus.

Apply communications expertise to prioritize outreach efforts for greater impact and stronger return on resources.

- ✓ Developed our first Community Outreach Communications Strategy.
- ✓ Launched the Community Outreach Ambassadors Program

What We Do

The Work

How the Work Gets Done



Our Work



MEDIA RELATIONS



**EXECUTIVE
COMMUNICATIONS**



**DIGITAL
COMMUNICATIONS**



**INTERNAL
COMMUNICATIONS**



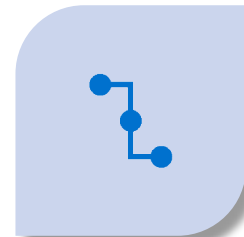
**STRATEGIC
CAMPAIGNS**



**INDUSTRY
MESSAGING**



STORYTELLING



**PROCESS
IMPROVEMENT**



EVENTS



Harrisphere

Edit navigation

+ New Page details Preview Analytics

Public

Conversations

View all

 Share thoughts, ideas, or updates

Posted in All Company

 **Kaur, Anmol**
Mon at 7:35 AM

Seen by 1,148

Don't forget to order this year's Suicide Prevention & Recovery month T-shirt!

Posted in All Company

 **Rios, Juan**
Jul 21

 I Live to ____ 

How would you fill in the blank?

This year's Suicide Prevention & National Recovery Month T-shirt is more than just a shirt, it's a conversation starter. The front invites you to share your reason for living, while the back, "... see more

[View full conversation](#)

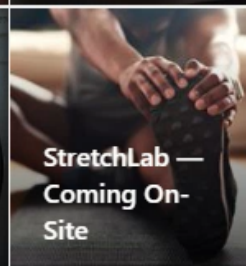
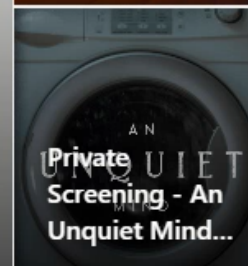
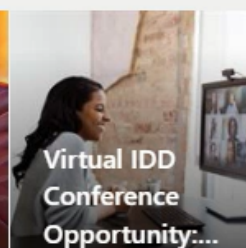
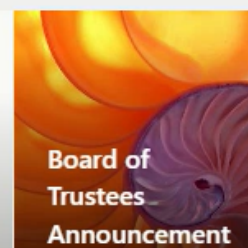
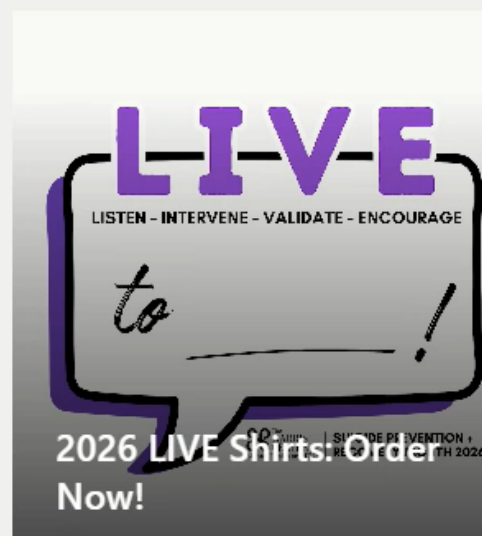

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 Write a comment

News

See all

+ Add



Events for your calendar - Download and import with one click!

See all

+ Add event

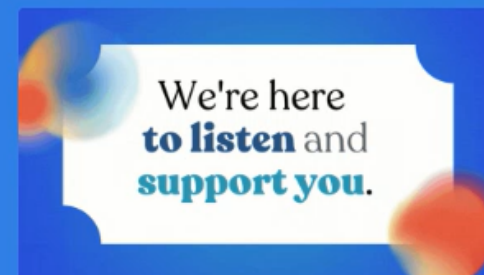

AUG 4
Color & Connect: Calming Waters
Tue, Aug 4, 12:00 PM

AUG 5
Vaccines: How They Work & What's New
Wed, Aug 5, 12:00 PM

AUG 13
Free Yourself from Neck Pain
Thu, Aug 13, 3:00 PM

AUG 25
Thyroid Health
Tue, Aug 25, 11:00 AM

AUG 26
Surviving an Active Shooter: Stephen
Wed, Aug 26, 9:00 AM

AUG 27
Free Yourself from Neck Pain
Thu, Aug 27, 12:00 PM


WE RISE provides Harris Center Employees with non-judgmental, confidential, and prompt support for work-related stressful events in an environment of recovery

Contact WE RISE:

713-970-RISE

RISESupportRequests@TheHarrisCenter.org

You are not alone.

Reach out - We will support you.

Popular Shortcuts

 **Snappy: Employee Recognition Form**
 **ADA Request Form Packet**
 **Trauma Informed Care**
 **Okta Apps**
 **Promotional Materials & Templates**
 **PowerPoint Template**

How We Have Done

Our Impact

Social Media Performance

Outstanding Engagement & Audience Growth Compared to Industry

- Our social media channels significantly outperform nonprofit industry averages in both engagement and audience growth. While industry trends show declining follower growth, our platforms continue to expand reach and deepen community interaction.
- **Engagement** = likes, shares, and comments — the primary measure of audience interaction and content resonance.

Engagement Rates

	The Harris Center	Industry Benchmark	Difference (better than industry)
Facebook	8.74%	1.64%	7.1%
Instagram	6.74%	1.74%	5%
LinkedIn	15.84%	2.28%	13.56%

Audience Growth

Facebook	1.89%	-2.51%	4.4%
Instagram	8.42%	-3.4%	11.82%

Social Media Reach



Broad Reach and Viral Impact Driving Community Engagement & Direct Impact

From January through June 2026, our social media channels collectively generated 1,395,605 page and profile impressions, reaching 399,394 unique users across platforms.

- **Viral Post Highlight** — Job Fair (post: March 25, 2026): A single post achieved 533,352 total views, of which 528,021 came from non-followers — reaching over half a million new people. The post earned 964 shares, 822 reactions, and 115 comments.
- **Outcome:** Hundreds of individuals attended the Job Fair, with a line wrapping around the 9401-event location — a powerful demonstration of how compelling social content translates directly into real-world participation and impact.

Broadcast Reach & Platform Breakdown

June 2025 – May 2026

TOTAL PLACEMENTS

117

All clips including online

UNIQUE PLACEMENTS

79

Broadcast, print & digital

PR VALUE

\$267K

*Does not include streaming & audio placements

COMBINED AUDIENCE

9.99M

Across all outlets

CHILDREN & YOUTH

20%

16 of 79 placements

Growing trend: News programs are increasingly mentioning The Harris Center proactively in mental health stories or reaching out directly for expert comment. A sign of growing credibility and top-of-mind awareness among Houston media.

BEYOND BROADCAST

25

broadcast
streaming
placements

KPRC 2

KHOU 11

Extended reach via KPRC and KHOU streaming platforms. Intentional viewers who choose content rather than passively consuming it. Industry measurement is catching up.

Ad equivalency models don't yet capture streaming value. We are working with our media tracking software to incorporate this into future reports.

18 digital audio
placements

90.1 KPFT

88.7 HD Radio

KCOH

TOP BROADCAST OUTLETS

1	KPRC 2		21
2	Univision		16
3	KHOU 11		12
4	90.1 KPFT		6
5	FOX 26		3

Across Channels, Languages & Platforms



KPRC 2 Click2Houston
9 am streaming newscast

770K
Subscribers



November story: Breaking stigma through one survivor's story of men's mental health

Watch on YouTube



Univision KXLN

38.2K
Audience



45 UNIVISION HOUSTON

TODO LOTERÍA EL TIEMPO LOCAL 24/7 REPÓRTOLO TRABAJOS COMUNIDAD QUIÉNES SOMOS V





News 88.7 NPR
10:45 am



Feb 17, 2026 · RADIO

988 Interview

insighttveyes.com/public/share/6a1b1d96-22e7-4780-...



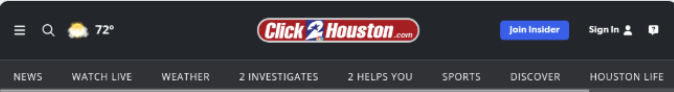
KPRC
9 am streaming

84
Domain Authority

1.99M
Unique Visits

Provided by MOZ

Provided by SimilarWeb



Click 2 Houston

NEWS WATCH LIVE WEATHER 2 INVESTIGATES 2 HELPS YOU SPORTS DISCOVER HOUSTON LIFE



How Mental Health Influences Heart Disease Risk

HEALTH

How Mental Health Influences Heart Disease Risk

Published: February 6, 2026 at 10:51 AM

Tags: News, Local News, Health

Dr. Luming Li, Chief Medical Officer at The Harris Center for Mental Health & IDD, joins KPRC 2+ to talk about the powerful connection between mental health and heart health. And we learn how stress, anxiety, and depression physically affect the heart over time.



KHOU 11
8 am streaming newscast



HOU 11+

PEER SUPPORT FOR VETERANS AT THE HARRIS CENTER

TRAFFIC: BELTWAY NORTHBOUND 17 MIN. /// FROM IH-69 SOUTHWEST TO IH-10 KATY



KPFT-FM
Podcast



GROWING UP IN AMERICA THE WAY IT IS

Wednesdays @ Noon

Jul 21, 2025 · RADIO

PODCAST: Harris Center: Crisis Intervention

rss.com/podcasts/growingupinamerica/

Where We Want to Go

The Future

Getting Better & Staying Aligned

● QUALITY ● PEOPLE ● INTEGRATION ● ACCESS ● COMMUNITY ● INNOVATION



Add the Print Shop



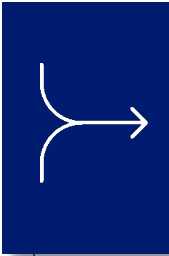
Improve Thought Leadership



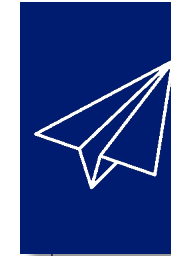
Increase Brand Awareness



Demystify The Harris Center



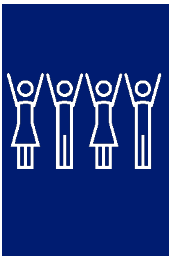
Streamline Communications



Focus on the Future of AI



Be more Responsive to the Community



Become more Visible to Staff



Host a Community Impact Conference



Thank you.