



**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> January 14, 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, Gilda Gil, Angel Almeraz, Michael Wyatt, Gabriella Reed, Ashley Peterson, Chrystal Davis, Rene Hurtado, Celeste Nevarez, Dr. Shawna Scully, Iris Sandoval, Greg Ziegler, Juan Castillo, Diana Lara, Anna Hart		
<b>Not Present:</b> Isaac Pino, Robert Clark, Alejandra Mendoza, Christopher Lindner		
<b>Call to order and establish quorum: 3:00 pm</b>		

ITEM	AGENDA ITEM	DESCRIPTION/CONCLUSION	REQUIRED ACTIONS	ASSIGNMENT OF RESPONSIBILITY
I.	<b>Review and approve November 12, 2025, meeting minutes</b>	Minutes for November 12, 2025, were reviewed and approved.  Christina Alcantar moved to approve the committee minutes and Gilda Gil second no objections from committee members.	<b>Minutes moved to Board link</b>	Toni Beltran
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 was appointed to the UNICEF Coordinating Committee for the City of El Paso. Additionally, EHN partnered with Meadows Mental Health Institute on an IDD legislative outreach initiative.  <b>Special events:</b> The EHN Veterans One Stop Center had a busy couple of months, hosting the Tom Lee Institute for the Brushstrokes from the Front-Line event, the annual Veteran’s Holly Jolly Resource Fair, and an Army vs. Navy football viewing party. In addition, EHN hosted its annual IDD Lunch-In for clients and families, as well as the IDD Christmas Lunch, which was sponsored by the El Paso Motorcycle Coalition.	<b>Item moved to Board consent agenda</b>	Rene Hurtado

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		<p><b>Ongoing Collaborations:</b> EHN executed two care coordination agreements with Dino Therapy and Therapy and Me to provide specialized therapy services. In addition, EHN participates in the El Paso County Probate Court Civil Commitment Workgroup to help improve court-related processes. EHN also collaborated with PHIX to compile and analyze Emergency Room encounter data.</p> <p><b>Letters of Support:</b> EHN provided two letters of support for the Tom Lee Institute in support of the Bob Woodruff Foundation Grant and the Creative Forces Grant Committee.</p> <p><b>Presentations and Trainings:</b> During November and December EHN provided 84 community training courses across the region to law enforcement agencies, nursing homes, fire departments, and other organizations. EHN traveled to Marfa and Presidio, Texas, to provide CPR and Narcan training. EHN also delivered an anti-bullying presentation to the Young Women’s Academy. In addition, EHN attended several community events—including the Holiday Safety Awareness Fair, Winter Fest, and the Hope and Community Health Fair—to share EHN resource information. EHN also provided self-care training to several nursing facilities throughout El Paso.</p> <p>Christina Alcantar moved to approve the Community Collaboration Report, no objections from committee members</p>		
III.	<b>Customer Service Roundtable</b>	<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

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IV.	Governance	<p>Ashley Peterson, Associate Chief Executive Officer and Chief Financial Officer, provided the following updates:</p> <p>EHN Board Meeting Updates:</p> <p>EHN authorized the disposal of surplus property.</p> <p>Lee Johnson, Chief Executive Officer, and Kelsey Bernstein, Chief of Government Relations, of the Texas Council of Community Centers, presented an overview of the Council’s mission and responsibilities. The Texas Council works to advance a shared purpose and vision, identify and address key issues, develop and advocate for public policy and statutory changes, build stakeholder consensus, implement statewide initiatives, and educate policymakers and other stakeholders.</p> <p>The Board approved land purchase for the Behavioral Health East Campus.</p> <p>EHN Center Wins:</p> <p>Additional Updates:</p> <p>EHN held a press conference to announce the Behavioral Health East Campus.</p> <p>Mental health advocate rock back Hooked Like Helen hosted Emergence Health Network on Instagram Live to promote 988 services.</p> <p>Emergence partnered with Western Tech and local trucking agencies to launch the “No Load Is Too Heavy To Share” campaign. This initiative targets the mental health of truck drivers and educates them about 988 services.</p> <p>Dr. Carla Alvarado has published an article in the Journal of Mental Health Training, Education and Practice. She was part of a team of researchers at Harvard Medical School that applied behavioral analysis to optimize the ability of staff to engage children on the spectrum.</p> <p>The school-based mental health program has expanded to 2 additional campuses:</p> <p>Young Women’s Academy – EPISD</p> <p>Raymond Telles Academy – EPISD</p>		Ashley Peterson Rene Hurtado

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		<p>EHN executed a contract with Therapy and Me to provide music therapy to families enrolled in the Youth Empowerment Services (YES) waiver program.</p> <p>EHN received a grant from Texas Bar Association to incorporate legal education and outreach through the mobile mental health learning library.</p> <p>Rene Hurtado, Chief of Staff, reported the following:</p> <p>SAMHSA issued a same-day, nationwide termination of grants. EHN promptly assessed the impact to ensure that services would not be disrupted. Every effort was made to prevent layoffs, and the 31 staff members previously funded through SAMHSA grant dollars were successfully transitioned into existing vacant positions within the organization.</p> <p>SAMHSA grant impacted within EHN included the Healthy Transitions grant, which partnered with the Boys &amp; Girls Club, impacting 6 FTEs and totaling \$750,000. Another was the CMHI School-Based grant totaling \$972,000 impacting 11 FTEs, and the CARA First Responder grant, valued at \$500,000, affected 4 FTEs and will reduce the organization’s ability to provide Narcan to the community at previous levels.</p> <p>The total fiscal impact to EHN of the SAMHSA grant terminations is \$2.2 million. EHN is actively communicating with its partners regarding these changes. As a strong and resilient organization, EHN is positioned to absorb the impact resulting from these funding cuts while maintaining continuity of services.</p> <p>Kellie Franco provided the following comments - Great job to the team! You are consistently well-prepared and demonstrate strong patient-centered thinking in all that you do.</p> <p>Rene responded - A lot of work has been done in a small amount of time, and we will keep the committee updated and we will work hard to minimize the impact.</p>		

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V.	<b>Fiscal and Budgetary</b>	<p>Ashley Peterson, Deputy Chief Executive Officer and Chief Financial Officer, presented the following:</p> <p>The fiscal item discussed by Rene above will continue to be reviewed, and EHN will closely monitor and assess the ongoing financial impact.</p>		Ashley Peterson
VI.	<b>Clinical Operations</b>	<p>Celeste Nevarez, Chief Clinical Officer, presented the following:</p> <p>EHN met with staff following the SAMHSA grant termination and is actively working to retain staff while continuing to deliver high-quality care to clients. During the month of December, operations remained steady, with a no-show rate below 25%, demonstrating that clients continued to prioritize their mental health during the holiday season.</p> <p>Chrystal Davis, Chief Operations Officer, presented the following:</p> <p>EHN continues to work on the development of the Diversion Center located at 1601 Yandell, in partnership with law enforcement. This initiative will divert individuals from incarceration and connect them back to appropriate community-based services. EHN is working to finalize all agreements in February.</p> <p>Greg Ziegler, Chief Information Officer, presented the following information: The EHN Data Management Team is actively working on identifying and compiling key data points to present to the PNAC Committee.</p>		Celeste Nevarez Chrystal Davis Greg Ziegler
VII.	<b>Human Resource and Compliance</b>	<p>Iris Sandoval, Chief Administrative Officer, provided the following information:</p> <p>In December EHN processed 16 new hires                      EHN is staffed at 87% and had 16 exits                      EHN is currently working on second CCBHC submission which is due this Friday.</p>		Iris Sandoval

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		No workers compensation for November or December.		
VIII.	<b>Quality Improvement</b>	<p>Dr. Shawna Scully, Chief Medical Officer, presented the following:</p> <p>EHN is actively reviewing complex cases involving individuals with intellectual and developmental disabilities (IDD) and mental health (MH) needs across the El Paso, Waco, and Gulf regions. Reviews focused on program support, compliance concerns, placement challenges, and cases involving loss of family support. During this review, it was identified that anti-seizure medications were being prescribed while appropriate safety precautions were not consistently implemented, with safety standards at 13% compliance.</p> <p>In response, EHN developed a comprehensive performance improvement plan and provided targeted training to all care providers. As a result, compliance increased to 100%, strengthening safety measures and improving client stability and outcomes.</p>	No Action	Dr. Shawna Scully
IX.	<b>Community Needs /Collaborations</b>	<p>Rene Hurtado, Chief of Staff, provided the following updates:</p> <p>PNAC provided the Community Needs Assessment for review, which included information gathered from the Open Minds focus group, in which PNAC members also actively participated. The Needs Assessment is a vital component of the CCBHC certification process and will be included on the PNAC agenda in the future for approval.</p>		Rene Hurtado
X.	<b>Patient Experience Report</b>	<p>Juan Castillo, Chief of Patient Experience, provided the following updates:</p> <p>December Surveys            Surveys Distributed: 2113            Completed Responses: 132            Responses in Progress: 15            Total Opt-Outs: 9            Monthly Net Promoter Score: 66.7</p>		Juan Castillo

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		<p>Overall Survey Distribution</p> <ul style="list-style-type: none"> <li>🌟 Surveys Distributed (Overall): 22,163</li> <li>🌟 Surveys started: 1,993</li> <li>🌟 Completed Responses (Overall):1661</li> <li>🌟 Responses in Progress (Overall): 332</li> <li>🌟 Total Opt-Outs: 86</li> </ul> <p>Key Metrics</p> <ul style="list-style-type: none"> <li>🌟 Overall NPS (Net Promoter Score): 72</li> <li>🌟 Response Rate: 9%</li> <li>🌟 Opt-Out Rate: 0.38%</li> <li>🌟 Promoters: 1345 (80.98%)</li> <li>🌟 Passives: 167 (10.05%)</li> <li>🌟 Detractors: 149 (8.97%)</li> <li>🌟 Overall EHN ended the year well.</li> </ul>		
	<b>Adjournment</b>	Meeting ended at 3:32 p.m.		

**Approved 2/11/2026**