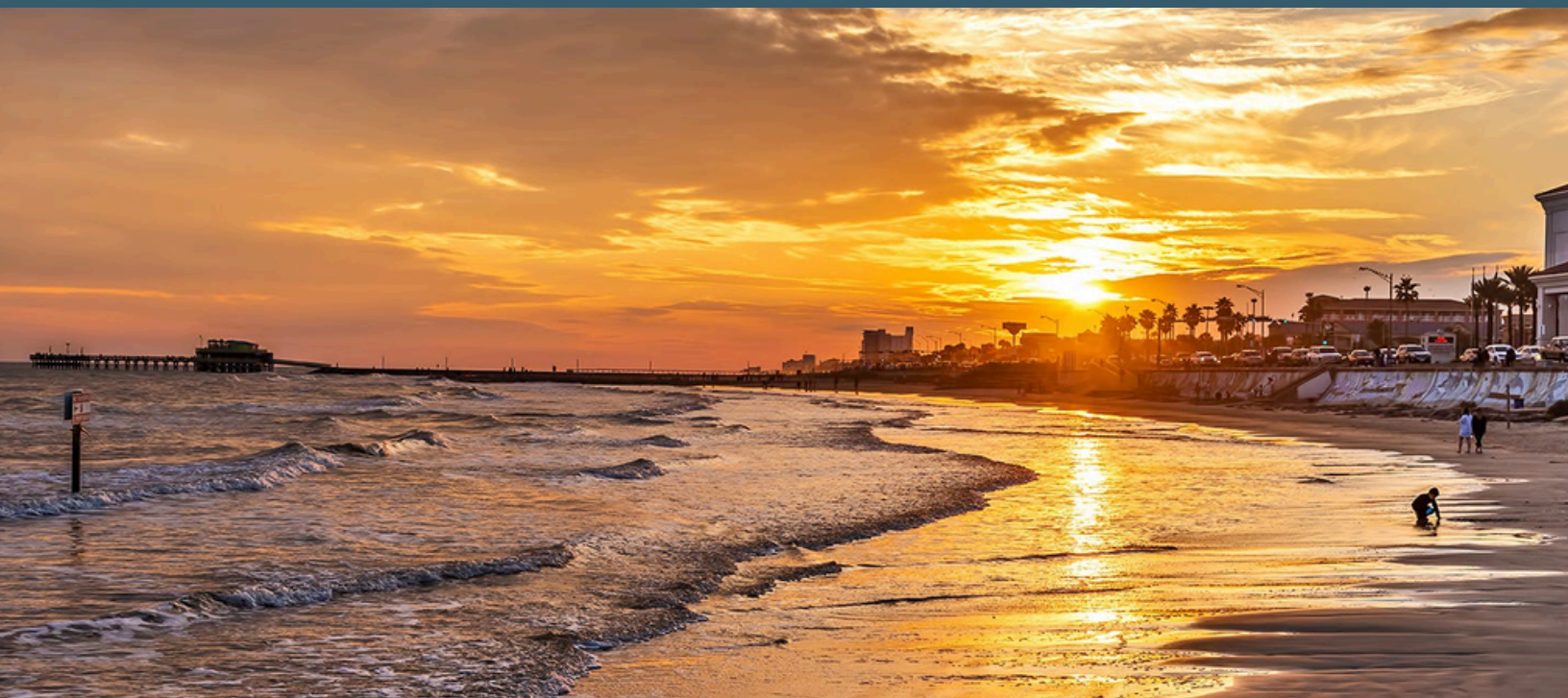




# BRAZORIA COUNTY

## Fiscal Year 2024 Annual Report

# GALVESTON COUNTY



Access ~ Provision ~ Expansion



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## Wellness Center Groundbreaking



*"We don't come to work; we come to care."*



As we conclude FY24, sharing this fiscal year's annual report brings me great pride. FY24 has been a year of remarkable achievements and strategic advancements at Gulf Coast Center as we celebrate 55 years of service to our community. Our commitment to operational excellence and the maturation of our Project Management Office (PMO) has been pivotal in driving our success.

In FY24, we undertook transformative initiatives to enhance efficiency and service delivery. Implementing the Same Day Next Day Intake system ensures that individuals are seen the same day or the next day they contact the Gulf Coast Center for services. This system has significantly improved our intake processes, providing swift and efficient access for the individuals we serve. Our primary care integration and community collaborations have strengthened our regional healthcare ecosystem, guaranteeing seamless care transitions and inpatient, jail, and emergency room diversions.

We are excited to announce that, through community collaborations, we have secured funding to support the construction and two years of operations for our Wellness Center, which will house our Extended Observation Unit (EOU) and Crisis Respite services.

We have also received grant funding to expand several programs to impact the provision of Behavioral Health services in the communities we serve. This funding will broaden our reach and deepen our impact, addressing critical healthcare needs across our region. Our IDD Legislative initiative is working tirelessly to identify, bring awareness and address systematic gaps in funding and services for individuals living with Intellectual and Development Disabilities (IDD).

Furthermore, we have made significant strides in enhancing organizational performance through initiatives such as Trackstar for performance management, Person-Centered Thinking, and Emotional Intelligence training. These programs empower our team to deliver compassionate, personalized care while fostering a culture of continuous improvement and empathy.

Our unwavering commitment to the quadruple aim in healthcare—improving patient experience, enhancing population health, reducing costs, and improving clinician satisfaction—positions Gulf Coast Center as the clinic of the future. These principles guide our efforts to deliver sustainable value to our community and beyond, and we are confident in our future direction.

As we look ahead, we remain committed to driving growth, innovation, and excellence in healthcare delivery. I extend my heartfelt appreciation to our dedicated team, board of trustees, community partners, and legislators whose passion and hard work have been integral to achieving these milestones.

Thank you for "coming to care."

Felicia Jeffery, CEO





# MISSION + VISION = VALUES

## MISSION

Provide accessible, efficient, & quality services to support the healthy living of those we serve.

## VISION

Better community healthcare promoting healthy living.

**HUMANITY  
EXCELLENCE  
ACCOUNTABILITY  
LOYALTY  
TEAMWORK  
HONOR  
YOU**

## 3 Tenants of EXCELLENCE



### ► Financial

Strengthen & steward the Center's financial interests with transparency & fidelity.

### ► Operational

Consistently improve business processes & culture with a focus on service provision & care coordination.

### ► Clinical

Develop a professional & responsive staff who provide person-centered care resulting in better individual outcomes.







# BOARD OF TRUSTEES



**JAMIE TRAVIS**  
BRAZORIA COUNTY



**LIEUTENANT  
JAIME CASTRO**  
GALVESTON COUNTY



**COMMISSIONER  
STEHEN D. HOLMES**  
GALVESTON COUNTY



**CAROLINE RICKAWAY**  
BRAZORIA COUNTY



**VIVIAN RENFROW**  
GALVESTON COUNTY



**CHRIS CAHILL**  
GALVESTON COUNTY



**SHERIFF  
BO STALLMAN**  
BRAZORIA COUNTY



**MARYLOU FLYNN-DUPART**  
BRAZORIA COUNTY





# Culture of Excellence

ELT - EXECUTIVE LEADERSHIP TEAM



**FELICIA JEFFERY**  
CHIEF EXECUTIVE  
OFFICER



**RICK ELIZONDO**  
CHIEF FINANCIAL  
OFFICER



**LINDA BELL**  
GENERAL COUNSEL



**SARAH HOLT**  
CHIEF NURSING  
OFFICER



**DR. RENEE VALDEZ**  
CHIEF MEDICAL  
OFFICER



**DR. DEVON STANLEY**  
CHIEF INFORMATION  
OFFICER







# Culture of Excellence

## EMT - EXECUTIVE MANAGEMENT TEAM



**JERRY FRESHOUR**  
SENIOR DIRECTOR OF CRISIS  
OUTREACH & JUSTICE  
SERVICES



**JESSICA GENTRY**  
SENIOR DIRECTOR OF  
BEHAVIORAL HEALTH  
SERVICES



**VIRGINIA SMITH**  
EXECUTIVE CONSULTANT,  
DIRECTOR OF CCBHC



**AMY MCMAHON**  
DIRECTOR OF YOUTH &  
FAMILY SERVICES, & ADULT  
BEHAVIORAL HEALTH  
SERVICES



**JAMIE WHITE**  
DIRECTOR OF INTELLECTUAL  
& DEVELOPMENTAL  
DISABILITY SERVICES



**SANDY PATTERSON**  
DIRECTOR OF ADULT  
BEHAVIORAL HEALTH  
SERVICES



**KELSEY HOOSIER**  
DIRECTOR OF HUMAN  
RESOURCES



**AMANDA GROLLER**  
DIRECTOR OF  
INNOVATIVE & SPECIAL  
PROJECTS





# GCC Services & Trainings



INTELLECTUAL & DEVELOPMENTAL  
DISABILITY SERVICES



MENTAL HEALTH COUNSELING  
+ EDUCATION + SKILLS TRAINING



PEER  
SERVICES



PSYCHIATRIC  
SERVICES



DISASTER  
SERVICES



VETERAN  
SERVICES



PHYSICAL  
HEALTH SCREENING



SUBSTANCE USE  
RECOVERY SERVICES



RESOURCE + HOUSING  
NAVIGATION



OUTREACH  
& EDUCATION



JUSTICE  
SERVICES



TRAINING  
& SUPPORT



CARE  
COORDINATION



24/7 HOTLINE &  
CRISIS SERVICES



**Mental Health  
FIRST AID**  
MENTAL HEALTH  
FIRST AID TRAINING



MENTAL HEALTH &  
LAW ENFORCEMENT  
TRAINING



APPLIED SUICIDE  
PREVENTION  
SKILLS  
TRAINING



CPR/FIRST  
AID  
TRAINING

**24-hour Mental Health Crisis Hotline: 1-866-729-3848**  
**Appointments: 800-643-0967**





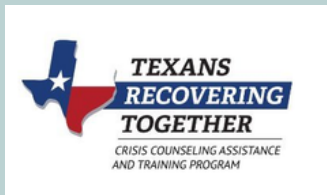
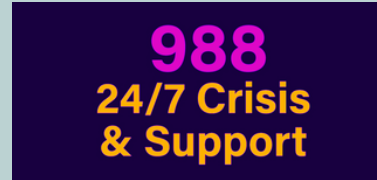


# Expanded Partnerships





# Expanded Partnerships







# Community Service Centers Brazoria County + Galveston County



**Northern Brazoria  
Community Service  
Center (NBCSC)**  
101 Brennen Alvin,  
TX 77511



**Galveston Island Community  
Service Center (GICSC)**  
4352 Emmett F. Lowry  
Expressway, Texas City, TX 7759



**Southern Brazoria  
Community Service  
Center (SBCSC),  
Buildings 1 & 2**  
101 Tigner, Angleton,  
TX 77515



**Mainland Community  
Service Center (MCSC),  
Buildings 1 & 2**  
7510 FM 1765, Texas City,  
TX 77591



**YFS Anchor Point (Youth &  
Family Services)**  
3201 FM 2004 Texas City,  
Texas 77591



**YFS Boat House  
(Youth & Family  
Services)**  
2352 East Mulberry,  
Angleton, TX 77515



**Harbor House**  
5825 Emmett F. Lowry, TX  
77591



**Bayou House**  
2320 East Mulberry,  
Angleton, TX 77515



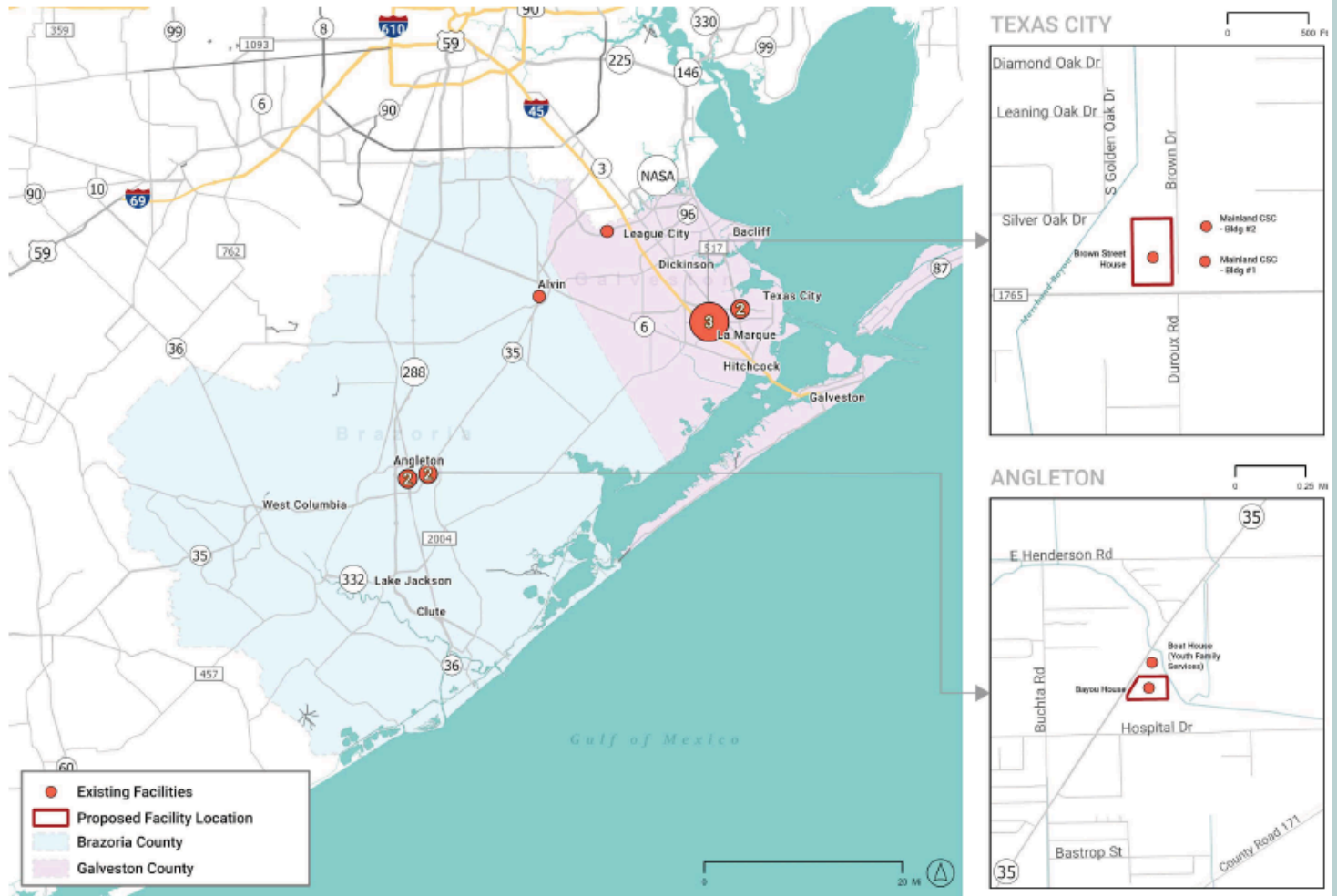
**Mackey Building**  
4352 Emmett F. Lowry  
Expressway, Texas City, TX  
77591





# Community Service Centers On The Rise

## Site Location Map



## Implementation Plan





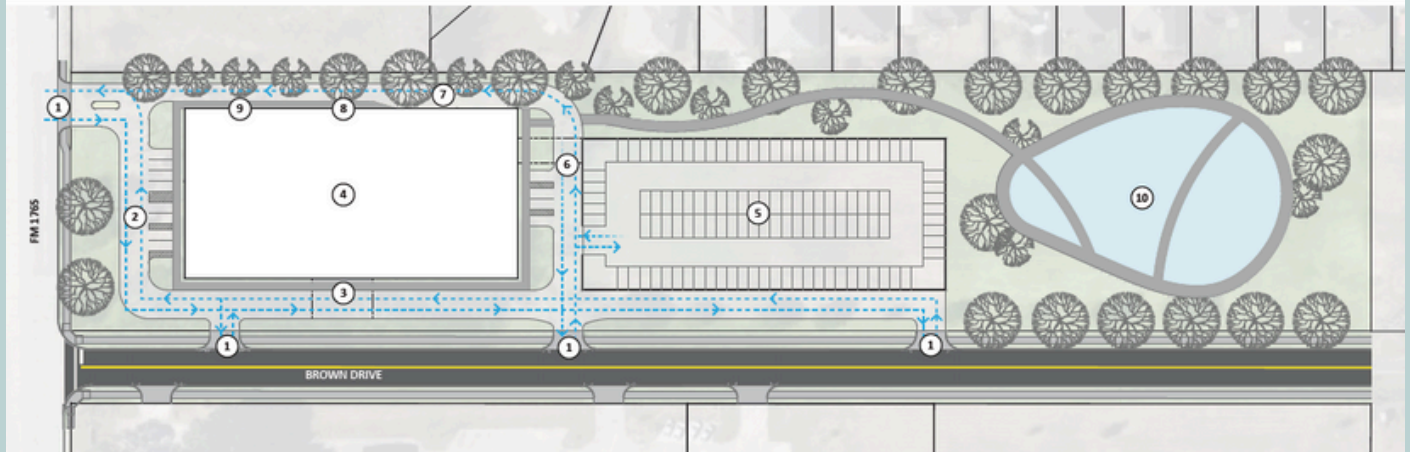
# Community Service Centers On The Rise

## Galveston County

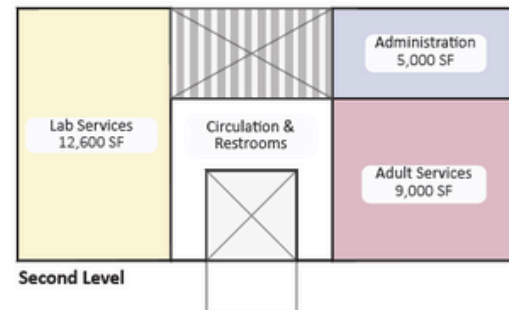
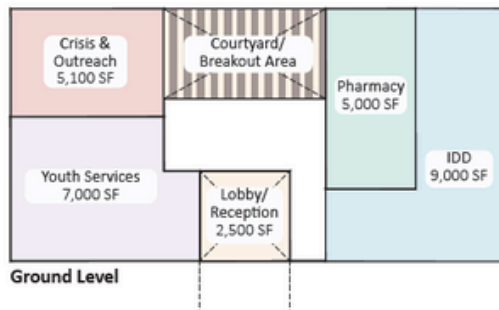
*CONCEPTUAL DRAFT. Subject to change.*

### Site Circulation Plan

1. Site Entrances/Exits
2. Surface Parking
3. Building Entrance Canopy
4. Two-Story Facility
5. Two-Story Parking Garage
6. Pedestrian Sky Bridge
7. Pharmacy Drive-Thru
8. Courtyard/Breakout Area
9. Backdoor Access
10. Detention Pond/Walking Trails



### Floor Plans - Program Overview



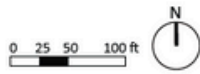




# Community Service Centers On The Rise

## Brazoria County

CONCEPTUAL DRAFT. Subject to change.



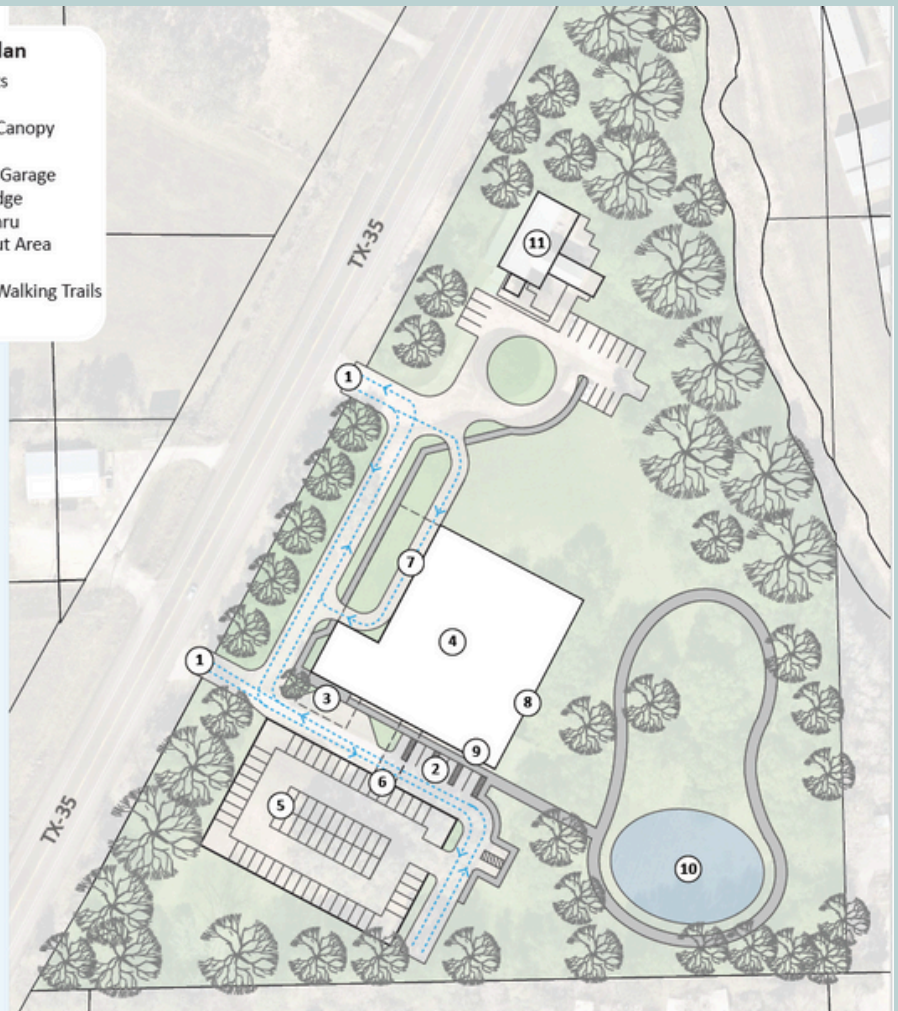
### Site Circulation Plan

1. Site Entrances/Exits
2. Surface Parking
3. Building Entrance Canopy
4. Two-Story Facility
5. Two-Story Parking Garage
6. Pedestrian Sky Bridge
7. Pharmacy Drive-Thru
8. Courtyard/Breakout Area
9. Backdoor Access
10. Detention Pond/Walking Trails
11. Existing Facility

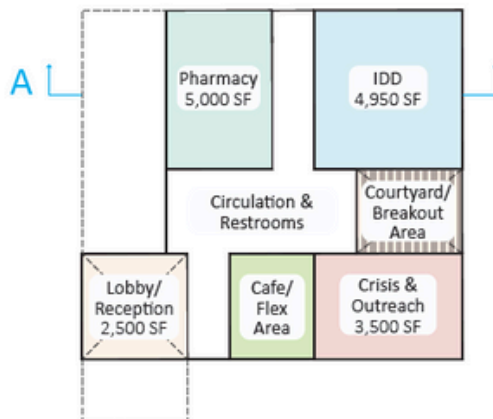
### Project Character Imagery

Fostering connections with nature and natural light creates welcoming and healing experiences, leading to positive outcomes and improved social interactions.

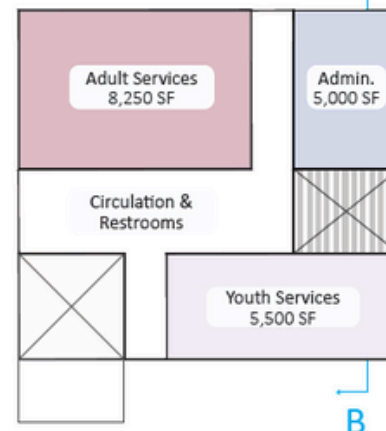
### Exterior Concepts & Double Height Lobby



### Ground Level



### Second Level







# Community Service Centers On The Rise

## Galveston County

### Exterior Perspective Concepts

1. Building view from FM 1765
2. Aerial site view

3. Perspectives of breakout spaces
4. Main entrance view from Brown Drive





# Community Service Centers On The Rise







# Facilities & Outpatient Locations

Gulf Coast Center (GCC) is a Certified Behavioral Health Clinic (CCBHC). Services will be coordinated from all facilities, regardless of individual's ability to pay. The CCBHC model helps increase access to crucial primary & behavioral healthcare by reducing barriers such as cost, lack of insurance, distance, & language.



## Brazoria County



### **Northern Brazoria Community Service Center (NBCSC)**

**Location:** 101 Brennen Alvin, TX 77511

**Square Footage:** 6,856

**Services:** Adult Mental Health Clinic Services, Substance Use Services, Assertive Community Treatment Team (ACT), Disaster Services, TCOOMMI – Forensic Services, Coordinated Entry & Supportive Housing, Outreach, Screening & Referral (OSAR), PATH, Veteran Services, Peer Services



### **Southern Brazoria Community Service Center (SBCSC), Buildings 1 & 2**

**Location:** 101 Tigner, Angleton, TX 77515

**Square Footage:** SBCSC 1: 8,100 – SBCSC 2: 8,368

**Services:** Adult Mental Health Clinic Services, Outreach Screening & Referral (OSAR), PATH, Peer Services, Risk Management, Peer Services, Substance Use Services



### **YFS Boat House (Youth & Family Services)**

**Location:** 2352 East Mulberry, Angleton, TX 77515

**Square Footage:** 3,086

**Services:** Youth Mental Health, YES Waiver, School-based Law Enforcement Crisis Team (SLECT), Family Partner Services



### **Bayou House**

**Location:** 2320 East Mulberry, Angleton, TX 77515

**Square Footage:** 1,566

**Services:** Family Partner Meetings, IDD Intake, YFS, Case Managers



# Galveston County

## **Gulf Coast Center Administrative Offices**

**Location:** 4444 West Main St., League City, TX 77573

**Square Footage:** 6,692

**Services:** Business and Administration Services,  
Financial Services, Clinical Leadership Team



## **Galveston Island Community Service Center (GICSC)**

**Location:** 4700 Broadway, Suite F-100, Galveston, TX 77551

**Square Footage:** 1,126

**Services:** Mental Health Services, Crisis, Recovery,  
OSAR, TOOCMMI, COAST



## **YFS Anchor Point (Youth & Family Services)**

**Location:** 3201 FM 2004 Texas City, Texas 77591

**Services:** Youth Mental Health, YES Waiver, SLECT,  
VOCA, OSAR/SUD, Call Center, Administrative  
Services, Chief Nursing Officer



## **Mainland Community Service Center (MCSC), Buildings 1 & 2**

**Location:** 7510 FM 1765, Texas City, TX 77591

**Square Footage:** MCSC 1: 6,339 - MCSC 2: 13,000

**Services:** Mental Health Services, Crisis, Recovery,  
OSAR, TOOCMMI



## **Mackey Building**

**Location:** 4352 Emmett F. Lowry Expressway, Texas City, TX 77591

**Square Footage:** 11,600

**Services:** Asset Management, IDD Intake, Continuity of  
Services & Service Coordination, IDD Crisis Services, IDD  
Provider Services, PASRR (Preadmission, Screening &  
Resident Review), Human Resources, BT&T, Medical  
Records



## **Brown House**

**Location:** 7602 Texas Ave, Texas City TX, 77591

**Square Footage:** 1,590.70 Sq. Ft.

**Services:** Storage



## **Harbor House**

**Location:** 5825 Emmett F. Lowry, TX 77591

**Square Footage:** 3,233

**Services:** Adult Mental Health Crisis Respite





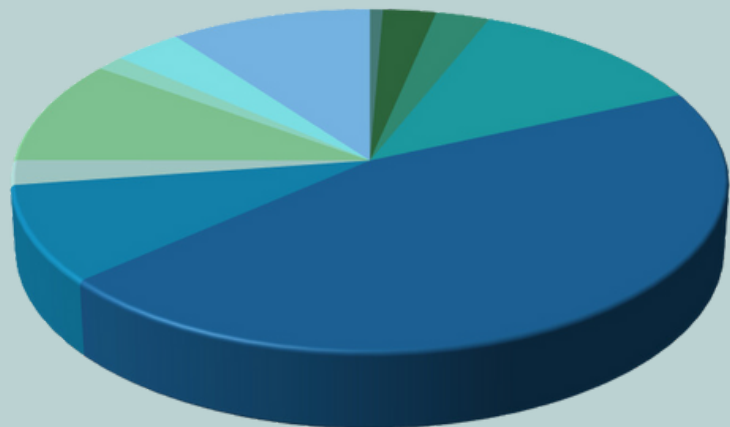
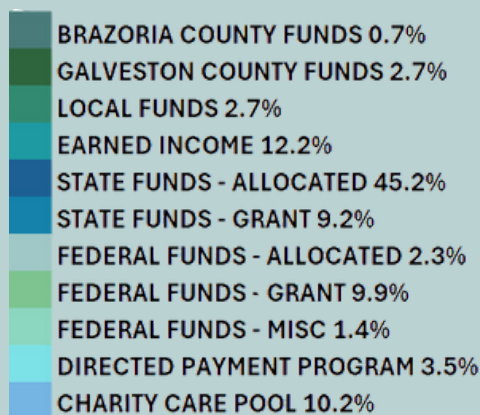


# FY24 Gulf Coast Center Unaudited Financial Summary

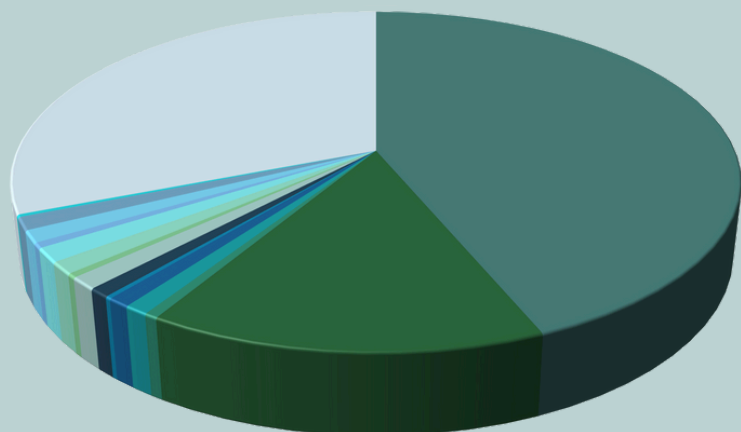
**105** Days of Operation for  
Unrestricted Fund Balance

**8** Days of Operation for  
Restricted Fund Balance

**REVENUES:** \$41,704,426.35



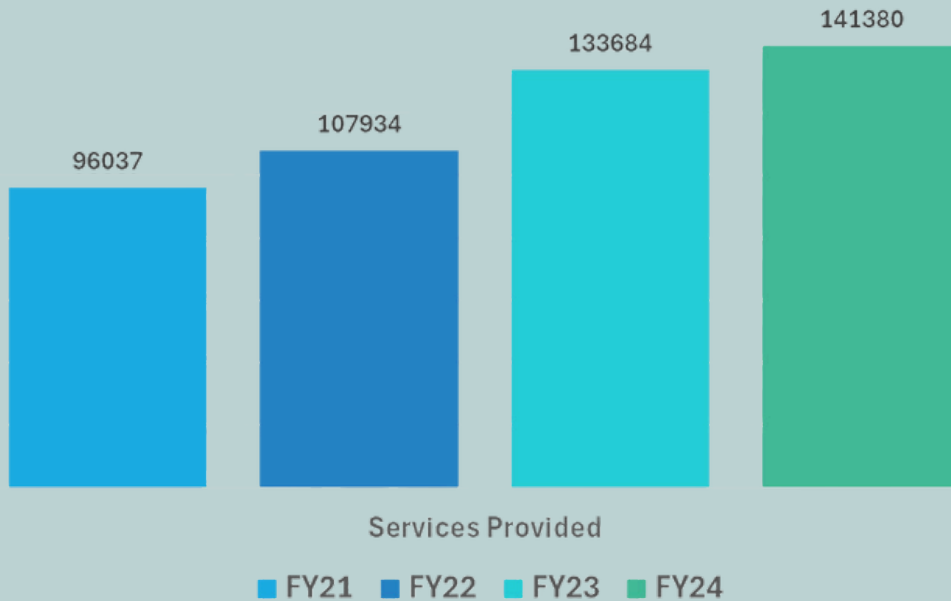
**EXPENSES:** \$ 41,704,426.35



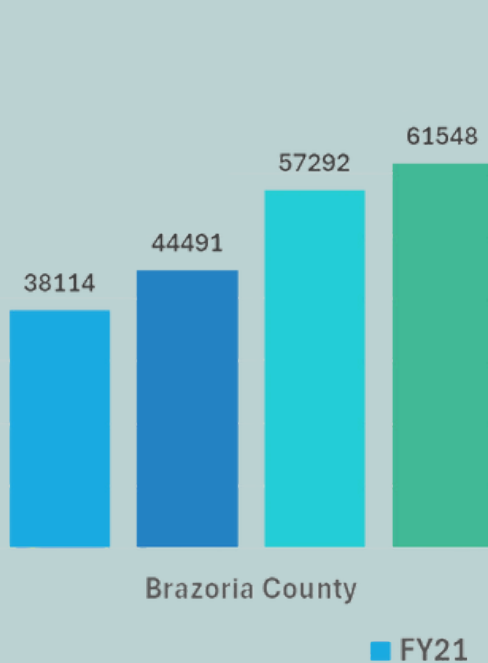


# FY24 Gulf Coast Center Service Statistics

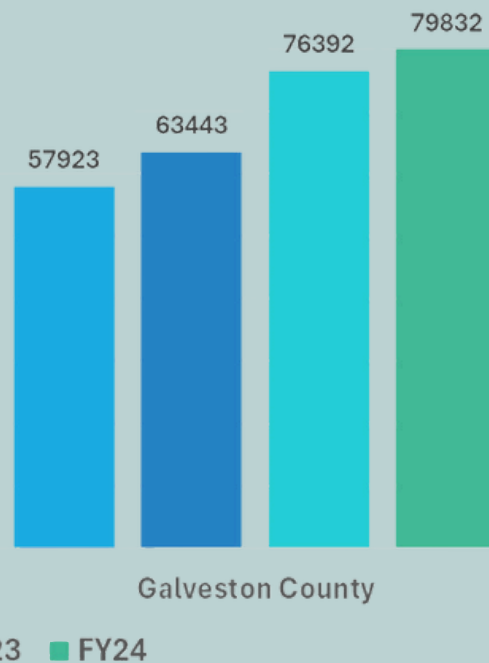
**141,380**  
SERVICES PROVIDED



**61,548**  
Brazoria County

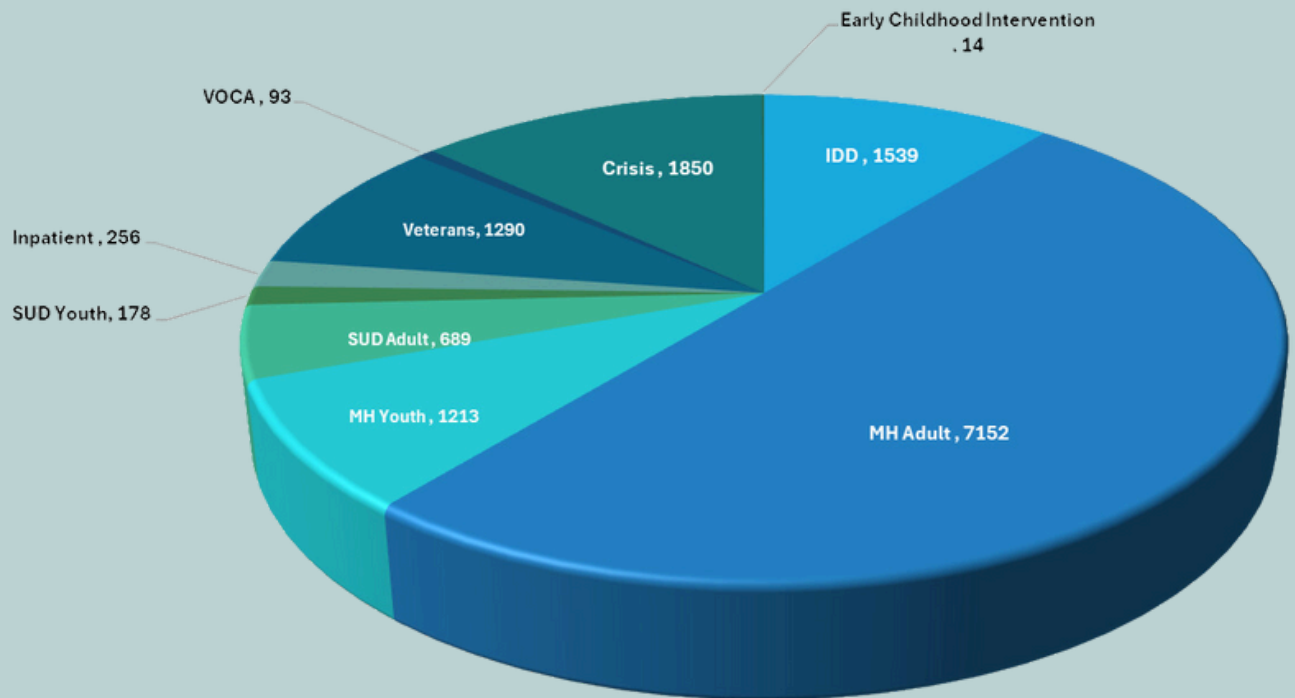


**79,832**  
Galveston County



# 4052

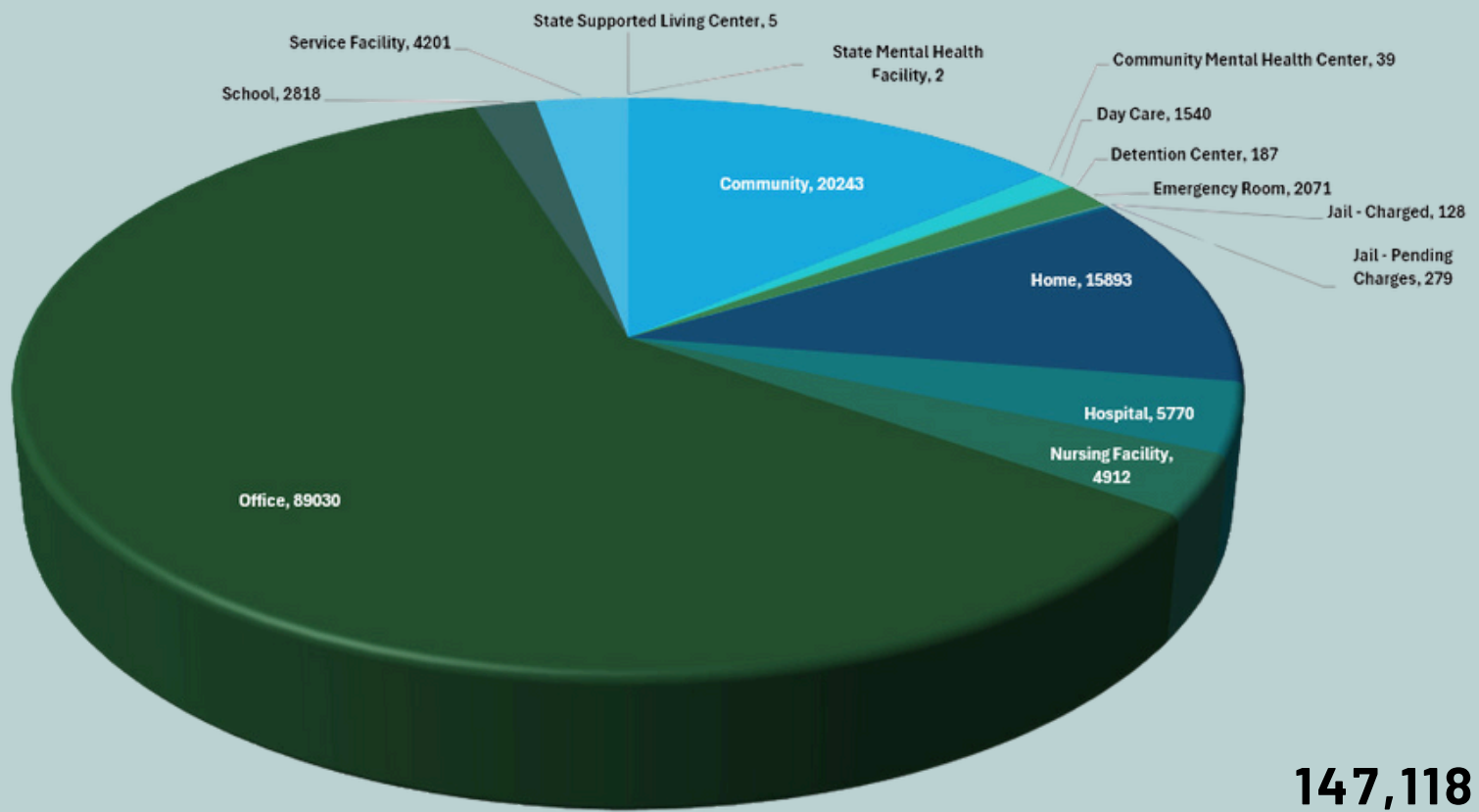
Total Number of  
New Individuals Served



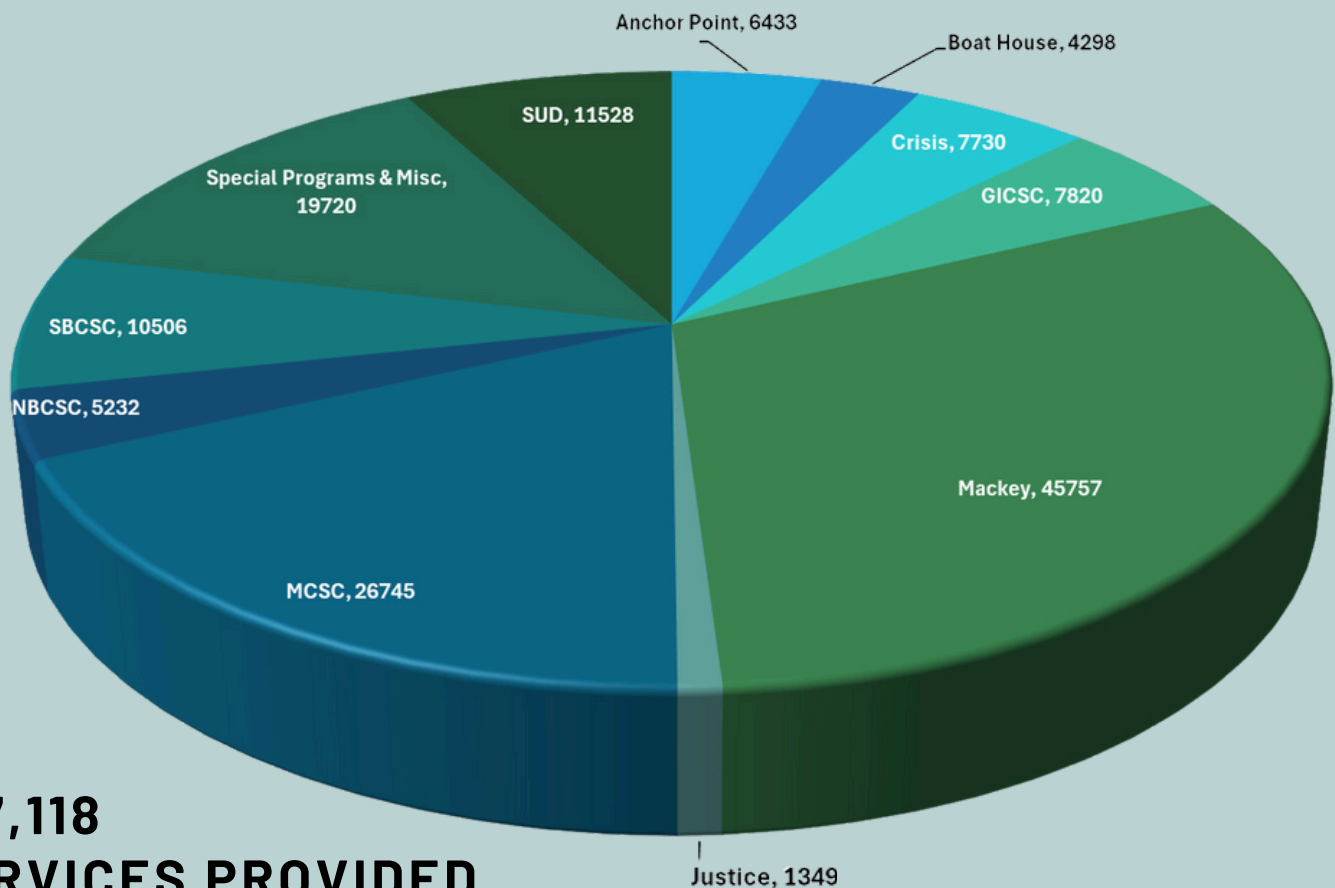
## 14,274

## INDIVIDUALS SERVED





**147,118  
SERVICES BY 15 LOCATIONS**

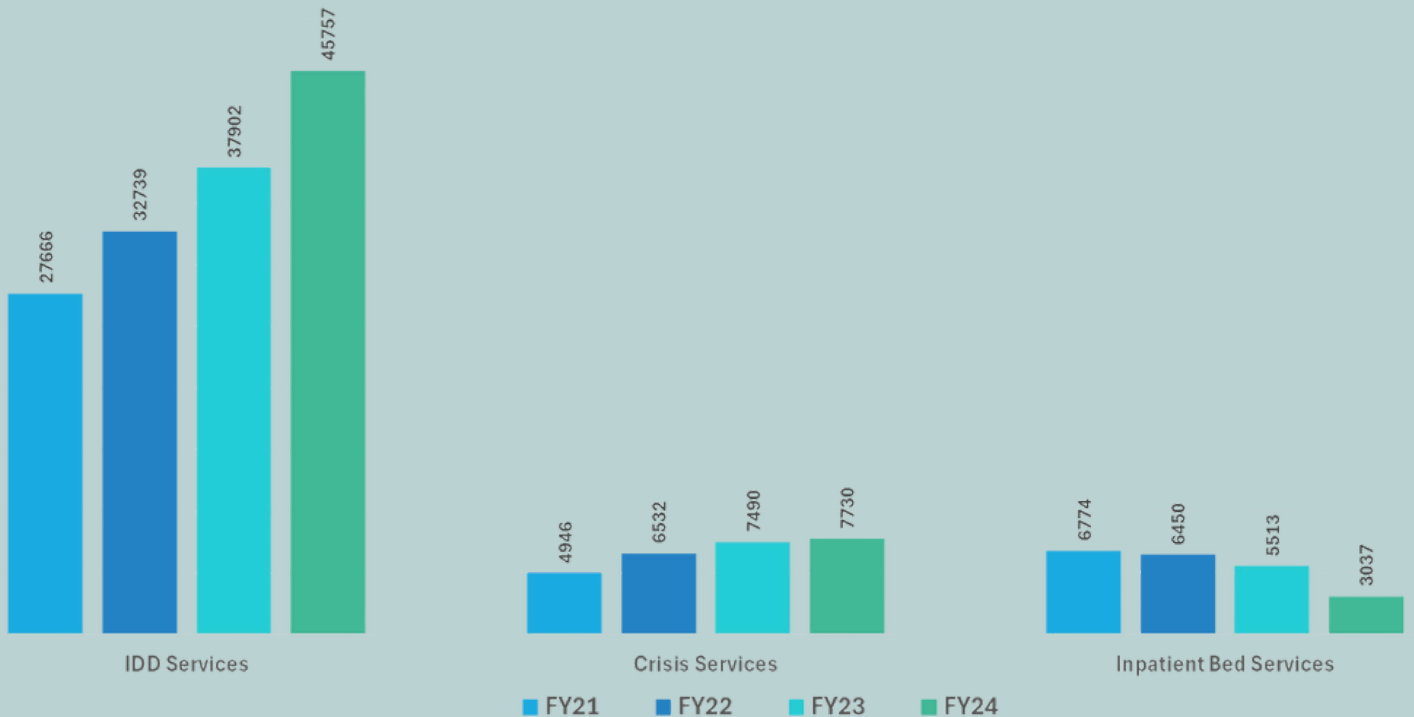
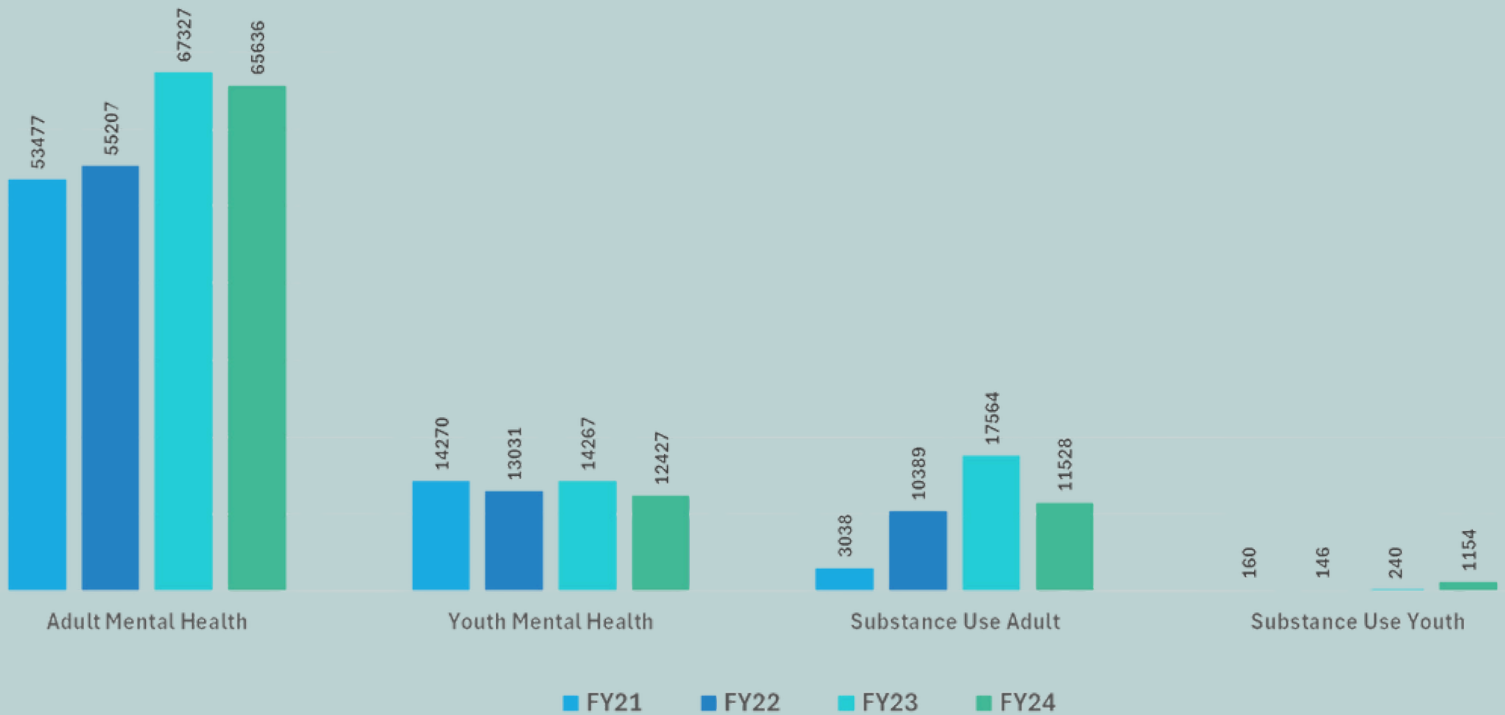


**147,118  
SERVICES PROVIDED**





# SERVICE COMPARISON BY FISCAL YEAR





# FY24 Gulf Coast Center Staffing Statistics

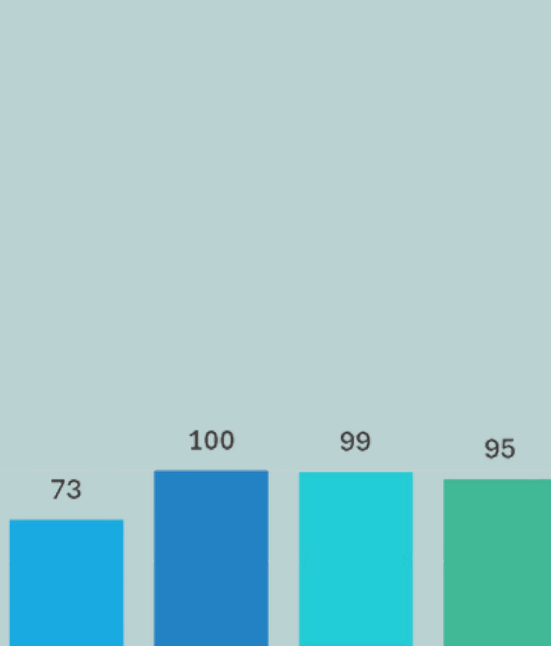
## RECRUITMENT & RETENTION

# 95

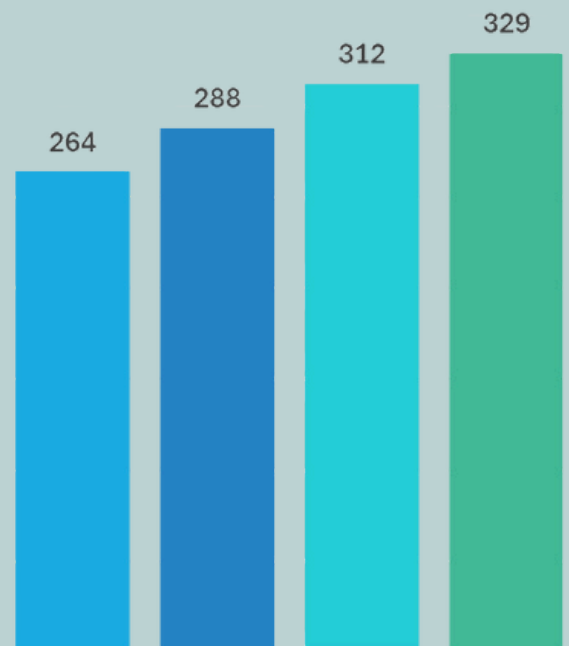
Total Number of New Hires

**5.2%** Average  
Monthly  
Vacancy

**22.9%** FY24  
Turnover  
Rate



Total Number of New Hires

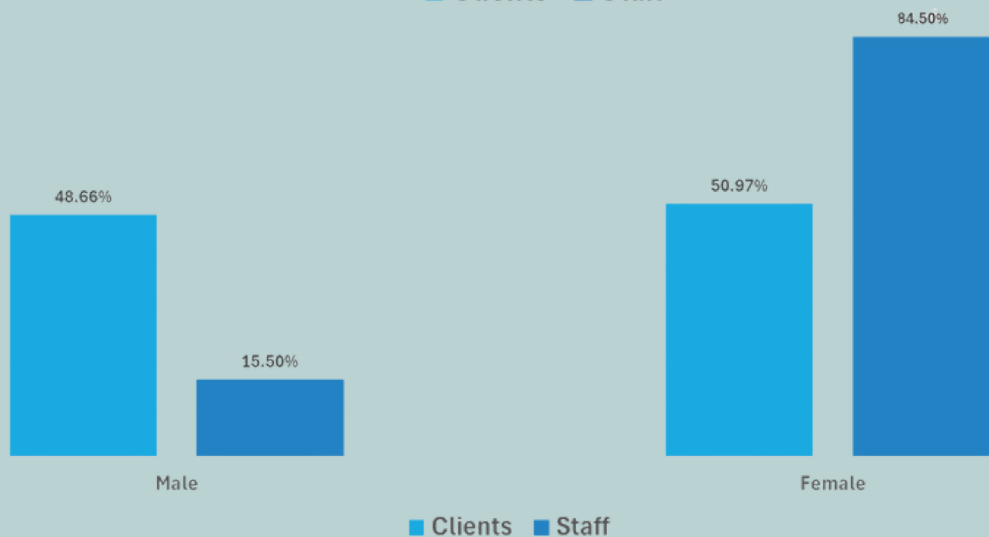


Total Number of Employees

■ FY21 ■ FY22 ■ FY23 ■ FY24



# COMPARISON OF ETHNICITY, GENDER & AGE CENTER STAFF TO INDIVIDUALS SERVED BY PERCENTAGE







# Gulf Coast Center Impact

**13**

**INDEPENDENT SCHOOL DISTRICTS  
SERVICING 25 SCHOOLS**

**10**

**SUD (ADULT & YOUTH) OUTPATIENT  
SITES SERVICING 20 YOUTH  
SCHOOL SATELLITES**

**9**

**GCC-OPERATED  
OFFICE & PROGRAM SITES**

**5**

**24/7 CRISIS FACILITIES**

**2**

**INTEGRATED HEALTHCARE  
LOCATIONS**





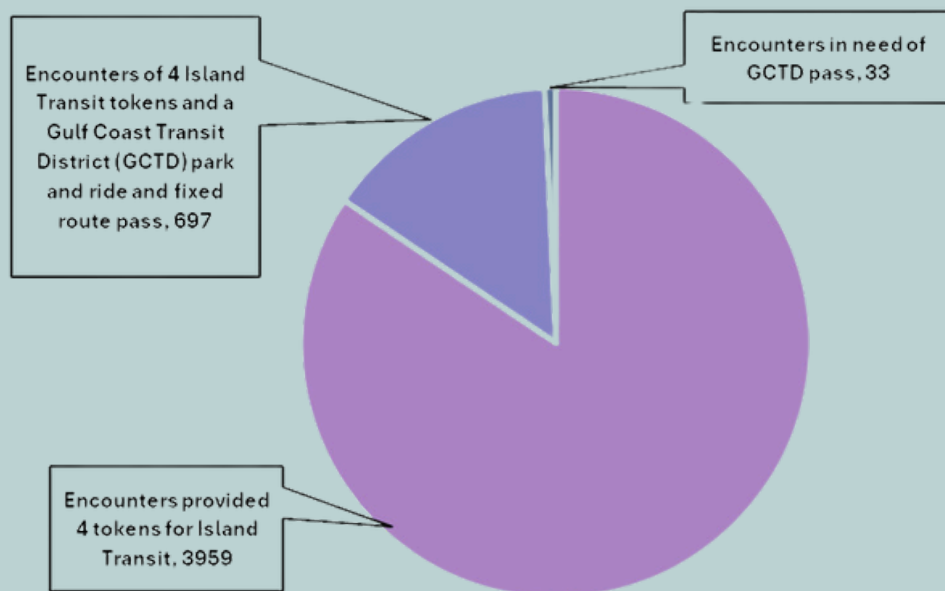
# FY24 Gulf Coast Center Highlights & Accomplishments

## PROGRAM SAVINGS THROUGH AUGMENTED INTELLIGENCE (ELEOS NOTE ASSISTANCE FOR CLINICIANS)

Reduced Turnover		Enhanced Compliance		Increased Productivity		ROI Breakdown By Service	
Providers: (MH + IDD)	125	Expected Fine Value Without Eleos:	\$51,000	Service A Optimization Benefit:	\$183,398	Scribe Annual Benefits:	\$1,709,118
Average Salary:	\$60,000	Expected Fine Value With Eleos:	—	Service B Optimization Benefit:	\$376,200	Scribe Y1 Annual Cost: (+ One Time Fee)	÷
Turnover Rate:	25%		\$1,700		=		\$177,500
Reduction in Turnover With Eleos:	5%	Savings Due to Lowered Risk:	\$49,000	Total IDD Productivity Benefit:	\$559,598	Y1 ROI Scribe:	=
*Turnover Cost per Staff Member:	\$127,800	Denials Saved With Eleos:	+	Total MH Productivity Benefit:	\$382,720	Verify Annual Benefits:	9.63x
	×	Clawbacks Saved With Eleos:	+	CQI Savings Due to Eleos:	\$1,164,760	Verify Y1 Annual Cost: (+ One Time Fee)	\$1,271,060
Staff Members Retained:	6		+		=	Y1 ROI Verify:	÷
	=		=		=		\$275,240
Annual Savings:	\$766,800	Annual Savings:	\$106,300	Annual Savings:	\$2,107,278	Total Y1 Benefits:	=
	+		+		+		4.62x
							\$2,980,178

Scribe/Outreach Benefits    
 Verify Benefits    
 \*Industry Assumptions    
[Link to Full ROI Model](#)    
 eleos

## KEMPNER MOODY TRANSPORTATION ASSISTANCE ON GALVESTON ISLAND



- **4689 Encounters** – helping individuals navigate reaching resources on and off Galveston Island
- 25% reported this service assisted them in gaining employment
- OVER A THIRD connected to mental health support , originally seeking transportation tokens and subsequently connecting to PATH





# BEHAVIORAL HEALTH SERVICES

- Secured grant funding for MST, CSC, SMART, YPU
  - Trained 70 MH staff to use Eleos for documentation
- Successfully transitioned to SDND access
    - GISC completed 67 MH assessments since the start of SDND
    - NBCSC completed 53 MH assessments since the start of SDND
    - SBCSC Adult completed 84 MH assessments since the start of SDND
    - MCSC completed 144 MH assessments since the start of SDND
    - BCCSC YFS completed 30 MH assessments since the start of SDND
    - Anchor Point completed 28 MH assessments since the start of SDND
- In collaboration with the Galveston County Food Bank, YFS provided 570 food packs to families enrolled in our services to supplement meals during the summer months.
  - YFS YAGA grant recipient and through participation in the Annual Wild Game Cook -Off brought in over \$9000 to our YFS program
- The GCC SUD outpatient program served 496 unique intensive outpatient individuals
  - COPSD served 97 unique individuals
  - SUD Intensive residential served 220 unique individuals
  - SUD TRF served 72 unique clients
  - OSAR completed 2,522 SUD screenings
  - ACT provided services to 95 unique individuals
  - ACT Criminal Justice provided services to 28 unique individuals
  - YFS SUD- For FY24 earned over \$55,000 compared to FY23 of roughly \$9000.
  - YFS SUD- served in office and in school districts a total of 178 youth
  - YFS SUD partnered with Dickinson ISD, Texas City ISD, Santa Fe ISD, Brazosport ISD, Clear Creek ISD
  - Yes Waiver program increased allotment capacity from 30 to 60 slots
  - Increased our presence for YFS SUD and YFS MH services to 25 schools within 13 Independent School Districts
  - Brazoria County Recovery started 2 Spanish speaking groups this year, one in Angleton and one in Alvin.
  - Brazoria County Recovery in Jails:
    - SUD group services
    - Consistently meet with those incarcerated to offer COPSD services and work with them to have better mental health.
    - Weekly Peer Support meetings
      - Follow up with clients once released to encourage long term Peer Support to give them an opportunity to build an external support system to avoid returning to jail and finding better ways to manage their lives





## Same Day Next Day (first 45 days)

Total Persons Served	Total Target	Total OVER Target	Total Unknown	Percentage seen within 10 business days
505	412	78	17	81.58%

- Goal: Reduce average wait time for initial psychiatric evaluation performed by a psychiatry from the present baseline of 49.6 days: Performance 8 Days
- Goal: Reduce the no show for initial mental health assessments from the present baseline of 46.5%. Performance 15.6%
- Goal: Increase percent of initial mental health assessments completed within 10 days of initial contact from present baseline of 20%. Performance 81.58%

The Galveston County criminal justice and mental health coordinating council led systems enhancements for jail diversion have resulted in a Galveston County jail population today that is 20% lower than when we started the projects in 2018.

This is despite the Galveston County population increase of 5% during this period.

In IDD Services, we had an individual who had been in and out of the criminal justice system that came to us through crisis. Since then, she's been living in crisis respite while our crisis intervention specialist, ECC Coordinator, crisis respite provider and Disability Rights worked tirelessly to get benefits sorted out, as this individual had no proof of citizenship. This month, we were finally notified that her Medicaid and SSI have been approved. She is now able to enroll into the HCS program so she can remain in the group home and with the caregivers that have provided her stability for the last 4 years, and obtain additional services through HCS.

Each Special Projects Manager has been recognized statewide (and nationally!) for their leadership, knowledge, expertise and impact.

**Glen McGraw** – 2023 Excellence in Leadership Award – nominated by his peers and TVC leadership and recognized at his annual conference

**Tami Delmark**– invited to be on and represent on the N.A.P.S Workforce Development Committee, Be Well Texas Rural Communities Opioid Response Consortium, Texas Council Peer/Family Partner Steering Committee

**Diane Manley**– Trailblazer in Suicide Care Award for the state of Texas. This award celebrates the individual who has played a pivotal role in inspiring change, driving progress, and setting new standards of excellence in suicide care within their organization and community – to be honored in September of this year

**Deinisha Tryals**– 2024 Texas Homeless Network Award for Outstanding Service Provider – recognized for impact on the CE System, BJEDIA leadership, and expansion of service providers in the CE system

**Amanda Groller** – statewide trainer for the Crisis Counselor Assistance and Training Program





**SARAH HOLT**  
CHIEF NURSING OFFICER



**DR. RENEE VALDEZ**  
CHIEF MEDICAL OFFICER



Centered on  
**EXCELLENCE**

## Projects

- Same Day - Next Day Implementation
- Hired Dania Rodriguez, PA
- Nursing Services
  - Expanded nursing workforce through contractual agreement with Dean's Professional Services
  - As a part of quality management and for process consistency, overhauled existing Desk Procedures and created new Desk Procedures
- Inpatient Services
  - HHSC State Contract: Established contractual agreement with SUN Behavioral Houston for 10 inpatient psychiatric beds for adult population
  - HHSC State Contract: Rider 52 HHSC appropriation to establish contractual agreement with SUN Behavioral Houston for 10 contracted psychiatric beds (Galveston County Diversion beds)
  - HHSC State Contract: Established contractual agreement with SUN Behavioral Houston for Private Psychiatric Beds (PPB) for adult and youth population; increased funding to support inpatient bed days for adult/youth
- Integrated Healthcare
  - Expanded Integrated Healthcare service array and IHC referral process to include EKG testing, SUD/Medication Assisted Treatment and HIV/Hepatitis testing.
  - Transitioned lab services, improving access to lab services at Galveston Island BH clinic, offering lab services 5 days/week at facility co-located with Coastal Health & Wellness FQHC partner
  - Solidified the process to utilize Care Coordination for referrals for physical health needs

## ON THE HORIZON

- Inpatient Services
  - HHSC State Contract: Contractual agreement with SUN Behavioral Houston Hospital, adding 10 inpatient psychiatric beds, expanding total inpatient capacity to 20 beds
  - HHSC State Contract: Rider 52 HHSC appropriate for contractual agreement with Medical Behavioral Hospital of Clear Lake for 10 contracted, psychiatric diversion beds
  - HHSC State Contract: Increased funding to support contractual agreement with SUN Behavioral Houston for Private Psychiatric Beds (PPB) for adult and youth population
  - Onsite visits by GCC subject matter experts to include screening for Housing resources as well as screening for individuals with Substance Use Disorder as a part of discharge planning with wrap-around service & warm handoffs as individuals transition from inpatient to outpatient care
- Integrated Healthcare
  - Expanding partnership with Coastal Health & Wellness FQHC to include increased access to lab services at MH Mainland Clinic, offering lab services Monday - Friday
  - Continue collaborative partnership with Coastal Health & Wellness FQHC with future goal of level 6 integration







**DR. DEVON STANLEY**  
CHIEF INFORMATION OFFICER



Centered on  
**EXCELLENCE**

### SmartCare:

- Reporting:
  - iCentrix BI Productivity Dashboard
  - iCentrix BI CCBHCIA Dashboard
  - Power BI - Optum ADT 7 Day FU/ Medication Adherence
  - Power BI - Service Provision Control Chart
  - Power BI - Bed Board
  - Power BI - IDD A/B Dashboard
  - CCBHC-IA NOMs Report
  - CCBHC-IA NOMs Reassessment Report
  - Care Coordination QA Report
  - Custom Staff Productivity Goals
  - Various CCBHC IA support queries and reports
  - Various grant-supporting queries and reports for submission opportunities
  - Suicide Screener Report 1.0 (2.0 in-progress)
  - Service Life Cycle
  - CCBHC Reporting- Inpatient Referral
  - Clients with Financials Expired or Expiring
  - Suicide Screener Report
  - SDOH Follow-Up
  - PCP Status
- New Forms:
  - PCL-5
  - Presumptive Eligibility for Charity Care Program
  - Medical Services - Drug Screen Consent and Test Results
  - Medical Services - Lab Acknowledgement Consent
  - Medical Services - Substance Use History
  - Informed Consent for Counseling
  - Informed Consent for Cognitive Processing Therapy
  - SUD Discharge Summary
  - SUD Discharge Follow-up
  - Screening and Assessment
- YES Waiver External Provider Go-Live
- MST Program
- Zero Suicide Caring Contacts, Warm Handoff

### IT/Infrastructure:

- Resolved 3400 tickets
- Cloud Migration
- Distribution Groups
- Kanboard
- New Bomgar Remote Support Service
- Disaster Recovery: Server Replication, Cloud Backup
- Expanded Wifi Coverage
- Deploy New Servers
- Eleos Single Sign-on
- Implement Microsoft Intune/Apple Business Manager
- Active Directory Upgrade
- Boat/Bayou Prepare Wifi Bridge
- Email - Automated Deleted Items Cleanup



**ON THE HORIZON**  
ROBERT EDEKER, IT DIRECTOR

- Accura: Migrate to Cloud
- iCentrix BI Financial Reports
- Shared drive migration to Sharepoint
- Replace existing switches
- Finalize Bayou Wifi Bridge
- SmartCare 6.0
- SmartCare - New Patient Portal
- EOU Facility - Estimated June'25





## JERRY FRESHOUR

### CRISIS OUTREACH, & JUSTICE SERVICES



# Centered on EXCELLENCE

## Programs

- Crisis
  - HHSC state contract
- Crisis Co-Response
  - MMHG-JI grant
  - HHSC state contract for others
- Crisis Respite-
  - HHSC state contract
- OSAR
  - HHSC state contract
- SUD Residential
  - HHSC state contract
- Justice Services
  - County Contracts
- TCOOMMI
  - TCOOMMI State Office Contract

## ► Financial Excellence

Rider 52 HHSC Appropriation for the Galveston County Mental Health Wellness Center operational costs in FY24 & 25.

Mental Health Grant for Justice Involved Individuals grants for sustaining the Brazoria County Crisis Co-Response and COAST Teams through FY26.

Mental Health Grant for Justice Involved Individuals extension for Forensic ACT Team services for Galveston County jail releases.

Community Mental Health Grant awarded for Galveston County Clubhouse operations and lease through FY26.

HHSC Grant for a Sequential Intercept Mapping workshop for Brazoria County bringing together experts in juvenile justice diversion together with the sheriff office, police departments, jails, judges, schools, probation, and psychiatric providers to can identify gaps in the local systems for juvenile crisis and jail diversion.

## ► Operational Excellence

Galveston County Sheriff Office Mental Health Division- GCC Collaboration for Telehealth Crisis Clinician Services.

Increased Infrastructure for Crisis Co-Response, Law Enforcement Training, and Justice Services Initiatives- Program Manager hired to assist with growing number of crisis co-response partnerships with local police departments, peace officer trainings, and other justice services initiatives.

Interlocal Agreement with Alvin Police Department for 911 training, telehealth crisis clinician services, and peace officer mental health and crisis de-escalation trainings.

Enhanced access and continuity of care for Galveston and Brazoria County jail releases with imbedded GCC jail staff collaborating with GCC staff operating the Same Day Next Day processes.

Care coordination agreements with area psychiatric hospitals and commitments from the hospitals for utilizing the Xferral online application to provide a quick, efficient and convenient way to coordinate a patient transfer request.

Galveston and Brazoria County Mental Health Specialty Courts graduating defendants that were at risk for TDCJ upon referral.

The Galveston County Jail Based Competency Restoration Program has a 100% restoration rate to date, with 6 defendants successfully restored to competency in the jail rather than waiting the year long wait for competency restoration care in the state hospitals.

## ► Clinical Excellence

League City Multi-Disciplinary Response Team began services in July 2024 with City funding for specialized mental health officers and EMTs to pair with GCC clinicians for trauma-informed and clinician-driven response.

Brazoria County Crisis Co-Response Team addition of a Licensed Chemical Dependency Counselor for SUD involved crisis and to assist local emergency rooms with overdose prevention services for individuals at risk for opioid overdose.

Psychiatric Advance Directive assistance to individuals stabilized through GCC Crisis Relapse Prevention program.

The Zero Suicide Pathway to Care provides increased support for individuals during crisis episodes with increased risk reassessments, best practice suicide prevention skills training, and CBT for Suicide Prevention therapy.



## ON THE HORIZON

ARIELLE GRAY, CHRISTEN DOBBS-PEREZ, DAVID HERNANDEZ

Galveston County Justice & Mental Health Modernization- Galveston County Mental Health Wellness Center hiring and staff training for June 2025 opening.

Emotional Intelligence Training offerings will be offered for area law enforcement with Dr. Greg Campbell.

Interlocal Agreements with more local police departments for 911 training, telehealth clinician services, and peace officer mental health trainings.

OSAR SUD screenings in the county jails for in-custody SUD services, diversions to residential treatment, and post-release continuity of care.





**JESSICA GENTRY**  
SENIOR BEHAVIORAL HEALTH DIRECTOR



Centered on  
**EXCELLENCE**

### ► Financial Excellence

Behavioral Health Programming demonstrated an increase in service provision and billable services, which led to impressive revenue growth. GCC remains committed to developing and maintaining person-centered programming that is both sustainable and reliable.

YFS SUD program increased the amount of SUD services provided serving 38 youth in FY23 vs 168 youth FY24 and billed over \$40,000 more in FY24 than FY23

The Executive Management Team worked closely with the Project Management Office in the pursuit of additional center funds by identifying and applying for state and federal grants, several of which will be funded in FY25.

Commitment to CCBHC recertification, solidifying funding streams and the opportunity for future state and federal funding and professional development/training opportunities.

### ► Operational Excellence

GCC's behavioral health sites transitioned to Same Day/Next-Day services in mid-July of 2024. This is a significant shift in how community members can access behavioral health services on a walk-in basis, 5 days per week. Adults, youth, and families can now access quality mental health treatment without delay, allowing their journey to recovery to begin immediately. Same-Day/Next-Day services are part of a prolonged commitment to meeting the complex and changing needs of our communities, and how GCC can continue to be a reliable, inclusive, and safe place for individuals facing mental health challenges.

In addition, Behavioral Health Program leadership actively engaged in operational meetings in an effort to review, change, and finalize processes which prioritize efficiency, quality, and excellence, leading to positive outcomes for those served.

### ► Clinical Excellence

Continued expansion, strengthening, and accessibility of mental health and substance use services to youth and families on ISD campuses.

Further integration of mental health and substance use services for individuals living with co-occurring disorders.

Prioritization of clinical and professional development trainings, including:

- Person-Centered Recovery Planning
- Collaborative Documentation
- Person-Centered Treatment
- Emotional Intelligence
- Evidence-Based Trainings including Cognitive Behavioral Therapy, Trauma-Informed Cognitive Processing Therapy Motivational Interviewing, and Dialectal Behavior Therapy

GCC Clinical Leadership also engaged in Emotional Intelligence Trainings, which enhanced communication, problem-solving, and relationships within teams.

Partnership with Eleos in an effort to integrate AI support when documenting, allowing direct care staff to focus their attention on the delivery and quality of clinical services.

Integrated healthcare: Development and implementation of One Care Project workgroups which target specific organizational practices and opportunities to integrate processes and services for those seeking mental health and medical treatment.





## ON THE HORIZON

AMY MCMAHON, DIRECTOR, BEHAVIORAL HEALTH,  
BRAZORIA COUNTY ADULT AND YOUTH & FAMILY  
SERVICES BRAZORIA/GALVESTON COUNTIES



Centered on  
**EXCELLENCE**

### **Behavioral Health- Adult Services BRAZORIA Programs+ Youth & Family Services Brazoria/ Galveston Counties**

- Youth and Family Services (YFS) in Brazoria and Galveston Counties (Anchor Point & Boathouse)
- Adult Mental Health Brazoria County-
  - Southern Brazoria Community Services Center (SBCSC)
  - Northern Brazoria Community Services Center (NBCSC)
- Adult Substance Use Services in Brazoria County (Alvin and Angleton)
- YFS Substance Use Services (Galveston and Brazoria Counties)
- YES Waiver (Brazoria & Galveston Counties)

### **Projects**

- TTOR Grant- Be Well Texas
- Multisystemic Therapy

- Increase access to SUD and Peer services for youth, families, and community partners through secured HHSC funding made available by the SMART grant (Supporting Mental Health and Resiliency in Texans) award.
- Build Youth Prevention program with Health and Human Resources (HHSC) funding secured through the YPU (Youth Prevention Universal) grant award
- Continue efforts to serve a greater number of youth & families, adults and community partners, including:
  - Further expand ISD collaborations
  - Increase reach of TTOR program (Texas Targeted Opioid Response)
  - Build Peer-led advisory councils for Brazoria and Galveston Counties
  - Development and implementation of monthly community events promoting activities as an alternative to drug and alcohol use







### **Behavioral Health Adult Services GALVESTON Programs**

- Assertive Community Treatment (ACT) (Brazoria & Galveston County)
- Mainland Community Service Center (MCSC)
- Galveston Island Community Service Center (GICSC)
- Substance Use Services (Texas City and Galveston)

### **Projects**

- One Care Team - Galveston

### **One Care Team Project**

- Continue integrated efforts and activities between GCC and Coastal Health and Wellness (CHW)
- Initiate and successfully complete the action and execution phases of the One Care Team Project through both the Steering Committee and the six workgroups. Each workgroup has assigned staff from GCC and CHW. These workgroups will continue to meet monthly to maintain momentum. These workgroups include:
  - Finance and reimbursement
  - SUD Services
  - Data Sharing between electronic health records
  - Front Office Staffing
  - Referral Processes
  - Medical Services

### **Coordinated Specialty Care: First Episode Psychosis Treatment and Case Management**

- Expansion of services to include First Episode Psychosis, which will benefit individuals ages 15-30 who are within two years of experiencing their first psychotic episode.
- This is a team-based approach offering access to the following:
  - Individual Placement and Support Services (IPS)
  - Assistance in the pursuit of permanent competitive jobs
  - Cognitive Behavior Therapy specifically developed for those experiencing psychosis
  - Family Therapy and support
  - Peer support services
  - Person-centered recovery planning





**VIRGINIA SMITH**

EXECUTIVE CONSULTANT, DIRECTOR OF CCBHC



Centered on  
**EXCELLENCE**

## CCBHC Activities Community Impact

- Organization kicked off Same Day Next Day on July 18, 2024 to meet the CCBHC requirement of providing services within 10 days of the request
- Submitted documentation for Texas CCBHC Recertification
- Completed SAMHSA CCBHC Attestation
- Improved CQI Process
- Substance use treatment for Youth
- Creation of new staff positions
- Enlarged Care Coordination Team with 2 Youth and Family Care Coordinators
- Expansion of Care Coordination supported transitions from Justice Services and additional behavioral health hospitals
- Care Coordinators assisted with the connection of individuals to primary care providers
- Continued collaboration with organizations in the community to develop strategic partnerships that support CCBHC expansion
- Crisis Plan Development for all individuals served
- Pathway to Care staff provided intense services to individuals with increased risk for suicide

## ON THE HORIZON

- Continued improvements to access to care
- Reduced hospitalization and emergency department use
- Chronic Health Management
- Improved transitional pathways for individuals from justice organizations and hospitals
- Expansion of outreach activities with a special focus on the Hispanic and LGBTQ+ communities to reduce healthcare disparities
- Initiation of individuals served and family advisory commission





## JAMIE WHITE

### INTELLECTUAL & DEVELOPMENTAL DISABILITY SERVICES



## Centered on EXCELLENCE

### Performance Contract

#### Provider Services

- General Revenue
  - Community Support
  - Respite
- PASRR
  - Independent Living Skills Training (ILS)
  - Day Habilitation

#### Authority Services

- PASRR
  - Habilitation Coordination
  - MH Case Management
  - Enhanced Care Coordination

#### Intake Waiver Enrollment Service Coordination

- General Revenue
- Texas Home Living
- Home and Community-Based Services
- Continuity of Services
- Community First Choice

#### Crisis Intervention Services

### Internal Project

#### IDD Services Redesign

### ► Financial Excellence

The service coordination unit continues to improve service provision strategies resulting in increased billing over this last year.

### ► Operational Excellence

This year, we implemented a stronger structure to support individuals and families' access to service coordination through smaller groups, referred to as PODS, assigned as back up contacts. This information was provided to individuals, families, and providers to increase the response time when challenges occur or to provide access to other resources when staff are out for any reason. We also have improved our intake processes to become more automated and accessible electronically.

### ► Clinical Excellence

Individuals receiving IDD services through Gulf Coast Center receive more consistent services at a higher volume than in the past, ultimately leading to better outcomes and customer satisfaction. Our improved processes for intake have led to a lowered wait time for getting an intake appointment for the eligibility assessment.



## ON THE HORIZON

### DEANNA DAVID

**Engagement with Progressive Strategies** - Through the CQI process, we will improve our PASRR services to be more efficient in order to best serve individuals in nursing facilities for all PASRR services, including Habilitation Coordination, MI PASRR services and Specialized Services, both in the facilities and community.

**Participation in the IDD Hackathon** - Part of the process for the IDD Hackathon includes a community needs assessment to help determine the challenges that will be the focus for the hackathon. This event will be instrumental in identifying proposed solutions to challenges and barriers faced throughout our state and beyond. Gulf Coast Center will be the first to participate in an event focused on IDD services.

**Strengthen Customer Service** - Build and strengthen community connections implementing regularly scheduled meetings with families and community partner agencies.

**Increased use of Technology** - Provide easier access for staff and families to share information and cut down on time-consuming processes and quicker access to necessary services. Roll out of Eleos to all staff for more efficient documentation processes and timeframes. This will improve the quality of notes and allow the staff more time to focus on direct services with their caseloads and persons involved rather than the amount of time spent on administrative documenting.

**Improve our training processes for staff to feel confident in their roles** - Provide ongoing access to refresher training and improve our onboarding process.

**Focus on service provision** - Build on processes and supports to help employees gain the tools they need to provide quality services and their input on how to be innovative and do more for our community.

**Engage more with staff** - Have team building activities in small groups and with the whole department. Continue quarterly workdays and enhance the environment of our shared workspace to be more inclusive of staff specific interests and comfort.

All of these things interact with Access, Expansion, and Provision and will impact the community by allowing more people to receive services, have increased satisfaction with services, and increase visibility for Gulf Coast Center. We will continue to be known as the primary, reputable resource for all things IDD in Brazoria and Galveston counties!





- **Development of career ladder for frontline staff;**
  - The goal of the Career Ladder is to allow staff to increase their rate of pay in a specific position, while supporting a clear path towards more responsibility.
  - FY25 planned to implement Phase II to include Managers/Directors.
- **Support Employee Engagement**
  - Advisor for BJEDIA Commission
  - Advisor for Staff Council
- **Greater focus on benefits awareness**
  - Communications and surveys
  - FY25 to focus on enhanced communication and upgraded plan offerings.
- **Support of grant submissions and CCBHC recertification**
  - Job description development and narrative assistance
- **MHDD Captive Committees membership:**
  - Strategic Planning and Clinical Risk

## TALENT ACQUISITION

- Promoting "Development Center" in all recruiting materials/postings.
  - Internal supervision
  - Leadership development
  - Developmental positions (Behavioral Health Specialist, Team Lead)
- Expanded Intern/practicum learning plan to encompass multiple areas
- Expand strategic relationships with local Universities







## AMANDA GROLLER INNOVATIVE & SPECIAL PROJECTS



## Centered on EXCELLENCE

### Programs:

- Crisis Counseling Program (CCP)
- Kempner Moody Transportation Grant
- Law Enforcement Crisis Training
- Military Veteran Peer Network (MVPN)
- Peer Support
- Permanent Supportive Housing (PSH)
- Projects for Assistance in Transition from Homelessness (PATH)
- Resilient Youth, Safer Environments (RYSE)
- Supported Housing/Supported Employment
- Victims of Crime Counseling (VOCA)

### Projects:

- Supported Housing Rental Assistance (SHRA)

### Initiatives:

- BJEDIA
- Disaster Preparedness and Response
- Zero Suicide

### ► Financial Excellence

Special Projects - grant funded programs or projects with community-based outreach and engagement for specialized populations or specialized needs. Strong fiscal oversight by leadership in collaboration with the Finance Department has succeeded in reaching new milestones with PSH grant spend down, renewals on VOCA, successful grant metrics and spend down of RYSE, MVPN, PATH and the award of new housing funding through Brazoria County HOME ARP grant.

### ► Operational Excellence

Special Projects expanded to integrate Peer Support under the leadership of a Peer Team Lead, following SAMHSA best practices and promoting cohesion and collaboration. Supported Housing and Supported Employment services combined into one collaborative team across service locations and expansion with Team Leads. Leadership in the community for the implementation of and roll out of the Coordinated Entry Planning Entity and leadership of the Gulf Coast Center BJEDIA Commission. Peer Team Lead- How Being Trauma-Informed Improved Criminal Justice Responses Train the Trainer and represents GCC on the N.A.P.S Workforce Development Committee, Be Well Texas Rural Communities Opioid Response Consortium and Texas Council Peer/Family Partner Steering Committee. Gulf Coast Center representation as the Training and Education Chair for the Texas Gulf Coast Regional VOAD.

### ► Clinical Excellence

Successful implementation of Survivors of Suicide Attempt (SOSA) Groups; MVPN Leadership of the Brazoria County Mental Health Task Force Meetings; RYSE leading the Galveston and Brazoria County Higher Education Suicide Safe Care Cohort - Best Practices for Suicide Care in Higher Ed and Galveston and Brazoria County K-12 Learning Collaborative - Best Practices for Suicide Care in ISDs. Leading internal and external trainings - Military Cultural Competency, AS+K, ASIST, Safety Planning Intervention, CALM, Talk Saves Lives. Leadership and rallying staff for Hike for Hope - AFSP Suicide Prevention/Resource Sharing Event in Galveston and national representation for Suicide Care/RYSE Presentation at National AAS (American Association for Suicidology) Conference and Suicide Safe Care Presentation. Successful co-leadership with NAMI Gulf Coast for the "Bringing Back Hope" Conference. Leadership in facilitating Crisis Intervention Training and De-Escalation for law enforcement contributing to successful outcomes in mental health crisis situations. Successful collaboration and PATH representation at Sun Behavioral Inpatient unit once a week.

## ON THE HORIZON

- Coordinated Entry Planning Entity implementation - Galveston County
- Brazoria County Diversion Project
- Beryl Crisis Counseling Program
- Expansion of mental health Peer Support





**ALISON BOUDREAUX**  
MENTAL HEALTH FIRST AID



Centered on  
**EXCELLENCE**

- 37 MHFA trainings completed
- 21 Adult MHFA courses
- 16 Youth MHFA courses
- 166 School District Employees/School Resource Officers trained
- 25 Independent School Districts received MHFA training
- 2 Universities received MHFA training
- 12 Law enforcement agencies received MHFA training
- 1 Fire department received MHFA training
- 2 GCC/contracted employees certified as MHFA instructors.
- Added 7 MHFA instructors to the program to expand program

**491**

Individuals trained as Mental Health First Aiders at **NO COST TO PARTICIPANTS!**

#### **Other trainings completed at no cost:**

- 19 first responders trained in Applied Suicide Intervention Skills Training
- 18 hospital employees trained in De-escalation Skills
- 110 first responders trained in Critical Incident Stress Management

## **FY24 ACCOMPLISHMENTS AS A CCBHC**

- Developed a relationship with Windham School District which provides Correctional Facility Education services throughout Texas.
- An MOU was signed to have one of their instructors certified to teach Mental Health First Aid and was completed in May.
- We are working on logistics to begin training MHFA to inmates in our catchment area who are nearing reintegration into the community.
- We have plans to expand this training to youth in the juvenile justice system as well. At the completion of all trainings, participants will have a better understanding of how to access GCC services.

## **ON THE HORIZON**

HOST A FIRST RESPONDER MINI SYMPOSIUM FOR FIRST RESPONDERS FROM AROUND GALVESTON AND BRAZORIA COUNTY TO VIEW TRAININGS AND SERVICES OFFERED BY GCC.





# PROJECT MANAGEMENT

<b>INITIATION</b>	<b>Business Continuity Plan</b>	<b>Appreciation Celebration</b>
<b>Resiliency Centers - The Goodman Group</b>	<b>CARF - MF</b>	<b>Spring Fling</b>
<b>Customer Satisfaction Survey</b>	<b>Alvin Clinic Beautification Project</b>	<b>GCC Strategic Planning</b>
<b>Arena Clinic Modeling &amp; Simulation</b>	<b>GCC Training Redesign</b>	

<b>PLANNING</b>	<b>Legislative Strategy</b>	<b>One Care Center - Integration Project</b>
<b>EOU Crisis Center</b>	<b>Emotional Intelligence</b>	<b>NCQA - IDD</b>
<b>Just In Time Prescriber Scheduling</b>	<b>IDD Hackathon</b>	

<b>EXECUTION</b>	<b>Eleos - AI Clinical Documentation</b>	<b>iCentrix - PowerBi Dashboards</b>
<b>Same Day / Next Day</b>	<b>SmartCare 6.0 Upgrade</b>	<b>IDD - Redesign</b>
<b>B-JEDI-A</b>	<b>YES Waiver</b>	<b>Person-Centered Thinking</b>
<b>Zero Suicide</b>	<b>55th Gala</b>	<b>Trackstar Implementation</b>
<b>Grant Strategy Project</b>	<b>CCBHC Recertification</b>	<b>Galveston Clubhouse</b>



## Date of Initial

### CCBHC Certification:

October 2021

### Recertification Deadline:

October 2024

**Application Renewal:** Mary 2024

### Certification Renewal Initiation:

July 2023

### Awarded CCBHC Grants:

- CCBHC IA (Improvement and Advancement) Grant:  
Awarded September 2023
- CCBHC IA Grant Year 2  
Awarded: July 2024

### Potential Award Amount:

\$375,000 a year

Strategic Prevention Framework (SPF) which is youth substance use focused





# PERSON-CENTERED PRACTICES

## Five-Year Plan

### FY24

- ✓ Train PCT & PFT Trainers
- ✓ Identify Mentor Trainer
- ✓ Technical Assistance
- ✓ Initiate Community of practice
- ✓ Train staff
- ✓ 1st-year Survey/Evaluation
- ✓ Hoshin Planning/Report

### FY25

- Train PCT & PFT Trainers
- Technical Assistance
- Work on Community of Practice
- Train Staff
- 2nd-year Planning/Evaluation
- Hoshin Planning/Report

### FY26

- Train PCT & PFT Trainers
- Work with mentor candidate(S)
- Technical Assistance
- Map out Community of Practice
- Train staff
- 3rd-year Survey/Evaluation
- Hoshin planning/Report

### FY27

- Train PCT & PFT Trainers
- Mentor new mentor candidate(S)
- Technical Assistance
- Map out Community of Practice
- Train staff
- 4th-year Survey/Evaluation
- Hoshin planning/Report

### FY28

- Sustainability plan/next steps
- PCT Trainers
- Train Staff
- Technical Assistance
- Community of practice established
- Final survey/final evaluation
- Hoshin planning/Final report

### PCT Accomplishments in FY24 and look ahead to FY25:

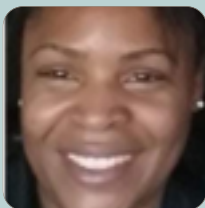
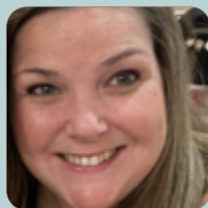
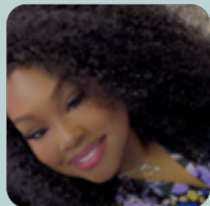
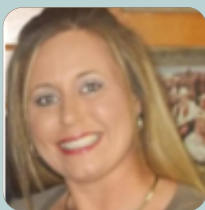
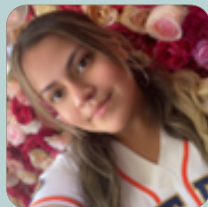
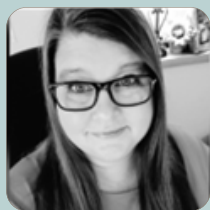
- Identified Trainers: Justin B, Sarah L, T.J. O, and Jesse D. Observation and curriculum training complete. Commencing provisional trainings September 2024.
- Identified Mentor: Justin Becker. Currently working as PCT lead with consultant.
- 90% of leadership team (ELT, EMT, PMs, TLs) trained in PCT in FY24
- Mentor and consultant worked together to develop plan to train 80% of center staff on PCT by end of FY25. This includes 9 individual 2-day sessions from September 2024 to August 2025.







# STAFF COUNCIL



## All Center Events

- December- Appreciation Celebration
- May- Spring Fling @ T.E.X. Fun & Social

## Initiatives

- Fundraising for All Center Staff Events
  - \$7,882.85 raised
- Staff Morale
- Awareness Months
- Food Drive
- Back to School Drive
- MH Bags
- Social Media Workgroup
- Wellness 2024
- Hike for Hope
  - 50 GCC Participants
  - \$450 Raised for Suicide Awareness

## FY24 Members

- Melissa Krauss - Chair
- Joanne Martin - Co-Chair
- Alison Anderson
- Angela Lewis
- Brooke Camarata
- Candace Harper
- Ciara Rougely
- Eli Perez
- Destiny Thomas
- Helen Hawley
- Kimberly Thomas
- Maritza Morales Cuellar
- Rita McGee



## EMMITT WYCHE & LINDA BELL

BJEDIA - BELONGING, JUSTICE, EQUITY, DIVERSITY, INCLUSION, & ACCESS

The Gulf Coast Center remains deeply committed to advancing its organizational priorities related to Belonging, Justice, Equity, Diversity, Inclusion, and Access (B-JEDI-A). These principles are integral to fostering an inclusive and supportive environment.

During FY24, the Commission focused on building capacity by solidifying membership and building a deeper understanding of BJEDI-A and its intended outcomes for the community. The Commission focused on cultural awareness and enrichment, with various programming and opportunities for learning.

A continued key focus of the commission is to prioritize inclusivity and belonging. By continuing to value and integrate belonging and inclusion, the commission aims to foster a culture of respect, innovation, understanding, and empowerment within the organization. Through this work, the B-JEDI-A Commission strives to enhance belonging not only for the staff but also for the individuals and communities served by the Gulf Coast Center. By upholding the B-JEDI-A principles, the commission aims to build a more inclusive environment where everyone feels valued, respected, and empowered to thrive.

**Commission Member List:** Amanda Groller, Arielle Gray, Justin Becker, Melissa Krauss, Rachel Griffiths, Megan Lon, Deinisha Tryals, Timothy Ornelas, Sharon Bell, & Tiffani Mallory, Kelsey Hoosier

**Sponsor:** Linda Bell **Consultant:** Dr. Emmitt Wyche



# GCC FY24 VOLUNTEERISM - WE COME TO CARE!

<b>Alison Boudreaux</b>	<ul style="list-style-type: none"> <li>• United Way of Brazoria County <ul style="list-style-type: none"> <li>◦ I serve on the Board of Directors and oversee the Community Impact Committee.</li> <li>◦ I also assist throughout the year with designated Day of Service events.</li> </ul> </li> <li>• Galveston County Crisis Support Team <ul style="list-style-type: none"> <li>◦ I serve as a Law Enforcement and Mental Health Peer</li> <li>◦ Assist with critical incident stress debriefings and crisis defusing events</li> </ul> </li> </ul>
<b>Amy Smith</b>	<ul style="list-style-type: none"> <li>• Galveston County CISM Team</li> <li>• Galveston County First Responders (occasionally Brazoria County)</li> <li>• Mental Health Support</li> </ul>
<b>Ashlyn Murphy</b>	<ul style="list-style-type: none"> <li>• League City Animal Shelter</li> </ul>
<b>Avys Reeves</b>	<ul style="list-style-type: none"> <li>• The Food Bank</li> <li>• First United Methodist Church of LaMarque</li> </ul>
<b>Brittany Gaffey</b>	<ul style="list-style-type: none"> <li>• Church of the Living God</li> </ul>
<b>Brittany Holloway</b>	<ul style="list-style-type: none"> <li>• I volunteer with Peering Together a ministry based non-profit organization that supports and caters to all needs young and old. Bringing people back to the kingdom while providing resources to help aide in anyway we can throughout the communities from Galveston and Brazoria county. I am on the board of the organization and over Brazoria county so I volunteer non-stop. Our current focus is to provide hygiene kits to those in need, provide clothing for interviews or in general, and preparing to provide the elderly with Thanksgiving meals this November 2024.</li> </ul>
<b>Brooke Camarata</b>	<ul style="list-style-type: none"> <li>• I volunteer two to three Sundays a month at Gateway Community Church in the Special Blessings room (special needs room). I assist with advocacy and helping the parents of these children and adults where needed. I also volunteer in the Prayer Quilting, Young Families and Women's ministries. Located at 760 Clear Lake City Blvd, Webster, TX 77598</li> <li>• I also volunteer at least twice a year with Project Hope &amp; Joy located in Pasadena. This is a foundation that provides free lodging for terminally ill children and their families while they are transitioning or receiving treatment. I participate in the fundraising events such as serving food and also visit with the families.</li> <li>• I volunteer with Momentum Academy twice a year for their annual fundraiser and help advocacy with the families of children with IDD or related conditions. They are located at 2732 FM 528 Rd, Webster, TX 77598.</li> <li>• I also am pending the process of volunteering with Communities in Schools Bay Area to be a G.R.O.W. mentor to a student in Dickinson ISD or CCISD. More info can be found at CISBA.org and the coordinator I am working with is Elizabeth. This would be 30 minutes a week at 7:30am.</li> </ul>
<b>Cheryl Crosby</b>	<ul style="list-style-type: none"> <li>• I volunteer every year for the Houston Livestock show and rodeo. The event supports scholarships and mentoring leadership skills for youth in surrounding counties. I volunteer about 30- 40 hours each year in the Gatekeeper committee.</li> </ul>
<b>Diane Manley</b>	<ul style="list-style-type: none"> <li>• CASA Companions - CASA of Galveston County - As Needed - Galveston County</li> <li>• AFSP Board Member - American Foundation for Suicide Prevention - As Needed - Southeast Texas Chapter</li> <li>• CISM Mental Health Team Member - Galveston County Critical Incident Stress Management Team - As Needed - Galveston County.</li> </ul>
<b>Gary Baker</b>	<ul style="list-style-type: none"> <li>• Pastoral Care Ministry</li> <li>• New Hope Church</li> <li>• Weekly</li> <li>• Brazoria</li> </ul>



# GCC FY24 VOLUNTEERISM - WE COME TO CARE!

<b>Geraldine Jones</b>	<ul style="list-style-type: none"> <li>I am with Sigma Gamma Rho Sorority, Inc. and we are the Philo Affiliate, On July 31, 2024 we recently initialized and teamed with UTMB Medical Students to install a second Community Pantry. The refrigerator is already on the property, we have secured a certified licensed electrician and are in the process of installing the proper electrical connections at Shiloh AME Church. We have secured a carpenter to build the pantry that will protect the refrigerator and stock the non-perishable foods. Our organization will stock the refrigerator and pantry for the next 12 months. The Shiloh AME Church and UTMB Medical Students has committed to receiving the purchased and the cleaning of the pantry. This will serve all in need.</li> </ul>
<b>Jackie Hall</b>	<ul style="list-style-type: none"> <li>Women's Auxiliary with Salvation Army</li> </ul>
<b>Jamie Smith</b>	<ul style="list-style-type: none"> <li>Habitat for Humanity &amp; ReStore</li> </ul>
<b>Jana Ogilvie</b>	<ul style="list-style-type: none"> <li>I am a volunteer and a board member for the Columbia Historical Museum &amp; Rosenwald School, in West Columbia, Texas, Brazoria County. I volunteer 15 to 20 hours a month. I volunteer evenings and on Saturdays. I also volunteer for St. Paul's Catholic Church, in Fort Worth, TX, Tarrant County, working with a teacher on crafts for Faith Formation. I put in about 80 + hours a year, designing and cutting crafts out.</li> </ul>
<b>Jerry Freshour</b>	<ul style="list-style-type: none"> <li>Galveston County Clubhouse Board</li> <li>Westover Cove, Inc Board</li> </ul>
<b>Kristen Beamer</b>	<ul style="list-style-type: none"> <li>Abundant Life Christian Center Daycare</li> </ul>
<b>Luanne Smart</b>	<ul style="list-style-type: none"> <li>This is Luanne (Annie) Smart with QA, I volunteer with Bay Area Pet Adoptions/SPCA. This is a 501c3 no-kill animal shelter located in Galveston County (San Leon). I volunteer some evenings during the week and several weekends a month.</li> </ul>
<b>Mamie Clark</b>	<ul style="list-style-type: none"> <li>Peering Together</li> </ul>
<b>Marie Rosas</b>	<ul style="list-style-type: none"> <li>I volunteer at Mary Queen Catholic Church's food pantry.</li> <li>The church itself is in Galveston county, but some of the recipients live in Brazoria. <ul style="list-style-type: none"> <li>(After Harvey, the food pantry became a FEMA distribution center, so anybody could come, regardless of residence, and they also provided hygiene/toiletry items and baby items. Not sure about their current status in regards to these items.)</li> </ul> </li> </ul>
<b>Mio Henry</b>	<ul style="list-style-type: none"> <li>1 Saturday every month I volunteer with my church/family at Grace and Mercy Food Pantry plus we replenish our church pantry to feed to the community of Oyster Creek. -Brazoria County.</li> <li>1 Sunday a month I go into Santa Maria Hostel with my church ( The Carpenters House) to deliver the message. (we go every other week but we switch out teams) - Harris County</li> </ul>
<b>Pam Chioda</b>	<ul style="list-style-type: none"> <li>CityMark Church - Pray Love Community Outreach</li> </ul>
<b>Pamela Mescall</b>	<ul style="list-style-type: none"> <li>Galveston County Citizen Sheriff's Academy Alumni Association (GCCSAAA)</li> <li>Galveston County Medical Reserve Corps (MRC)</li> <li>Galveston County Community Emergency Response Team (CERT)</li> <li>Health Occupations Students of America (HOSA)</li> </ul>
<b>Patty Knutson</b>	<ul style="list-style-type: none"> <li>YAGA'S Children's Fund</li> </ul>
<b>Renee Lamberton</b>	<ul style="list-style-type: none"> <li>NAMI Gulf Coast</li> </ul>
<b>Rick Elizondo</b>	<ul style="list-style-type: none"> <li>I sit on the board of The Gulf Coast Transit District which services Galveston and Brazoria Counties.</li> </ul>
<b>Shari Forward</b>	<ul style="list-style-type: none"> <li>The Galveston County Critical Incident Stress (CISM) Team</li> <li>South East Resource Veterans' Effort</li> <li>Team Rubicon</li> </ul>
<b>Veronica Bass</b>	<ul style="list-style-type: none"> <li>Beginner's Group &amp; The Grapevine Magazine in Clute</li> <li>Brazospoint Fellowship</li> </ul>



# GCC FY24 COMMUNITY CONNECTION

Join a Club/Resource Fair	College of the Mainland (COM)	9/7/2023
Dickinson High School Open House	Dickinson High School	9/11/2023
Galveston Community College Suicide Prevention Awareness Table Setup	Galveston Community College	9/12/2023
The Best Me Is Drug Free	Galveston County Health District	9/26/2023
Lions Club Meeting	Carol Mitchell	9/26/2023
Habriendo las Puertas a la Salud Mental: Opening the Doors to Mental Health	College of the Mainland	9/28/2023
#IWillAsk	Pearland ISD	9/28/2023
Behind the 8 ball Symposium	Open Door Mission	9/29/2023
Brazoria County Recovery Walk	Gulf Coast Center	9/30/2023
Brazoria County Recovery Walk	Brazoria County Recovery Committee	9/30/2023
Fall into Health Fair	Texas AHEC East	10/21/2023
ACC Fall Wellness Fair	Alvin Community College (ACC)	10/23/2023
STEP UP FOR DOWN SYNDROME WALK	Galveston-Houston Families Exploring Down Syndrome	10/28/2023
NASA's Johnson Space Center Safety & Health Day	NASA Johnson Space Center	11/1/2023
2nd Annual Fall Dickinson Continuation Center College & Career Fair	Dickinson Continuation Center (Dickinson ISD)	11/2/2023
Dash Gordon Heroes Fest	Dash Gordon Foundation	11/3/2023
Dash Gordon Heroes Market	The Dash Gordon Foundation	11/4/2023
Suicide Prevention Table Setup	Galveston Community College	11/15/2023
Suicide Prevention Table Setup	Alvin Community College	11/16/2023
Suicide Prevention Table Setup	Galveston Community College	12/4/2023
Winter Family Health Fest	St. Vincent's House	1/27/2024
Suicide Prevention Table Setup	Galveston College	1/29/2024
College of the Mainland Community Resource Fair	College of the Mainland	1/30/2024
Texas A&M Galveston Spring 2024 Health Fair	Texas A&M Galveston	1/31/2024
Suicide Prevention Table Setup	Galveston College	2/12/2024
Suicide Prevention Table Setup	Galveston College	2/19/2024





# GCC FY24 COMMUNITY CONNECTION

Gulf Coast Center presentation at TCISD Boardroom	TCISD	2/28/2024
Suicide Prevention Table Setup	Galveston College	3/18/2024
TAMUG Sexual Awareness Health Month Event (table setup)	Texas A&M University Galveston (TAMUG)	3/28/2024
VOW22 Veteran Suicide Prevention Hike 2024	Lake Jackson Civic Center	4/13/2024
Galveston County Resource Fair	Nessler Center	4/16/2024
Children's Services Board of Galveston County presents open Resource Fair	Ciara Rougely	4/16/2024
City of Galveston Fair Housing Training	City of Galveston	4/19/2024
Galveston College Health and Wellness Fair	Galveston College	4/24/2024
Crime Victims Rights Week Resource Fair	League City Police Department	4/25/2024
Texas New Mexico Power Conference	TNMP	4/25/2024
League City Victims of Crime Resource Fair	League City Police Department	4/25/2024
Dickinson Pre-K & Kindergarten Pre-Registration Resource Table Setup & Signup	Dickinson ISD Education Support Center	5/3/2024
City of Friendswood Severe Weather Open House	City of Friendswood	5/7/2024
Spring and Summer Community Events	City of West Columbia	5/18/2024
City of Galveston Hurricane Preparedness Fair	City of Galveston Emergency Management	5/18/2024
2024 Brazoria County Hurricane and Disaster Preparedness Exposition	Brazoria County	6/15/2024
Hurricane Preparedness and Safety Fair	Cities of League City, Dickinson, Friendswood, and Galveston County	6/15/2024
Friendswood health fair	unknown	6/18/2024
Back to School Block Party	Coastal Health & Wellness	7/13/2024
7th Annual IDD Crisis Conference		7/23/2024
Community Resource Fair	Gulf Coast Center	7/27/2024
Stewart Elementary - Meet the teacher night	Melissa Arnold	8/5/2024
CIS Teacher Meet and Greet	Brazosport ISD	8/7/2024
Galveston Resource Navigation Expo	Galveston County Health District	8/23/2024
College of the Mainland Resource Fair	COM	8/29/2024





# FY 24 YEAR IN REVIEW

## SEPTEMBER 2023



In September 2023 GCC moves PPB to Sun Behavioral Health



GCC attends Walk to Recovery



GCC at Behind the Eight Ball Symposium

## OCTOBER 2023



GCC participates in Galveston Health Equity Roundtable

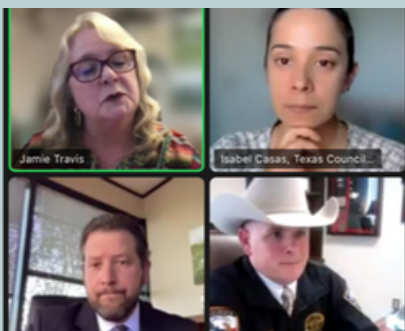


Board of Trustees members speak at IDD legislative briefing



GCC Celebrates Halloween

## NOVEMBER 2023



GCC Board members Jamie Travis and Sheriff Bo Stallman spoke at an IDD webinar



The Mental Health First Aid Team teaches at Pearland ISD



Staff put together Thanksgiving bags to clients





# DECEMBER 2023



GCC at Galveston College



GCC's 2023 Appreciation Celebration



CGG worked with NAMI Gulf Coast on the Mental Health Conference

# JANUARY 2024



Eleos Kick Off



Gulf Coast Center is featured in The Daily News



GCC at the NASA Space Center Safety Event

# FEBRUARY 2024



GCC's BJEDI-A commission held a webinar for Black history month



Mardi Gras' King Cake Challenge



Healthy Heart Month



# MARCH 2024



Galveston County  
Wellness Center  
Groundbreaking



GCC at the Hike For Hope



IDD Awareness Month

# APRIL 2024



GCC at Galveston College  
Wellness Fair



GCC at Texas A & M  
Women's Fest



T-CCBHC Site Visit

# MAY 2024



Annual Spring Fling



Galveston County Clubhouse  
Celebration



YAGA FEST



# JUNE 2024



MST Kick OFF



Same Day Next Day Planning



League City Health and Safety Fair

# JULY 2024



IDD Provider Services Summer Concert



Same Day Next Day Roll Out



State of IDD Panel Discussion

# AUGUST 2024



GCC at Freeport Intermediate Disaster Recover Center



GCC at the CIT International Conference



Felicia Jeffery and State Rep Terri Leo-Wilson at the State of Health Care luncheon.





# Recipients & Nominees

Gulf Coast Center's **Big John Cares Award** was created in honor of long time employee John Lewis. Throughout his years with GCC, John was always willing to go above and beyond for his co-workers and clients. As a GCC employee, John understood what it meant to be an "Ideal Team Player".

In recognition of other Ideal Team Players, the **Big John Cares Award** survey was created as a way for staff to recognize each other for going above and beyond even when no one is watching.

When someone sees a fellow staff member go above and beyond in the workplace, they are encouraged to complete the survey to nominate them for the **Big John Cares Award**. Each month the individuals who were nominated are recognized, and one of them is chosen to receive the **Big John Cares Award**, as well as a gift card in appreciation of their service.

## Nominees



**September 2023**  
**Tamera Yoakum**



**October 2023**  
**Diane Manley**



**December 2023**  
**Rachel Griffiths**



**January 2024**  
**Destinee Thomas**



**February 2024**  
**David Munson**



**April 2024**  
**Helen Hawley**



**May 2024**  
**Cathy Mach**



**June 2024**  
**Christen Dobbs-Perez**



**July 2024**  
**Maria Fullen**

Alex Reyes	Jana Ogilvie
Adeola Oyewole	Jessica Nunez
Alison Anderson	Jessica Ticas
Alison Boudreaux	Joyce Morgan
Amanda Groller	Kenna Rice
Ana Magadan	Lakenya Wade
Arielle Gray	Lilly Kathy Smith
Avys Reeves	Lindsey Brevig
Barbara Brown	Lisa Becker
Brittany Holloway	Lisa Dreyfus
Brittany Stewart	Mamie Clark
Brooke Camarata	Margaret Reyes
Candace Harper	Megan Lon
Cathy Brown	Melissa Krauss
Chris Warner	Mio Henry
Christine Shelton	Orisha Moon
Christy Dobbs Perez	Rachel Griffiths
Ciara Rougely	Renee Gomez
David Hernandez	Rita McGee
David Munson	Robert Edeker
Deborah May	Sam Tingle
Destinee Thomas	Sarah Galliker
Dionisia Hernandez	Sarah Lizotte
Dominique Thompson	Sonni Miller
Eileen Obrien	Sonya Moses
Elizabeth Jones	Stephanie Little
Erika Langsjoen	Stephannie Perez
Galveston Clinic	Susan Trevino
Helen Hawley	The Boat House staff
Jackie Hall	Vanessa Moore





# THANK YOU

Dear Gulf Coast Center Board of Trustees,

I want to extend my deepest gratitude to each of you for your enduring support and dedication to our mission. Your leadership and guidance have been instrumental in our continued success, and it's truly an honor to work alongside such a committed group of individuals.

Your collective wisdom, strategic insight, and compassion for those we serve have helped us navigate challenges and seize new opportunities. Thanks to your efforts, we are making a significant and tangible impact in the lives of countless individuals and families, promoting mental well-being throughout our community. Your work is a source of pride for us all.

As we move forward, I am confident that, with your continued support, we will not just reach even greater heights but do so together. Your support is not just integral to our mission, it is essential. We will continue to advocate for those in need and ensure everyone has access to the resources they deserve with you by our side.

Thank you once again for your invaluable contributions and steadfast commitment. Your support is not only appreciated but crucial to our mission and the well-being of our community.

I submit to you an email from a staff member who appreciates your approval of our contract with Eleos, our documentation assistance platform:

*"I wanted to share an exciting update about Eleos. I recently started using the new AI tool for documentation, and the results have been nothing short of transformative.*

*Last night, while working from home, I tried Eleos for the first time on a routine case management note. I was amazed to see that it not only completed the section I was working on but also finished the entire note. All I had to do was make a few edits. My reaction was so intense that my spouse witnessed me with tears of relief, realizing the potential this tool has.*

*Thank you so much for securing this tool for us. It has made a huge difference in my work life already and I'm still learning how to use it!"*

Thank you for "coming to care"

