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

Live View:https://theharriscentertx.new.swagit.com/views/834/

Program Committee Meeting
November 10, 2026
9:30 am

I. **DECLARATION OF QUORUM**

II. **PUBLIC COMMENTS**

III. **APPROVAL OF MINUTES**

A. Minutes of the Board of Trustees Program Committee Held on Tuesday, October 20, 2026
(EXHIBIT P-1)

IV. **REVIEW AND COMMENT**

A. Access Division FY26 Update
(EXHIBIT P-2 Jennifer Battle)

V. **EXECUTIVE SESSION –**

* **As authorized by §551.071 of the Texas Government Code, the Board of Trustees reserves the right to adjourn into Executive Session at any time during the course of this meeting to seek legal advice from its attorney about any matters listed on the agenda.**

VI. **RECONVENE INTO OPEN SESSION**

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

VIII. **ADJOURN**

Veronica Franco

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, October 20, 2026
MINUTES

Dr. J. Lankford, Board Member, called the meeting to order at 10:00 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, BG (Ret) E. Grantham, Dr. J. Lankford, Dr. Q. Moore-videoconference, Dr. M. Miller Jr.-videoconference

Committee Member in Absence:

Other Board Members in Attendance: B. Aguilar-teleconference, J. Lykes

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. Lankford designated Mr. J. Lykes as a voting member.

3. **DECLARATION OF QUORUM**
   Dr. Lankford 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, September 15, 2026.**

   MOTION BY: LYKES SECOND BY: GEARING
   With unanimous affirmative votes

   BE IT RESOLVED that the Minutes of the Board of Trustees Program Committee meeting held on Tuesday, September 15, 2026 under Exhibit P-1, are approved and recommended to the Full Board for acceptance.

6. REVIEW AND RECOMMEND ACTION

A. IDD-PAC Recommendation No. 445R
B. IDD-PAC Recommendations No. 446R
C. Recommendations No. 447R: IDD-PAC Advocate Membership App. Form Jeesoo Lee
D. Recommendation No. 448R: IDD-PAC Org. Membership App. From Easter Seals of Greater Houston
E. Recommendation No. 449R: IDD-PAC org. Membership App. From Hearts & Habits Horizon

MOTION BY: LYKES SECOND BY: GEARING
With unanimous affirmative votes

BE IT RESOLVED that items A-E under Exhibit P-2-P6, are approved and recommended to the Full Board for acceptance.

7. REVIEW AND COMMENT

A. IDD Services Division Update-IDD Service Division Update presented to the Program Committee.

8. EXECUTIVE SESSION

No Executive Session was held.

9. ADJOURN

There being no further business, the meeting adjourned at 10:44 am.

MOTION BY: LYKES SECOND BY: GRANTHAM

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

DRAFT

EXHIBIT P-2

Community Access and Engagement Division FY26 Updates

Connecting People. Empowering Communities. Inspiring Hope.

Jennifer Battle, MSW, VP Community Access and Engagement

Community Access and Engagement



Access available 24/7/365 from Crisis Line Responders and Access Line Specialists via phone and chat.



Trainings available to the community on MH, IDD and Suicide Care.



Community Outreach and Engagement presence to spread the work about MH, IDD, Suicide Care and The Harris Center overall.

FY26

354,413 people served

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 FY26 – 154,953 10%** ↑
- 40% current client needs
- 20% eligibility
- 15% emotional support
- 15% medication specific
- 10% business/program/admin

Website Chat

Total chats answered FY26 – 8,637 12% ↑

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

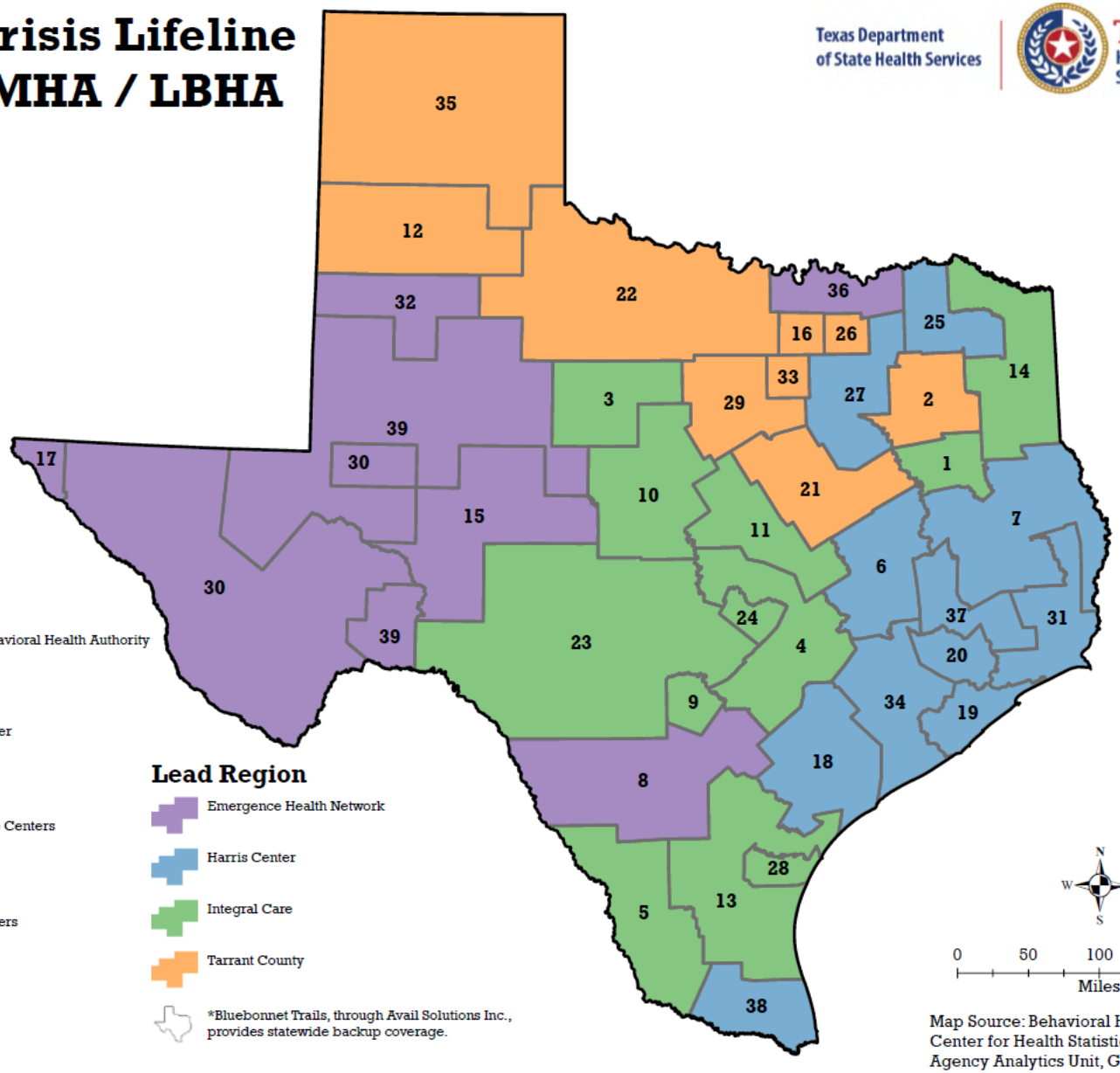
**hours for website chat are 7a – 11p*

Crisis Line By the Numbers:

- Number of lines answered – 12
- Number of calls answered in FY26 – 157,404
- 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/emergency services support – 3

988 Suicide & Crisis Lifeline Coverage by LMHA / LBHA

Texas Department of State Health Services | TEXAS Health and Human Services



Local Mental / Behavioral Health Authorities

1. ACCESS
2. Andrews Center
3. Betty Hardwick
4. Bluebonnet Trails*
5. Border Region
6. Brazos Valley
7. Burke Center
8. Camino Real
9. Center for Health Care Services
10. Center for Life Resources
11. Central Counties
12. Central Plains Center
13. Coastal Plains
14. Community Healthcore
15. Concho Valley
16. Denton County
17. Emergence Health Network
18. Gulf Bend Center
19. Gulf Coast Center
20. Harris Center
21. Heart of Texas
22. Helen Farabee
23. Hill Country
24. Integral Care
25. Lakes Regional
26. LifePath
27. North Texas Behavioral Health Authority
28. Nueces County
29. Pecan Valley
30. PermiaCare
31. Spindletop Center
32. StarCare
33. Tarrant County
34. Texana Center
35. Texas Panhandle Centers
36. Texoma
37. Tri-County
38. Tropical Texas
39. West Texas Centers

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

4 Local Mental Health Authorities answer 988 calls throughout the state with 1 additional center serving as a Statewide backup center.

What do you hear when you call:



- You have reached 988
- Spanish, press 2 (in Spanish)
- Veterans Crisis, press 1
- LGBTQI+ under 25, press 3
- Otherwise stay on line

988 Funding Update

Prior to FY19 there were no dedicated Federal or State dollars for Lifeline/988. As of FY26 there are still no dedicated State dollars and the Federal funding is approximately 45% of what is needed to fully respond to our 988 volume.

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

Community Training by the Numbers

- 6 AMAZING Trainers
- 126 classes taught
- 12 curriculums
- 2,529 community members trained!



** *Special shout out for the Foundation funded Charter School Initiative – 6 NEW partnerships and 341 teachers trained in YMHFA*

Community Outreach and Engagement by the Numbers!

- 92 Community Outreach Ambassadors
- 301 Reported Events
- 30,889 Community Members Reached
- Reached 89 Harris County zip codes which is 70% of the county.

- *** Special shout out for the Foundation funded Ambassador initiative. We now have 5 Engagement "go kits" available, 7 high impact pieces of collateral updated and translated using CLAS standards and a regular cadence of updates and trainings for the Ambassadors.*



"I enjoy connecting people with resources. I want to get the word out to people who may not be aware of the resources available to them, especially those in marginalized communities/groups. Information is empowerment and life changing."

"I just wanted to call back and say that I was moved to happy tears by the end of my call to the Crisis Line. Sophie really gave me hope and provided me the resources I needed. I plan on getting connected to therapy very soon. Thank you."

"As an alternative school, we are often left out of high-quality trainings. It was exciting to see Our staff was so engaged with your instructors and the curriculum! Our students will benefit greatly from this."

James Olalekan, Principal
HC Juvenile Probation Department

"Kandace's kindness was a great help in pointing me in the right direction to try to locate my son after I got conflicting information from different other sources. It was a dire situation and I needed the support. Thank you so much."

"The Crisis Line saved my life today."

Jennifer Battle, MSW

VP, Community Access and Engagement

Jennifer.Battle@theharriscenter.org