

**Board of Trustees Meeting Minutes**  
**Thursday, August 27, 2026**

**Trustees Present:** Brooke Hambrick, Isabel Hernandez, Dianne Hickey, Linda Holloway, Ph.D., Cynthia Jones, Ph.D., Doug Lee, Ron Marchant, Kelly Sayre, Paul Slough, Dawn Waye (Virtual)

**Trustees Excused Absence:** None

**Staff Present:** Keelah Adelegan, Veronica Armendariz, Makala Burgess, Michelle Conrad, Elisabeth Davenport, Jennifer Davis, Pam Gutierrez, Cole Hoard, Sharon Jones, Barell Morgan, Jess Pham, Erin Posey, Morgan Quinnelly, Taylor Warren, Ritch Wright

**Guests Present:** None

**I. Call to Order**

**A. Roll Call** – a quorum was present for the Regularly Scheduled Board of Trustees meeting.

**B. Welcome to Guests and Staff**

Dianne Hickey, Board of Trustees Chair, called the Regularly Scheduled Meeting of the Denton County MHMR Center's, My Health, My Resources, Board of Trustees to order at 1:00 p.m. in the Boardroom of Denton County MHMR Center's, My Health, My Resources, Administrative Building, 1614 Scripture Street, Denton, Texas. Dianne Hickey welcomed guests and staff.

**C. Public Comments**

**D. Approval of the Regularly Scheduled Board of Trustees Meeting Minutes from July 30, 2026.**

The Board of Trustees reviewed the Minutes of the Regularly Scheduled Board of Trustees meeting, July 30, 2026.

**Board Action:** Ron Marchant made a motion for the Board of Trustees to accept the Minutes of the Regularly Scheduled Board of Trustees meeting, July 30, 2026, as presented. Brooke Hambrick seconded the motion, which passed unanimously. Linda Holloway, Ph.D., abstained due to not being present at the July 30, 2026, Board of Trustees Meeting.

**E. Approval of the Special Board of Trustees Meeting Minutes from August 12, 2026.**

The Board of Trustees reviewed the Minutes of the Special Board of Trustees meeting, August 12, 2026.

**Board Action:** Brooke Hambrick made a motion for the Board of Trustees to accept the Minutes of the Special Board of Trustees meeting, August 12, 2026, as presented. Cynthia Jones, Ph.D., seconded the motion, which passed unanimously.

The Board reserves the right to convene in Executive Session(s) from time to time as deemed necessary during this meeting - Executive Session(s) pursuant to Article 6252-17, Sec. 2, V.T.C.S., regarding Litigation (e), Real Estate (f), Personnel (g) and Security (j).

*Convened in Executive Session at 1:06 p.m.*

**II. Executive Session – Personnel (g) – Discussion – Executive Director’s Contract Renewal. Discussion and Approval as needed.**

*Convened back in Open Session following Executive Session at 3:05 p.m.*

**III. Board Action - Executive Session – Personnel (g) – Discussion – Executive Director’s Contract Renewal. Discussion and Approval as needed.**

**Board Action:** Brooke Hambrick made a motion for the Board of Trustees to approve the Executive Director’s Contract Renewal as presented. Ron Marchant seconded the motion, which passed unanimously

**IV. Crisis Residential Unit (CRU) Program. Board Action and Approval as needed. – Pam Gutierrez, Executive Director**

**Board Action:** Discussion Item Only.

**V. Review and Approval of Quality Management (QM)/Utilization Management (UM) Plan. – Veronica Armendariz, Senior Director of Quality Management (QM)/Utilization Management (UM)**

**Board Action:** Brooke Hambrick made a motion for the Board of Trustees to approve the Quality Management (QM)/Utilization Management (UM) Plan. Paul Slough seconded the motion, which passed unanimously.

**VI. Review and Approval of Substance Use Services (SUD) Quality Management (QM) Plan. – *Jess Pham, Senior Director of Behavioral Health (BH)***

**Board Action:** Brooke Hambrick made a motion for the Board of Trustees to approve the Substance Use Services (SUD) Quality Management (QM). Ron Marchant seconded the motion, which passed unanimously.

**VII. Strategic Plan Update. Board Action and Approval as needed.**

**Board Action:** The Strategic Plan Update will be tabled and presented at the September 24, 2026, Board of Trustees Meeting.

**VIII. Committee Reports**

*Finance Committee Meeting*

**A. FY 2026 Period 11 (July) Financial Statements. – *Dianne Hickey, Finance Committee Chair***

In July 2026, the Denton County MHMR Center reported a net loss of **\$407,131**, which was less than the board-approved budgeted loss of **\$5,241** for the month.

For the fiscal year-to-date period of September 2025 through July 2026, the Center generated a cumulative net profit of **\$941,429**, compared to a board-approved budget profit of **\$273,777** for the same period. This represents a favorable variance to budget and stronger-than-anticipated financial performance. This cumulative net profit reflects the Center's continued financial stability.

**Board Action:** Dianne Hickey made a motion for the Board of Trustees to approve the Financial Statements for the period ending in July 2026, which passed unanimously. A "second" was not required since the primary motion was made by the Finance Committee.

**B. Review and Approval of FY 2027 Budget and Personnel Services Schedule (PSS). – *Dianne Hickey, Finance Committee Chair***

**Board Action:** Dianne Hickey made a motion for the Board of Trustees to approve the FY 2027 Budget and Personnel Services Schedule (PSS), which passed unanimously. A "second" was not required since the primary motion was made by the Finance Committee.

*Personnel Committee Meeting***C. Review and Approval of Policies. – Brooke Hambrick, Personnel Committee Vice-Chair**

- Policy 3.1 – Confidentiality
- Policy 3.11 - Charges for Community Services - Financial Management
- Policy 3.702 - Service Plan
- Policy 3.703 - Screening, Referral & Emergency Services
- Policy 3.708 - Case Management/Service Coordination
- Policy 3.710 - Least Restrictive Alternatives
- Policy 5.0 - Quality Management Program
- Policy 5.0.1 - Quality Management and Utilization Management Plan
- Policy 6.0 - Human Resource Training & Development Program
- Policy 7.0 - Human Resources
- Policy 8.15 - Charity Care Pool
- Policy 9.0 – Privacy

**Board Action:** Brooke Hambrick made a motion for the Board of Trustees to approve all policies, as presented in the board packet, which passed unanimously. A “second” was not required since the primary motion was made by the Personnel Committee.

**D. Review and Approval of Executive Director’s Contract Renewal. – Brooke Hambrick, Personnel Committee Vice-Chair**

**Board Action:** The Executive Director’s Contract Renewal was discussed by the Board of Trustees during Executive Session.

**E. Executive Director’s Succession Plan. Discussion Item Only. – Brooke Hambrick, Personnel Committee Vice-Chair**

**Board Action:** The Personnel Committee will meet virtually on Friday, September 11, 2026, at 1:30 p.m., to discuss the Executive Director’s Succession Plan.

**IX. Other Agenda Items****A. Board Training/Staff Presentation – Outpatient Biopsychosocial Interventions (OBI) Program. – Morgan Quinnelly, Chief Integration Officer**

**Board Action:** The Outpatient Biopsychosocial Interventions (OBI) Program presentation will be tabled and presented at a later time, in a Board of Trustees Meeting.

**B. Abuse & Neglect/Critical Incidents Report. Discussion Item Only. – Kayla Lusk, Intellectual and Developmental Disabilities (IDD) Rights Protection Officer; Cole Hoard, Mental Health (MH) Rights Protection Officer**

**Board Action:** The Abuse & Neglect/Critical Incidents Report will be tabled and presented at the September 24, 2026, Board of Trustees Meeting.

**C. Zero Suicide Taskforce Quarterly Report. Discussion Item Only. – Elisabeth Davenport, Director of Liaison Services**

**Board Action:** The Zero Suicide Taskforce Quarterly Report will be tabled and presented at the September 24, 2026, Board of Trustees Meeting.

**D. Board of Trustees Meeting Attendance. Discussion Item Only. – Dianne Hickey, Board of Trustees Chair**

**Board Action:** Discussion Item Only.

**X. Executive Director Report. – Pam Gutierrez, Executive Director**

- The HCS Wait list currently has 3,504 individuals waiting for services.
- The IDD General Revenue Wait list currently has 296 waiting for services.
- The Mental Health Adult Services has a wait list of 145.
- The Mental Health Child and Adolescent Services has a wait list of 0.
- The Center's Service Targets are currently at 101% for adults and 116% for children and adolescents.
- Crisis Residential Unit (CRU) Weekly Numbers:

| Week                  | # of Admits | # of Discharges | Total Monthly Admits |
|-----------------------|-------------|-----------------|----------------------|
| 6/28/2026 – 7/4/2026  | 2           | 2               |                      |
| <b>June</b>           |             |                 | 10                   |
| 7/5/2026 – 7/11/2026  | 1           | 1               |                      |
| 7/12/2026 – 7/18/2026 | 2           | 1               |                      |
| 7/18/2026 – 7/25/2026 | 4           | 3               |                      |
| 7/26/2026 – 8/1/2026  | 4           | 1               |                      |
| <b>July</b>           |             |                 | 11                   |
| 8/2/2026 – 8/8/2026   | 3           | 2               |                      |
| 8/9/2026 – 8/15/2026  | 4           | 5               |                      |

- On September 18, 2026, the Center will have the 5<sup>th</sup> Annual Mental Health & Judicial/Law Enforcement Summit at the Embassy Suites. 8:00am to 12:20pm. Please RSVP through the link enclosed in your board packet.
- The Youth Crisis Outreach Team (YCOT) has begun providing services.

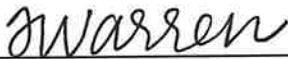
- The Outpatient Biopsychosocial Interventions (OBI) program will begin September 1, 2026.
- Thank you to Taylor for always helping me!
- Thank you to the staff, Leadership, and chiefs for all your hard work.
- Thank you to the Board for all your support and leadership.

**XI. Chair Comments. – *Dianne Hickey, Board of Trustees Chair***

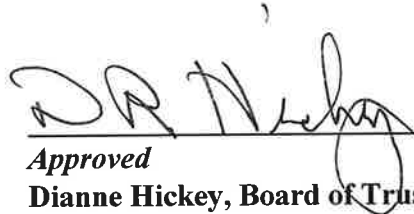
- Thank you to the board. Today was a very tough meeting, but you guys were outstanding. Thank you for all the questions and for making it work. I appreciate it.

**XII. New Business –** The next Board meeting will be held at the Administrative Building, 1614 Scripture Street, Denton, Texas 76201 on Thursday, September 24, 2026. However, it is likely a Special Board of Trustees Meeting will occur before the September 24, 2026, meeting.

**XIII. Adjourned –** The Board of Trustees adjourned at 4:33 p.m.



*Respectfully Submitted*  
Taylor Warren, Executive Assistant  
Denton County MHMR Center  
My Health, My Resources



*Approved*  
Dianne Hickey, Board of Trustees Chair  
Denton County MHMR Center  
My Health, My Resources