



**Planning and Network Advisory Committee Board Subcommittee Meeting (PNAC)
MINUTES**

Meeting Title: Planning and Network Advisory Committee Board Subcommittee Meeting (PNAC)		Committee Chair: Christina Alcantar
Date: November 12, 2025	Time: 3:00 PM	Location: Microsoft Teams
Note Taker: Toni Beltran		
Present: Kellie Franco, Christina Alcantar, Angel Almeraz, Ngoni, Griffith (3:05), Gilda Gil, Alejandra Mendoza, Christopher Lindner, Angel Almeraz, Kristi Daugherty, Michael Wyatt, Ashley Peterson, Chrystal Davis, Rene Hurtado, Celeste Nevarez, Dr. Shawna Scully, Iris Sandoval, Greg Ziegler, Juan Castillo, Diana Lara, Anna Hart, Noreen Jaramillo, Valarie Arroyo		
Not Present: Isaac Pino, Robert Clark		
Call to order and establish quorum: 3:04 pm		

ITEM	AGENDA ITEM	DESCRIPTION/CONCLUSION	REQUIRED ACTIONS	ASSIGNMENT OF RESPONSIBILITY
I.	Review and approve October 8, 2025, meeting minutes	Minutes for October 8, 2025, were reviewed and approved. Kellie Franco moved to approve the committee minutes; no objections from committee members	Minutes moved to Board link	Toni Beltran
II.	Community Collaborations Report	Rene Hurtado, Chief of Staff, presented the Community Collaboration report to the committee highlighting the following: <ul style="list-style-type: none"> 🌱 Committees: EHN was named as founding member of the Breakthrough 915 Advisory Committee by the City of El Paso and UTEP. EHN is a member of the Mental Health Advisory Council at Canutillo ISD. 🌱 Special events: EHN participated in the annual NAMI Walk. In addition, EHN hosted an Instagram Live event with the band Hooked Like Helen, who are passionate advocates for suicide prevention. 🌱 Ongoing Collaborations: EHN received a grant in collaboration with Rio Grande Legal Aid and the Bar Association Foundation to provide legal education through the Mobile Mental Health Learning Library. EHN has also established regular 	Item moved to Board consent agenda	Rene Hurtado

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		<p>meetings with Superior Health and the Juvenile Probation Department to address concerns and ensure access to services.</p> <ul style="list-style-type: none"> 🌟 Letters of Support: EHN issued a letter of support to First Light Federal Credit Union for a wellness grant they are seeking. 🌟 Presentations and Trainings: EHN provided 42 community trainings across the region to law enforcement agencies, nursing homes, fire departments, and other organizations. EHN also participated in employee health fairs with Texas Tech, the City of El Paso, and DataMark. The IT team presented at the Building Cyber Resilience Conference, and EHN took part in several Lights Out substance-use awareness events throughout the city. <p>Christina Alcantar moved to approve the Community Collaboration Report, no objections from committee members</p>		
III.	Customer Service Roundtable	<p>Customer Service Roundtable is to discuss any customer service concerns in general, 3-minute time limit.</p> <p>No committee members provided comments.</p>	No Action	Committee Chair
IV.	Governance	<p>Kristi Daugherty, Chief Executive Officer, provided the following updates:</p> <p>EHN Board Meeting Updates:</p> <ul style="list-style-type: none"> 🌟 EHN was preparing for CCBHC recertification and, as a result, presented several policies to the Board for review and approval. 🌟 The Board was briefed on the PNAC policy and the process for meeting CCBHC requirements. 🌟 EHN also presented CIT interlocal agreements to the Board for Horizon, El Paso County, and the El Paso Police Department. 🌟 Interlocal for Canutillo ISD for school-based behavioral health 🌟 Interlocal with El Paso County for jail-based competency program 🌟 Interlocal with University Medical Center for Mobile Crisis Outreach Team services 	Present FY26 Strategic Plan to committee next month	Kristi Daugherty

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		<ul style="list-style-type: none"> • Board bylaws were updated to designate PNAC as advisory committee • The EHN quality management plan was approved by the Board • The Board authorized the CEO to enter into letters of intent for two East Side properties for the new location. EHN has since received a response and submitted an offer on a 10-acre plot of land at the corner of Edgemere and Zaragoza. EHN is currently negotiating a contract with the seller and plans to present the contract to the Board in December. <p>EHN Center Wins:</p> <ul style="list-style-type: none"> • EHN participated in the NAMI El Paso’s annual Suicide Prevention Candlelight Vigil. • EHN Crisis Services Teams participated in the El Paso Department of Public Health’s “Be Ready Bash” an education fair aimed at informing the community about disaster response efforts. • Renovations were completed at EHN’s East Valley Clinic location, which features a renovated waiting room and additional treatment areas. • The EHN Human Resources Team attended the annual UTEP Career Expo, where nearly 300 students learned about career opportunities. • EHN Chief Medical Officer was selected by the American Academy of Neurology to serve as a fellow in their Equity Seminar series. <p>Additional Updates:</p> <ul style="list-style-type: none"> • EHN has submitted its CCBHC recertification and is expecting a response within the next few weeks. If EHN does not achieve a score of 90% on this submission, there will be another opportunity in December, with a total of three attempts available. • EHN is in the process of developing a corrective action plan for The Joint Commission. EHN will present the findings and the corrective action plan to the committee at the next meeting. 		

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		<ul style="list-style-type: none"> • HHS conducted its IDD provider audit last week, and EHN received two findings. The final report and the corresponding corrective actions will be presented to the committee. • The next board meeting is scheduled for December 4th • Greg Ziegler will be added to the Clinical Operations agenda to report on matters related to health information, data, and infrastructure. 		
V.	Fiscal and Budgetary	<p>Ashley Peterson, Deputy Chief Executive Officer and Chief Financial Officer, presented the following:</p> <ul style="list-style-type: none"> • EHN ended September FY26 with 107 Days cash on hand restricted funds; 34 days unrestricted • Investment income was at 69K for September (4.33%) • Local Government Funds and GR have a negative variance due to vacancies • Health Fund had Net Expenses over Revenues 169K due to higher claims • September was 150K below budget (Budget (107K – Margin of 256K) • September revenues were \$6.1M (\$202K below budget) general revenue had a negative variance • Salaries and benefits are 71% of total expenses • The total FY26 grants budget is \$28.3M; as of September 2026, \$7.3M of the contracts budget was expended • Higher claims to the health fund 		Ashley Peterson
VI.	Clinical Operations	<p>Celeste Nevarez, Chief Clinical Officer, presented the following:</p> <ul style="list-style-type: none"> • EHN completed its CCBHC resubmission. Despite a change to the CCBHC manual just one month before the due date, the organization successfully adjusted to finalize the submission. 		Celeste Nevarez Chrystal Davis

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		<ul style="list-style-type: none"> ✿ Renovations at the East Side location expanded office space to better accommodate direct care services. ✿ The first Inspire Court graduation was successfully held. ✿ Overall operations for October went smoothly <p>Chrystal Davis, Chief Operations Officer, presented the following:</p> <ul style="list-style-type: none"> ✿ EHN is collaborating with the El Paso Police Department on the soft opening of the diversion center. ✿ Renovations are underway at the 1601 Yandell and 1600 Montana locations. ✿ This year’s IDD provider audit showed improvement compared to last year, with EHN now better aligned with HHS goals and requirements. 		
VII.	Human Resource and Compliance	<p>Iris Sandoval, Chief Administrative Officer, provided the following information:</p> <ul style="list-style-type: none"> ✿ EHN is staffed at 91% totaling 750 filled positions, 103 open positions and 2.5% turnover rate. ✿ EHN hired 9 employees in October ✿ Open enrollment 10/20-11/7 ✿ On 10/1 EHN held CEO forum and benefits fair with over 700 employees in attendance ✿ Workers’ compensation program saw 1 claim totaling \$3,000 		Iris Sandoval
VIII.	Quality Improvement	<p>Dr. Shawna Scully, Chief Medical Officer, presented the following:</p> <ul style="list-style-type: none"> ✿ EHN has developed a dedicated headache clinic to support individuals with chronic pain and has expanded its operations to serve more clients. The clinic’s treatment approach does not rely on opioids for pain management. An analysis of the patient population was presented by Dr. Scully at the Texas State Primary Care Clinical Consortium. Providers gained insights on how to engage medically 	No Action	Dr. Shawna Scully

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		<p>disenfranchised patients and ensure they receive effective, patient-centered care.</p>		
<p>IX.</p>	<p>Community Needs /Collaborations</p>	<p>Rene Hurtado, Chief of Staff, provided the following updates:</p> <ul style="list-style-type: none"> ☀ Rene thanked PNAC members for participating in the needs assessment feedback session with Open Minds. ☀ EHN held a press conference we held to announce the plans to build the Eastside Behavioral Health campus. ☀ EHN localized a national campaign to raise awareness of 988 as a resource for the semi-truck industry, partnering with Western Tech CDL Driving School for the ‘No Load is Too Heavy’ initiative. The National Council shared data indicating that long-haul truckers are at increased risk for suicide. ☀ In partnership with the Tom Lea Institute, EHN hosted the opening of the ‘Brushstrokes from the Frontlines’ Traveling Art Exhibit at the Veteran One Stop Center. Many of Tom Lea’s paintings, particularly those created during his time on the frontlines in World War II, such as ‘The Two-Thousand-Yard Stare,’ are used by mental health professionals to help veterans process experiences related to Post-Traumatic Stress Disorder. 		<p>Rene Hurtado</p>
<p>X.</p>	<p>Patient Experience Report</p>	<p>Juan Castillo, Chief of Patient Experience, provided the following updates:</p> <p>October Surveys</p> <ul style="list-style-type: none"> ☀ Surveys Distributed: 2,290 ☀ Completed Responses: 135 ☀ Responses in Progress: 13 ☀ Total Opt-Outs: 7 ☀ Monthly Net Promoter Score: 63.7% <p>Overall Survey Distribution</p> <ul style="list-style-type: none"> ☀ Surveys Distributed (Overall): 18,120 		<p>Juan Castillo</p>

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		<ul style="list-style-type: none"> 🌟 Surveys started: 1,699 🌟 Completed Responses (Overall): 1,414 🌟 Responses in Progress (Overall): 285 🌟 Total Opt-Outs: 77 <p>Key Metrics</p> <ul style="list-style-type: none"> 🌟 Overall NPS (Net Promoter Score): 72.1% 🌟 Response Rate: 9% 🌟 Opt-Out Rate: 0.44% 🌟 Promoters: 1,044 🌟 Passives: 145 🌟 Detractors: 125 		
	Adjournment	Meeting ended at 3:38 p.m.		

Approved 1/14/2026