



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

<b>Meeting Title:</b> Planning and Network Advisory Committee Board Subcommittee Meeting (PNAC)		<b>Committee Chair:</b> Christina Alcantar
<b>Date:</b> February 11, 2026	<b>Time:</b> 3:00 PM	<b>Location:</b> Microsoft Teams
<b>Note Taker:</b> Toni Beltran		
<b>Present:</b> 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		
<b>Not Present:</b> Isaac Pino, Robert Clark		
<b>Call to order and establish quorum: 3:04 pm</b>		

ITEM	AGENDA ITEM	DESCRIPTION/CONCLUSION	REQUIRED ACTIONS	ASSIGNMENT OF RESPONSIBILITY
I.	<b>Review and approve January 14, 2026, meeting minutes</b>	Minutes for January 14, 2026, were reviewed and approved.  Kellie Franco moved to approve the committee minutes; no objections from committee members	<b>Minutes moved to Board link</b>	Natalie Dominguez
II.	<b>Community Collaborations Report</b>	Rene Hurtado, Chief of Staff, presented the Community Collaboration report to the committee highlighting the following:  <b>Committees:</b> EHN serves on the Advisory Council for the Women in Leadership Program led by Houston Christian University. EHN continues active participation on the Student-Centered Transitions Network committee led by region 19. <b>Special events:</b> EHN staff hosted a children’s Sip ‘n Paint event in collaboration with the Office of City Representative Art Fierro. EHN participated in a regional initiative to collect data on individuals experiencing homelessness, led by the El Paso Homeless Coalition. EHN organized a veterans’ painting workshop in partnership with the Tom Lea Institute. <b>Ongoing Collaborations:</b> EHN partnered with the University of Texas at El Paso to promote awareness of Transition-Age Youth Services. EHN and community	<b>Item moved to Board consent agenda</b>	Rene Hurtado

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		<p>partners continued coordinated efforts to address emergency department utilization and inappropriate discharge practices.</p> <p><b>Letters of Support:</b> EHN provided formal letter of support to the Rural Transportation Assistance Program through a letter issued to the Texas Department of Transportation.</p> <p><b>Presentations and Trainings:</b> The CEO and CMO served as keynote speakers at the Emerging Women of Impact event hosted by El Paso Inc. In addition, the Veterans Center staff delivered training through the Soldier for Life Transition Assistance Program in collaboration with the El Paso VA.</p> <ul style="list-style-type: none"> <li>○ Kellie Franco - I noticed you guys have been doing a lot with the veteran’s program and a lot of events there. Do you think that's been helping with the census and gaining traction to getting more clients there? Because you guys are doing some good things there, like the Tom Lee painting. I remember you guys had that on display, so I was just curious how that was working.</li> <li>○ Rene Hurtado- Yeah, Jonathan and his team are very active in the community in regard to census.</li> <li>○ Celeste Nevarez- We actually have seen that, so it's exciting. We have been able to onboard some new clients. I think we have different visibility and access points so that we're serving veterans and their families. So, we have seen an increase in that census, I think, because of all these community events. So, to answer your question, yes.</li> </ul> <p>Kellie Franco moved to approve the Community Collaboration Report, no objections from committee members</p>		
III.	<b>Customer Service Roundtable</b>	Customer Service Roundtable is to discuss any customer service concerns in general, 3-minute time limit.	Providing an update at the next meeting	

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		<p>Ngoni Griffith reported that documents submitted in November for provider signatures were misplaced, requiring resubmission. She expressed concern about the handling of sensitive documents. She had also mentioned this to her CW and the same issue happened with other clients' documentation.</p> <p>Kristi Acknowledged the concern and committed to investigating the issue at the clinic level. Reviewing document-handling procedures and implementing improvements center-wide. An update will be provided at the next meeting.</p> <p>Ngoni Griffith confirmed that her documents were eventually completed on time.</p>		
IV.	Governance	<p>Kristi Daugherty, Chief Executive Officer, provided the following updates:</p> <p>EHN Board Meeting Updates:                      The annual Board meeting was held on January 29, 2006. During the meeting, officers were elected as follows: Judge Anna Perez was appointed Chair, Dr. Tonarelli was elected Vice Chair, and Monica Navarez was selected as Secretary. Kelly Franco was confirmed as the PNAC Board Committee member. In addition, the Board approved the Clinical Supervision and Background Check policies.</p> <p>EHN Center Wins:                      EHN hosted a CIT Academy for area law enforcement staff featuring candidates from El Paso, Socorro and Horizon Police Departments, as well as Fire Department, Ysleta del Sur Tribal Police among others.</p> <p>EHN and the Tom lea institute hosted "Brushstrokes from The Frontlines" An exhibit of the works of Tom Lea related to his time as a war correspondent. These paintings are used as therapeutic tools with veterans dealing with PTSD.</p> <p>EHN Veterans Center has partnered with the El Paso County's Unaccompanied Veteran Burial Program which ensures military veterans without next of kin are interred with military honors and dignity.</p>		Kristi Daugherty

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		<p>EHN hosted Chief Executive Officer of Texas Council Lee Johnson &amp; Chief of Government Relations Kelsey Bernstein from Texas Council during their El Paso visit.</p> <p>Mental Health Learning Library worked with Loretto Academy to train staff and faculty in Basic Life Support (BLS) to address cardiac arrest, respiratory distress and obstructed airway.</p>		
<p><b>V.</b></p>	<p><b>Fiscal and Budgetary</b></p>	<p>Ashley Peterson, Deputy Chief Executive Officer and Chief Financial Officer, presented the following:</p> <p>EHN ended September FY26 with 57 Days cash on hand restricted funds: 121 days unrestricted</p> <p>Investment income was at 72K for December (3.95%)</p> <p>Local Government Funds has a negative variance of \$124K</p> <p>Fee for Service exceeded budget by \$119K in December.</p> <p>GR had a positive variance of \$18K (TCU \$120K offset by SMART (\$93K), Diversion Center (\$35K)) and higher GR services \$26K.</p> <p>Health Fund had Net Revenues over Expenses \$28K</p> <p>Building improvements were \$75K over budget, due to earnest money paid for the Behavioral Health East Campus land acquisition.</p> <p>December was \$83K unfavorable to budget.</p> <p>December revenues were \$6.4M (\$2.5K above budget).</p> <p>Grant Revenue had a negative variance of \$23K.</p> <p>Local Government Funds had a negative variance of \$124K.</p> <p>Fee For Service had a positive variance of \$119K.</p> <p>Salaries had a positive variance of \$43K.</p> <p>Salaries and benefits are 70% of total expenses (\$4.6M total).</p> <p>Occupancy costs had a positive variance of \$60K</p> <p>Fees had a negative variance of \$63K</p>		<p>Ashley Peterson</p>

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		<p>“Other” had a negative variance of \$65K.</p> <p>The total FY26 grants budget is \$28.1M</p> <p>Contracts with high impact on unspent funds are MHGJII (\$2.8M), SMART (\$2.5M), and Correctional Health UMC (\$2.2M)</p> <p>Some projects with end dates beyond FY26 influence the extent to which projects have been expended.</p> <p>Land earnest money of \$75K is included and is not part of the FY26 budget; the expense is associated with the BH East Campus.</p> <p>Monthly required cash match is \$136K, while YTD totals \$575K due to varying terms across grants and contracts.</p>		
<p><b>VI.</b></p>	<p><b>Clinical Operations</b></p>	<p>Celeste Nevarez, Chief Clinical Officer, presented the following:</p> <p>An on-site visit was recently completed at the 1551 Montana location for the OBOT program. The visit, including the psychiatric review, went very well, with no issues or concerns identified. This positive outcome confirmed that the substance use treatment programs at EHN are operating smoothly and meeting high standards.</p> <p>EHN continues to take pride in the quality of its services, and feedback from external reviewers reinforced the team’s strong performance. No major operational concerns were noted. January was described as a successful month, despite typical challenges related to insurance transitions. Appreciation was expressed for the revenue cycle and finance teams for their support in maintaining smooth clinic operations.</p> <p>Chrystal Davis, Chief Operations Officer, presented the following:</p> <p>Two updates were shared regarding progress on the Diversion Center located at 1601 East Yandell. As previously noted, the team is actively working with the El</p>		<p>Celeste Nevarez Chrystal Davis Greg Zigler</p>

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		<p>Paso Police Department to ensure all required training is completed and properly implemented. Preparations for construction are also underway.</p> <p>In addition, memoranda of understanding are being developed and finalized with both the DA and the El Paso Police Department. Once the training, construction planning, and formal agreements are in place, the project will be fully prepared to move forward.</p> <p>Greg Zigler, Chief Information Officer, presented the following</p> <p>From an IT perspective, there are currently no technology issues affecting patient care or clinical workflows. All clinical systems remain stable, with no planned downtime. The IT team continues to support clinical operations and leverage technology to ensure the highest quality of care is provided.</p>		
<p><b>VII.</b></p>	<p><b>Human Resource and Compliance</b></p>	<p>Iris Sandoval, Chief Administrative Officer, provided the following information:</p> <p>For the month of January, the center ended at 86% staffing, with all divisions remaining above the 80% benchmark, indicating no need for operational intervention. Turnover for the month included 13 exits, resulting in a 1.7% turnover rate. This brought the year-to-date total to 9.3%, which is slightly lower than the same period last year, reflecting positive retention trends.</p> <p>On the compliance side, several audits were conducted in late January and throughout February. An unannounced HHC Texas Home Living and HCS audit in January resulted in no findings. The OBOT desk review was also completed with no critical issues, allowing the organization to waive the exit review.</p> <p>In February, EHN responded to an OIG information request, participated in an OCR Zoom visit, completed a Yes Waiver Program visit, and hosted an OBOT on-site visit. Preparations are underway for NCQA certification for IDD services and the upcoming Sunnyside Apartment Complex audit. Updates on the outcomes of these audits will be provided next month.</p>		<p>Iris Sandoval</p>

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		<p>Additionally, the organization is awaiting results from its second CCBHC submission.</p>		
VIII.	<p><b>Quality Improvement</b></p>	<p>Dr. Shawna Scully, Chief Medical Officer, presented the following:</p> <p>Weekly case reviews are conducted by the pediatric psychiatrist and developmental psychologist to address complex cases involving clients with intellectual and developmental disabilities. An analysis of 151 cases across West Texas revealed that substance use was a concern in 13 cases, representing 8.6% of the total. Most of these clients were served by other regional IDD agencies, not solely Emergence.</p> <p>The review identified significant gaps in screening and treatment for substance use within this population. In many cases, substance use was not being formally assessed, and when treatment plans existed, they were often not adapted to meet the unique needs of individuals with developmental disabilities.</p> <p>In response, a partnership has been established with the El Paso Psychiatric Center and its residents to present these findings through the Institutional Review Board, ensuring ethical and research standards are met. The team plans to develop improved assessment tools and adapt treatment protocols specifically for the IDD population. This includes exploring specialized education and interventions, such as adapting Narcan training for individuals with developmental delays.</p> <p>The initiative is being conducted in collaboration with Dr. Tornarelli and other clinical partners.</p>	<p>No Action</p>	<p>Dr. Shawna Scully</p>
IX.	<p><b>Community Needs /Collaborations</b></p>	<p>Rene Hurtado, Chief of Staff, provided the following updates:</p>		<p>Rene Hurtado</p>

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		<p>Event was held with First Light, a partner in the Mobile Mental Health Learning Library initiative. The event was successful, and additional details and photos will be shared in the near future.</p> <p>In terms of outreach and media engagement, earlier in January the organization was contacted by KTSM and KFOX regarding stories focused on New Year’s resolutions and health and wellness. Staff members participated in interviews to support these segments. In addition, a new series of “Mindful Mondays” is being launched on KTSM as a segment airing during the 6:00 p.m. and 10:00 p.m. news broadcasts, featuring wellness tips provided by staff.</p> <p>An update was also provided on the community needs assessment. The assessment was finalized with the support of the Open Mind consultant and will be distributed to committee members for review. A detailed presentation will follow, and committee input will be encouraged.</p>		
X.	<b>Patient Experience Report</b>	<p>Juan Castillo, Chief of Patient Experience, provided the following updates:</p> <p>January 2026 Survey Distribution            Surveys Distributed (Overall): 2,160            Surveys started: 218            Completed Responses (Overall): 172            Responses in Progress (Overall): 46            Total Opt-Outs: 8</p> <p>Key Metrics</p> <p>Overall NPS (Net Promoter Score): 77.3%            Response Rate: 10.1%            Opt-Out Rate: 0.37%            Promoters: 146 (84.88%)            Passives: 13 (7.56%)</p>		Juan Castillo

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		<p>Detractors: 13 (7.565)</p> <p>Ngoni Griffith shared that she recently received a telephone call inquiring about their case worker, noting that this was the first time anyone had reached out for such feedback. They were pleased to provide a positive review and expressed appreciation.</p>		
<p><b>XI.</b></p>		<p>Iris Sandoval, Chief Administrative Officer, presented the following information:</p> <p>76.5% response rate</p> <p>High Pride &amp; Readiness:93.6% of employees are proud to work at EHN and 97.1% feel they know what they need to succeed in their roles.</p> <p>Strong Overall Satisfaction:84.9% agreement rate across all survey questions, with top strengths in training access (91.7%), role clarity, and workplace pride.</p> <p>Retention Pressure Points:20.6% of employees reported thinking about seeking jobs elsewhere, highlighting turnover risk despite high satisfaction.</p> <p>Recognition &amp; Growth Gaps:13.9% feel they do not receive appropriate recognition, and 12% believe managers show little interest in their career aspirations.</p> <p>Above National Benchmarks: EHN outperforms national averages in job satisfaction (89% vs 49%), relationship with manager (82% vs 59%), and promotion opportunities (76% vs 33%).</p> <p>Employee survey record number of response rate</p> <p>Highest Agrees include:</p> <ul style="list-style-type: none"> <li>○ 97.1%- "I know what I need to be successful in my role"</li> <li>○ 93.6%- "I am proud to work for EHN"</li> <li>○ 91.7%- "I have access to the training I need to do my job well"</li> </ul> <p>Highest Disagrees include:</p> <ul style="list-style-type: none"> <li>○ 20.6%- "I rarely think about looking for a job at another company"</li> </ul> <p>Committee recommendation to update the wording on this quote</p>		

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		<ul style="list-style-type: none"> <li>○ 13.9%- " I receive appropriate recognition when I do good work." EHN has done a lot of work on recognition through the Inspire Change initiative</li> <li>○ 12%- "My manager has shown a genuine interest in my career aspirations"</li> </ul> <p>EHN performing strongly against national benchmarks in overall job satisfaction, manager relationships, and promotion opportunities, while continuing to identify areas for further improvement.</p> <p>Kellie Franco: I really appreciate all that you guys are doing. I'm not sure if you want to share with the group, but you're going to administer the survey again, right? To see if responses change?</p> <p>Iris Sandoval: Correct. We do it annually, Kelly, and we will continue to monitor the results. As I reported, from the last survey to this one, we saw increases in many areas, especially in certain key questions. So yes, we'll continue conducting the survey and tracking the results.</p> <p>Christina Alcantar: I was just curious; do you do an exit survey for anyone who's leaving? And do you see any correlation with your highest "disagree" benchmarks?</p> <p>Iris Sandoval: Yes, ma'am. We do exit surveys. I'll say, though, that the insights are not always consistent, especially with how competitive the market is right now. Much of our turnover comes from broader market trends. What we do see is that people aren't always leaving for another job in the same industry. Often, they're changing careers or seeking growth opportunities elsewhere. For entry-level roles in particular, staff may pursue different paths, such as returning to school. We do our best to retain licensed staff, but sometimes people move on to other opportunities.</p>		

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		<p>So yes, it varies, but we keep a close eye to ensure nothing stands out as an issue we need to address differently. Lately, we’ve seen many people wanting to return to school full time.</p>		
<p><b>XII.</b></p>		<p>Rene Hurtado, Chief of Staff, provided the following information on the annual report:                      This year’s theme is “Shining Bright” celebrating EHN’s 60<sup>th</sup> anniversary                      Report features videos from the CEO and former EHN commercials focusing on staff and their commitment to serving our community.                      Report includes the following 2025 highlights: Eastside Behavioral Health Campus, Unveiling Mobile Crisis Unit, Crisis Intervention Team Recognition, 988 Day, El Paso Women’s Hall of Fame, EHN Day at La Nube.                      Report includes sections detailing demographics, expenditures and revenues.                      Message from the Chief Executive Officer, EHN Board Chair, County of El Paso and County Hospital District are also included.                      Report includes a section with a list of all EHN locations</p>		
	<p><b>Adjournment</b></p>	<p>Meeting ended at 3:56 p.m.</p>		

**Approved 3/11/2026**