

# CEO REPORT

"Working Together To Help People Help Themselves"



September 24, 2025

## Local Mental Health Authority (LMHA) Contract Update

The Center received the LMHA contract for Fiscal Years (FY) 2026 & 2027 on Sunday afternoon **August 31<sup>st</sup>**. The following provides a summary of notable changes, observations, & implications.

### General Language

- Minor revisions in language throughout the contract.



### Funding Allocations

- Core Services: Funding for core outpatient services (adult & children), the Mental Health Deputy Program, crisis supports, & supported housing rental assistance remains unchanged.
- Private Psychiatric Beds (PPB): Funding increased significantly from \$1,523,200 to \$4,163,128, representing a 173.3% increase. This is a substantial increase; we have struggled during the last 2 FYs to utilize all funds.
- Military Veteran Peer Network (MVPN): Funding decreased from \$140,000 to \$70,000. This reduction reflects the planned one-year funding from HHSC, after which program administration & contracting will transition to the Texas Veterans Commission (TVC).
- PASRR & Regional Treatment Center Services: The contract includes a Statement of Work for both MH PASRR & Regional Treatment Center services; however, no funding has been allocated to support these activities.

### Contract Measures & Outcomes

- Expected changes to contract measures are reflected in the contract.
- Several measures have been removed; however, others now carry revised benchmarks requiring closer monitoring and strategic planning.

### Key Changes:

- Adult Needs and Strengths Assessment (ANSA) Improvement, Child & Adolescent Needs & Strengths (CANS) Improvement, & High Needs Improvement measures have shifted from semiannual to annual reporting. *The ANSA & CANS is a tool used to evaluate and*

*understand a person's needs & strengths. It helps create personalized care plans & tracks progress over time by identifying what is going well & what needs intervention.*

- Adult & Children Service Targets moved from percentage benchmarks to a strict “met or not met” sanction framework.
- “10% Measures” (including adult, children, & crisis measures) remain particularly costly if not met.
- Non-10% measures now fall under special conditions & are subject to liquidated damages. HHSC may impose a \$3,000 penalty per missed measure per occurrence.

***High-Risk Measures to Monitor Closely:***

- ANSA Improvement (annual lookback).
- Crisis Follow-Up within 7 days of the last crisis episode (new measure).
- Children's Target Numbers.

While overall funding levels remain relatively stagnant, our new contract introduces increased responsibilities & unfunded mandates. The expectation to “do more with less” places strain on the Center & our staff.

***Commentary:***

*The LMHA contract along with the Local IDD Authority contract (reported last month during the budget discussion) reflects no changes in general revenue for core services. We are seeing a troubling dynamic: static or reduced community funding, increased accountability measures, & unfunded mandates. This combination underscores the importance of continuing to advocate for community services & effectively communicating the real-world impacts on staff, clients, & the broader system of care.*



***Crisis Counseling Program Update - July 4th Flooding***

The Center received notification from HHSC on **September 9<sup>th</sup>** that FEMA approved the grant for the Immediate Services Program (ISP) of the Crisis Counseling & Outreach Program. We are moving forward with setting up the program that will consist of 6 positions that includes a program manager, 2 outreach teams with 2 outreach staff per team & an accounting/data position. Ty Matlock, our Community Relations / Outreach Coordinator, will be moving temporarily to the position of program manager to lead our outreach efforts.



There are 2 parts to a CCP, an Immediate Services Program (ISP) & a Regular Services Program (RSP). The ISP is short term whereas the RSP will be for a longer period of 9 months. The ISP is approved from **July 6, 2025, through October 4<sup>th</sup>**. A no cost extension has been submitted to FEMA that would extend the ISP to **November 5<sup>th</sup>** while we wait for the RSP to be approved.

### **Reminder of CCP services:**

- CCP services objectives – 1. Help survivors understand their reactions & current situations. 2. Mitigate stress, develop coping skills, & offer emotional support. 3. Encourage connections with community resources for long-term recovery.
- CCP services include – 1. Individual & group crisis counseling, 2. Basic supportive or educational contact, 3. Public education & psychoeducation, 4. Community networking & stakeholder engagement, 5. Assessment, referral, & linkage to services, 6. Development of educational materials & media outreach.

### **Additionally...**

We continue to wait on a response to the needs assessment for housing assistance, food/household essentials, & housing vouchers that was submitted to HHSC on **July 28th**. HHSC is seeking Federal approval to reallocate up to \$10M in unused ARPA funds the State has available. We submitted a \$3M request.

### **Side Note...**

As the “Emotional Wellness” committee chair for the Long-Term Recovery Group for the Community Organizations Active in Disaster (COAD) Ty & I attended the private event on Friday, **September 19<sup>th</sup>** where Governor Abbott provided checks to flood victims in San Angelo. We set up a resource table for all in attendance.



## **August 2025 Monthly Financials**

### **Financial Highlights**

The Center experienced a negative margin of \$14,754 for the month of August. This brings the end of the Fiscal Year margin to a positive \$42,960.

### **Financial Recap**

Month	Revenue	Expenses	Margin-Actual	Margin-Budget
August	\$1,316,030	\$1,330,784	(\$14,754)	\$10,456

Division Breakdown	August
Mental Health	\$58,596
IDD	(\$40,462)



### **Variances**

#### **Revenues**

**State & Local:** \$22,086 over budget

- **Patient Fees:** Continue to increase for AMH & CMH exceeding \$6,000 more than budget.
- **Donations for Clubhouse:** Down by (\$14,739).
- **Miscellaneous Revenue:**

- Increased by \$17,619 for Administration fees. We are tracking an increase in administration billing for HHSC contracts from 10%-15%.
- The new Texas Veterans Commission contract for housing/utility assistance contract has been implemented seeing an increase of \$13,436.

**Chairty Care & Directed Payment Income:** This line item continues to be (\$10,675) under budget each month. This is due to a monthly amortization that we will have to “true up” at the end of the fiscal year.

**HHSC Allocations / General Revenue:** (\$55,043) under budget.

- The Clubhouse was \$12,323 under budget with no income, as HHSC funding has been fully expended for the year. The Clubhouse is working off other grant funds through the end of the fiscal year.
- Community MH Grant was \$9,086 under. We put a halt on the 3-day inpatient hospitalization billing as local match requirements related to this category were met.
- Inpatient Hospitalizations (Private Psychiatric Beds [PPB]) was \$13,392 more than budget. PPB usage was increased when the 3-day inpatient funding was decreased.
- JBCR was \$6,575 under due to depletion of contract funds for the end of the FY.

**HCS / TxHmL Provider:** Revenues for HCS increased by \$12,780, however, TxHmL revenues decreased by (\$5,402). This is due to people moving from TxHmL to HCS through State slots on the interest list.

## Expenses

**Salaries:** \$15,942 under budget

- Administration was (\$14,973) over budget.
- TCOOMMI was \$6,810 under, reflecting 2 unfilled vacancies. One position was filled in August & will reflect in September.
- MH Respite was under budget by \$5,890.
- Crisis Diversion Center was \$22,739 under due to vacancies with a case manager & direct support staff.
- IDD Crisis Supports was over budget by (\$5,032) as there were 3 part-time pay periods in August affecting key licensed staff.

**Travel & Training:** \$8,982 under budget

Travel & training continue to be under budget this month across all programs. Travel was \$6,810 under budget & costs associated with training was \$2,171 under budget.

**Equipment/Furniture (<\$5,000):** \$9,051 under budget across various reporting units.

**Facility Costs:** (\$33,386) over budget.

- Building Repair: \$14,999 over. The Crisis Diversion Center utilized funding to replace outside doors for improved safety & appearance.
- Utilities: (17,080) over budget. The TXU bill for July was paid August 1<sup>st</sup> & August bill was paid August 31<sup>st</sup>. Additionally, we continue to pay for both Optimum and Global Technologies for phone systems. Efforts are underway to resolve the billing.
- Cell Phone / Data: \$1,739 under budget. We saw savings in all programs.

**Contracted Services:** \$38,515 under budget (these expenses are often associated & offset HHSC allocations)

- Inpatient Hospitalizations were \$20,069 under budget.

- Community MH Grant was \$7,785 under, with discontinuing the 3-day inpatient hospitalization (associated with COPSD diagnosis) for the remainder of FY25.
- Children's MH was (\$38,993) over due to internal allocation corrections with telepsychiatry billing between departments.
- AMH Outpatient was (\$53,142) over budget due to the same internal allocation corrections made for telepsychiatry billing associated with the medical director/supervision changes.

**Client Support:** (\$24,233) over budget. This is primarily associated with rental/housing/utility assistance through the following programs: Texas Veteran's Commission grant for housing assistance, City of San Angelo HOME grant, Crisis Diversion Center & Office of the Governor's Grant for rental/housing assistance. All programs had the funds to be utilized.

**Computer Services/Maintenance:** (\$8,140) over budget. This is associated with the Jail Continuity of Care program. We have computer services amortized over 12 months, however, we billed the full year with associated expenses in August.

**Other Expenses:** \$6,130 under budget across various reporting units.

## ***MH Quality Management***

*Note: Although we strive for 100% scores of 80% or greater are typically acceptable by HHSC.*

### **FY2025, Quarter 4 Dr. Strong Safety Drills – Admin/IDD, Adult Outpatient Clinic (OPC), Family & Youth Guidance Center (FYGC), Downing Campus**

On **August 15<sup>th</sup>**, the QM Department, along with the MHMRCV *Prevention & Management of Aggressive Behavior* (PMAB) Master Trainer, completed Dr. Strong drills safety drills. For these drills, the fictitious perpetrator simulated threatening physical behavior toward staff at each location. These simulations required PMAB responders to intervene using the PMAB "Basket Hold Restraint" technique to stop the aggression. The response times & number of responders to the drill per location follow: Admin/IDD = 20 second response time with 13 responders; FYGC = 16 second response time with 6 responders; OPC = 11 second response time with 16 responders; Downing Campus = 13 second response time with 6 responders. All PMAB trained staff that responded to the drills were able to successfully demonstrate how to conduct the "Basket Hold Restraint" technique.

### **FY2025, Quarter 3-4 Crisis Respite Record Review**

QM conducted a chart review on **August 3<sup>rd</sup>** encompassing the electronic medical records of 59 Crisis Respite residents from **March 1, 2025**, through **August 15, 2025**. The HHSC Crisis Respite Review Tool & Information Item V from the Local MH Authority Performance Contract were used to create the local review instrument utilized for this review. Five review elements were examined per record. The total score resulted in **80%** accuracy.

### **Supervision of Self-Administration of Medications Staff Training Review**

Per Texas Administrative Code Rule 301.355, a Local MH Authority must implement written procedures to ensure safe medication-related service delivery that includes a process for training & assessing the competency of staff members to perform supervision of self-administration of medication. The training must include medication actions, target symptoms,





understanding prescription labels, potential toxicity, side effects, adverse reactions, proper storage of medications, reporting & documentation requirements. QM reviewed training records for all employees of Crisis Respite for **FY2026** on **September 17<sup>th</sup>**. There was a total of 9 employees during the review period. It was noted that **100%** of staff reviewed had received the appropriate training.

### [Annual QM Reporting](#)

#### [FY2025 Annual Abuse/Neglect/Exploitation Report](#)

During **FY2025** there were zero confirmed allegations of abuse/neglect/exploitation in AMH, CMH & IDD programs.

#### [FY2025 Annual Patient/Consumer Complaints Report](#)

- AMH = 5
- CMH = 2
- Clubhouse = 2
- IDD = 5

## Quality Assurance Report **2025**

#### [FY2025 Annual Mortality Report](#)

- AMH = 6
- CMH = 0
- IDD = 12

#### [FY2025 Annual Corporate Compliance Report](#)

During **FY2025** there was one Corporate Compliance investigation conducted. The issue was related to confidentiality/PHI. The result of the investigation included a revision to Center Procedure #3.04.10.01. The specific language that was added to page 10 of this procedure is: "Children in the Workplace – To maintain a safe, productive, and professional work environment, children are not permitted in the workplace during working hours while employees are on shift. This standard is in place to protect the confidentiality of protected health information." This procedure was updated & staff notified of the update via email on **September 2, 2025**.

Detailed graphs tracking this data over the years is attached to this report.

### **[TVC Big Check Presentation](#)**

On **9/9/2025** Governor Greg Abbott announced that Funds for Veterans' Assistance (FVA) grants

totaling more than \$7.7 million were awarded to 28 organizations in the San Antonio & South-Central Texas region as part of the Texas Veterans Commission (TVC) Grants Across Texas Tour.



"Texas will always honor the sacrifices of veterans who courageously served our country," said Governor Abbott. "These Fund for Veterans' Assistance grants will provide those who served in our nation's military access to crucial services to help them thrive in San Antonio & South-

Central Texas. Our state will never forget our veterans, their families, & their service to our state and our nation."

Richard Rodriguez, MVPN Coordinator, Vanessa Gosha, TVC Peer Specialist, & Annette Hernandez traveled to San Antonio to accept our "Big Check" for the TVC Grant General Assistance-Financial Assistance for Veterans & Surviving Spouses. The \$350,000 will be utilized for rental/mortgage assistance, utility assistance, & funeral expenses over a 14-month period.



**OHHS**  
**Operation Housing and Hope**  
*Helping Veterans Starts Here*

**Assisting Veterans, and Surviving Spouses in 9 surrounding counties in Texas to include services:**

- Mortgage/Rent
- Utility Assistance
- Funeral Expenses

Limited emergency financial relief to eligible veterans

**CONTACT VETERAN OUTREACH SPECIALIST**  
Vanessa Gosha (325) 234-5172  
email: vgosha@mhmrv.org

**Fund for Veterans' Assistance**  
*Helping Veterans Starts Here*

PICK UP APPLICATION AT  
1501 W. BEAUREGARD  
8AM-5PM

HOPE ST



## End of the Fiscal Year / Employee Appreciation Luncheon

We had a great turnout & lots of food, fun & prizes for our annual event on **August 29<sup>th</sup>**. The staff Appreciation Luncheon was held at the Howard College Rapid Response Room, West Texas Training Center with a tailgate party theme that included a pickup & grill in the meeting room!







## ***HHSC Request for Success Stories from Concho Valley's Crisis Diversion Center***

The Forensic & Jail Diversion team within HHSC contacted the Center recently asking for success stories across LMHAs with diversion centers. Their intent is to share stories with leadership & other HHSC teams that showcase the positive outcomes & impacts of our efforts. [Steven Garlock](#), Director of Crisis Diversion Services, provided the following two client success stories I would like to share.

### **Story 1**

Following a hospital discharge referral from Shannon Medical Center, a client was admitted to MHMRCV's Pathway Diversion Center. He had been released in 2025 after spending over 300 days incarcerated at Tom Green County Jail since 2024. During his intake, he reported a number of significant challenges, including homelessness, medical and mental health needs, substance use history, & a lack of transportation for medical appointments.



As an unhoused veteran, he was not connected to the VA for benefits upon arrival. Pathway Diversion Center staff immediately connected him with VA services, provided transportation to his appointments, & helped him obtain critical documents like his ID, birth certificate, & Social Security card. The client actively participated in the program, utilizing Crisis Respite for temporary housing, attending the diversion center daily, & regularly attending local AA meetings to maintain his sobriety. He also used the Diversion Center amenities during this time to secure long-term housing through the VA's SSVF grant.

The client successfully completed the program over three months ago & remains in contact with our staff. He is currently housed, connected with the VA, sober, & has had no new jailings since his release.

### Story 2

A client was referred to the Pathway Diversion Center through the MHMR Jail Continuity of Care program. He had a long criminal history dating back to 2011 & had spent 90 days incarcerated in the Tom Green County Jail prior to his enrollment.

Upon his release, the client reported issues with homelessness, medical needs, mental health, substance use, unemployment, & a lack of transportation. He was also on probation in both Tom Green & Taylor counties. To consolidate his probation to Tom Green County, a Diversion Center peer support specialist provided transportation to an in-person meeting with his probation officer in Abilene the following day, successfully facilitating the transfer.

The client began receiving medication management, case management, & peer support services. Case management connected him with an employment agency, & he secured a job the same day. Peer specialists provided transportation to his 6 AM shift for a week, he was promoted to a shift supervisor within his first week. The Diversion Center was able to assist him with rental assistance for his first month in a sober living home, which he was able to secure while working on obtaining his critical documents. This has allowed him to save money to begin securing his own transportation.

As of September 15, 2025, the client remains an active participant in the program and is meeting all probation requirements & is a contributing resident at the sober living home, where he helps other residents with employment and sobriety. He plans to secure his own housing within the next month.



Upon receiving these success stories, the HHSC Program Specialist responded with the following message, "I am truly amazed by the dedication & commitment that Concho Valley has for the people in the community. I will be sharing this with our team & with HHSC leadership."

## ***Gloria Villarreal Retirement Party***

On Friday, **September 12th**, we came together with co-workers, friends, community partners, & family to celebrate the remarkable career of Gloria Villarreal. It was the largest retirement celebration in our Center's history—a true reflection of the impact Gloria has had on so many lives. For 33 years, Gloria has been the heart & soul of MHMR, leading with compassion, dedication, & unwavering commitment to those we serve. While her presence will be deeply missed, her legacy will continue to inspire us for years to come.



Pictured above is Gloria with her husband Bert, her son & daughters, their spouses, grandchildren & great grandchildren.





