

THE STATE OF TEXAS
VS.
BARBIE LORRAINNE ROBINSON
TX

SPN: 03266 386
DOB: B F 09/16/1969
DATE PREPARED: 11/15/2024

D.A. LOG NUMBER: 3104278
CJIS TRACKING NO.:
AGENCY:DPS
O/R NO: 20240777038
ARREST DATE: TO BE

NCIC CODE: 7400 57

RELATED CASES:

FELONY CHARGE: MISUSE OF OFFICIAL INFORMATION

CAUSE NO:
HARRIS COUNTY DISTRICT COURT NO:
FIRST SETTING DATE:

COURT ORDERED BAIL: TO BE SET AT
MAGISTRATION
PRIOR CAUSE NO:
CHARGE SEQ NUM: 1

IN THE NAME AND BY AUTHORITY OF THE STATE OF TEXAS:

Before me, the undersigned Assistant District Attorney of Harris County, Texas, this day appeared the undersigned affiant, who under oath says that he has good reason to believe and does believe that in Harris County, Texas, BARBIE LORRAINNE ROBINSON, hereafter styled the Defendant, heretofore on or about April 2, 2021 and continuing through on or about November 19, 2021, did then and there unlawfully, intentionally and knowingly, while a public servant, in reliance on information to which the Defendant has access to by virtue of the Defendant's office or employment and that has not been made public, aided another, namely International Business Machines Corporation and or Kenneth Wolsey, to acquire a pecuniary interest in any property, transaction, or enterprise that may be affected by the information.

Probable Cause

Affiant, Jonathon Ryan Christian, is a certified peace officer and currently a Texas Ranger employed by the Texas Department of Public Safety, Texas Rangers Division. Affiant has been a peace officer for over 19 years, all with the Texas Department of Public Safety, and has been a Texas Ranger since February 2014. Among other duties, Affiant is responsible for investigating public corruption and has investigated numerous cases involving public corruption. He has executed many warrants and written many probable cause affidavits in support of both arrest and search warrants. This probable cause affidavit reflects information known by Affiant as of the time this affidavit is presented, based on evidence, documents, and witness statements of which Affiant has personal knowledge. Affiant has personal knowledge of all facts contained herein unless otherwise specified. Affiant believes Barbie Lorraine Robinson committed the felony offense of Misuse of Official Information on or about April 2, 2021 continuing through on or about November 19, 2021 in Harris County, Texas.

Affiant's belief is based upon the following information:

Affiant was able to identify Defendant Barbie Robinson by comparing identifiers Affiant found in her Harris County human resources file with her Texas Driver License #47822077 to resolve a positive match. Affiant queried a Texas driver license database for Defendant and noticed the e-mail address associated with Defendant's license lists the BarbieRobinson@aol.com e-mail address that is part of the activities described in this complaint below. Affiant also reviewed Harris County Commissioners Court video from time Defendant appeared as a speaker and saw that the individual speaking as Executive Director Barbie Robinson matched the picture on the license. Affiant knows that Harris County Public Health, its employees, and activities are within Harris County, Texas. Affiant believes based on the e-mails and work product of Harris County Public Health as well as Defendant Robinson's home mailing address and office are all within Harris County, Texas. Further, the criminal conduct alleged in this complaint relates to the misuse of Harris County information related to public procurement for Harris County local government.

Affiant was assigned to a separate investigation into improprieties with the procurement of a contract for services for Harris County Public Health ("HCPH"). During this separate investigation, Affiant requested via grand jury subpoena documents and communications from International Business Machines Corporation ("IBM") between IBM and Barbie L. Robinson. Affiant knew from credible and reliable Harris County Human Resources records that Robinson had been the Executive Director of HCPH until her termination in August of 2024. Affiant also knew from those records that Robinson had a prior leadership role at the Sonoma County, California's Public Health Division before moving to Harris County. While reviewing Harris County Office of County Administration's repository of prior Harris County Commissioners Court's agendas and court actions related to HCPH, Affiant saw Harris County Commissioners Court approvals for various components of a program called Accessing Coordinated Care and Empowering Self Sufficiency Harris County ("ACCESS"). Affiant finds the Harris County Office of County Administration's database to be a credible and reliable source of public records reflecting government work in Harris County. Affiant also conducted open-source research into Robinson's work while in Sonoma County, which was found on

D.A. LOG NUMBER: 3104278

DEFENDANT: BARBIE LORRAINNE ROBINSON

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at the time of imaging

Sonoma County's official website, in reference to a program called ACCESS Sonoma. Affiant finds the website sonomacounty.ca.gov to be a credible and reliable source for representing the basic facts surrounding Sonoma County government programs. According to Sonoma County's website, "Accessing Coordinated Care and Empowering Self Sufficiency (ACCESS) Sonoma is a county initiative that focuses on the critical needs of residents who are experiencing physical and mental health challenges, economic uncertainty, housing instability, substance use disorders, criminal justice engagement and social inequity." According to the same website, ACCESS Sonoma's goal is to coordinate care across social safety net county departments, using "a four-pronged approach; an Interdepartmental Multidisciplinary Team staffed by representatives from all of the Safety Net Departments, an Integrated Data Hub/Watson Care Manager developed in partnership with IBM, a system of governance led by the County's Safety Net Collaborative, and partnerships with community-based organizations and academic institutions." Affiant read a press release hosted by the Sonoma County Law Library, which Affiant found to be credible and reliable for the purposes of documenting public activity in Sonoma County, in which ACCESS Sonoma received a 2019 Advantage Award from IBM Watson Health. Affiant read that Robinson was quoted mentioning the program's success in the release. Affiant read in the press release from a manager for Watson Health Market, IBM Watson, "We're proud to celebrate Sonoma County's accomplishments and support them as they continue to use the most advanced healthcare technology to improve client outcomes throughout the entire continuum of care." Affiant read in Harris County public documents from the County Administrator's database that ACCESS Harris also used IBM as a key vendor after Robinson arrived in Harris County. According to the records of Harris County Commissioners Court activity hosted by the County Administrator's Office, Harris County initially awarded IBM approximately \$16 million for an "enabling technology solution" for ACCESS Harris.

Affiant continued his review of IBM e-mails. The e-mails spanned Robinson's tenure at both Sonoma and Harris counties. Affiant read the following e-mail exchange from April 2, 2021, between an IBM employee named Kenneth Wolsey and non-IBM employees Rohish Lal, Carolyn Staats, and Robinson. Affiant saw that Wolsey was using his work e-mail, but the non-IBM parties used various personal e-mails. Affiant believed the content of the e-mails related to IBM business with public entities. Affiant knows from his training and experience that public employees are usually required to conduct public business using their government e-mails in order to comply with public open records laws. Affiant saw the recipient of the e-mail was "barbierobinson@aol.com." Affiant believes Lal is the owner of one of the e-mails on the exchange due to its association with the personal e-mail address "Rohish.Lal@gmail.com." According to HCPH's website, Lal is a director in the department and works in the Office of Communications, Education, & Engagement. According to HCPH's website, Lal previously worked at the Sonoma County Department of Health Services. Affiant believes Staats is the owner of one of the e-mails on the exchange due to her association with the personal e-mail address of "cbirk@stcglobal.net." Affiant searched the internet for public records that used the e-mail address and found e-mail correspondence hosted by the City of Petaluma, California, in which the author of an e-mail using that e-mail address identifies herself as "Carolyn Birkenstock." Affiant confirmed using publicly available maps that Petaluma is in Sonoma County. Affiant then used a law enforcement database to search for Carolyn Birkenstock in the northern California region. Affiant found a person who resides in Petaluma with the name on her California driver license as "Carolyn Staats Birkenstock." Affiant then did a Google search for Carolyn Staats and found that according to a website called GovTech.com, Staats "is the Director of Innovation for the County of Sonoma and IT Director for the ACCESS Initiative." Affiant saw on this same webpage that Staats and Wolsey were both speakers on a webinar sponsored by IBM about IT modernization. Affiant also found a profile page on the National Association of Counties website that lists Staats as a director in Sonoma County. Affiant reviewed the April 2, 2021, e-mail and interpreted that IBM and the non-IBM parties were planning a project or report together and that the parties were interested in doing ACCESS in Harris County. Based on this April 2nd e-mail, Affiant has reason to believe Robinson already had been working for Harris County, but using a non-Harris County e-mail address. Affiant believes this e-mail chain shows that Robinson coordinated with Lal and non-Harris County personnel to plan how to use IBM's services in Harris County in her new role.

Affiant queried Harris County Office of County Administration's public records of past Commissioner's Court agendas and activities to find that on March 9, 2021, the Harris County Commissioners approved Robinson to be the Executive Director of Harris County Public Health. According to the public agenda, Commissioners Court requested the court go into executive session "to discuss the potential appointment of an Executive Director of Harris County Public Health and for possible action to be taken concerning such appointment upon return to open court." Affiant knows from his experience that when governments approve the hiring of senior personnel via voting, it is often at the end of a formal application, interview, and vetting process. Affiant believes that at least by March 2, 2021, county leadership had decided that Robinson was their choice to be the next Executive Director of Harris County Public Health. Based on this, Affiant believed the aforementioned April 2nd e-mail between IBM, Robinson, and others had been a part of Robinson's role in HCPH.

Affiant continued to review IBM e-mails. Affiant reviewed a May 14, 2021, e-mail between IBM and Robinson discussing sole-source contracts. Based on Affiant's training and experience, Affiant understands a sole-source contract is a contract for goods or services only available from one provider. Affiant believes that this usually happens when the provider is offering something proprietary. When a contract is sole-sourced, it is usually exempted from a competitive bidding process in which multiple goods or services providers can attempt to win the public contract. Affiant saw in the May 14th e-mail information passed from IBM to Robinson about how another county was able to award a contract on a sole-source basis. Please see this email in Exhibit 1.

Affiant reviewed an e-mail from July 11, 2021, between IBM and Robinson. Affiant saw in the July 11th e-mail discussion about an IBM-hosted workshop for Harris County personnel. Affiant found public documents on the Harris County Administrator's database related to funding for an IBM-related workshop around the same time. Affiant saw that Harris County approved \$45,000 for IBM to put on the "IBM Garage Executive Thinking Workshop." Affiant found a document called "Statement of Work 1" appended to the county approval for paying IBM for this workshop, which explained the program's details. The Workshop comprised of two 6-hour sessions that would help Harris County personnel conduct strategic planning like "develop empathy maps to understand challenges and opportunities" and "develop and prioritize problem statements that keep the focus on value-added outcomes." According to the Statement of Work 1, the Workshop would proceed in four segments: stakeholder analysis, opportunity analysis, ideation, and prioritization. According to the Statement of Work 1, the Workshop would occur around July 21st or another "mutually agreed upon time," and IBM would be responsible for planning the Workshop, creating presentation materials, providing facilitators, providing lunch if allowed, and delivering a report. The Statement of Work 1 identifies Workshop activities and the scope of IBM duties for the workshop. Affiant saw in the Statement of Work 1 that it does not expressly contemplate deploying IBM technology in this session, but what it does do is expressly promote IBM's enabling technology, the subject of the future and at the time- contemplated RFP. Statement of Work 1 Background section expressly mentions IBM's prior work with Robinson in Sonoma and promotes IBM's technological tools.

Based on our collective experience building ACCESS Sonoma with Director Robinson during her tenure at Sonoma County, we propose, as an initial starting place for ACCESS Harris County, an Executive Design Thinking session to bring key executive stakeholders to the table. . . We have the necessary experience with the technology building blocks, which we call the Cognitive Enterprise, to enable a successful business transition through ACCESS Harris County. The Cognitive Enterprise leverages an open data platform in a manner that combines key technologies such as cloud, data sharing and artificial intelligence. Our flexible, open architecture is designed to meet the demanding usage needs of a complex ecosystem at scale.

Statement of Work 1 continues in an image embedded in Exhibit 1.

Affiant believes this document to be IBM and Robinson promoting IBM's technology during the creation of the scope of the ACCESS Enabling Technology RFP to key Harris County social services personnel. Affiant has reason to believe this all happened before the RFP bidding period opened and before other potential bidders could have known about the procurement opportunity. Affiant also has reason to believe that by allowing IBM to publicly promote it's enabling technology in this workshop, it would also discourage other potential bidders from attempting to propose a bid.

Affiant reviewed an e-mail obtained from IBM between IBM, Robinson, and Carolyn Staats from November 2, 2021. The e-mail shows Wolsey e-mailed Robinson at her personal e-mail address, barbierobinson@aol.com. While it appears that Robinson is using her private e-mail to conduct official county business outside the reach of public transparency requirements, Affiant believes that this e-mail shows that IBM is helping to craft part of the ACCESS program for which it is then making a competitive bid for later in the same month. The e-mail shows this is not an isolated conversation because it references a text message conversation. This e-mail, in context with other e-mails, indicates that Robinson has shared the scope and details of the proposed contract outside the competitive bidding window. Please see this email in Exhibit 1.

Affiant reviewed another e-mail between IBM and Robinson from November 7, 2021, including correspondence through Robinson's personal e-mail barbierobinson@aol.com and her official Harris County e-mail. Affiant saw in this e-mail a discussion of sole-source contracts. Please see this email in Exhibit 1.

Affiant reviewed an e-mail obtained from IBM between IBM and Robinson from November 15, 2021. Affiant believes this correspondence was four days before the bidding for the ACCESS contract was open to the public on November 19, 2021, according to the public documents Affiant obtained related to the bid from the County Administrator. Affiant believes this e-mail shows that IBM was already aware of the details of the RFP for the ACCESS enabling technology contract. Please see this email in Exhibit 1.

Affiant is aware of similar allegations that Robinson shared information about RFPs with bidders from around the same time in 2021 relating to an HCPH contract, according to reporting by the Houston Chronicle. The Houston Chronicle published e-mails it obtained about an RFP for an HCPH program called Holistic Assistance Response Teams (HART) and a vendor called Disaster Emergency Medical Assistance Consulting and Management (DEMA). Affiant also knows from credible and reliable audit records hosted by SonomaCounty.ca.gov records that DEMA was a vendor for Sonoma County Department of Health Services under Robinson. Affiant found that the Houston Chronicle reported the following about DEMA, knowing they received the lucrative Harris County Contract in November 2021. Please see this email in Exhibit 1.

Affiant confirmed the DEMA contract dates in the County Administrator database to find that Harris County Purchasing did not officially

notify DEMA until December 8, 2021, and was not officially awarded the contract until January 25, 2022.

Affiant obtained records related to the procurement from Harris County for “Proposal 21/0396 Enabling Technology Solution for the ACCESS Initiative for Harris County Public Health Services (ARPA).” Affiant saw in the procurement records that Harris County awarded IBM the ACCESS contract after a competitive bidding process called a request for proposal (“RFP”). Affiant knows that under Texas law, before a county may purchase one or more items under a contract that will require an expenditure exceeding \$50,000, the commissioners of the county must comply with a competitive bidding or proposal process. Affiant obtained the Request for Court Action from the Harris County Commissioners Court for file number 22-1046, agenda item number 310 for February 8, 2022. Affiant finds these public legislative documents to be credible and reliable. This Request for Court Action documents stated, “Using federally recognized procurement guidelines, and in conjunction with the Harris County Purchasing Department, the ACCESS Harris County team conducted a Request For Proposals to select the optimal vendor to provide the enabling technology solution required to put ACCESS into motion.” Affiant saw in these 2022 documents that Harris County gave \$16,086,921 to IBM for the enabling technology for the ACCESS program pursuant to the RFP. Affiant also found subsequent monies awarded to IBM for ACCESS on June 28, 2022. Affiant saw in Harris County Commissioners Court Request for Court Action file number 22-4051, a document that Affiant finds credible and reliable, that IBM received \$15,987,025 for future years “in connection with an award approved by Commissioners Court on February 8, 2022 (210396).” Affiant believes that by combining these two awards, Harris County has authorized the potential payment of up to \$31,000,000 to IBM for ACCESS technology.

Under Texas Penal Code Section 39.06 Misuse of Official Information, (a) A public servant commits an offense if, in reliance on information to which the public servant has access by virtue of the person’s office or employment and that has not been made public, the person: (1) acquires or aids another to acquire a pecuniary interest in any property, transaction, or enterprise that may be affected by the information; or (2) speculates or aids another to speculate on the basis of the information. “Information that has not been made public” means any information to which the public does not generally have access and that is prohibited from disclosure under Chapter 552, Government Code.

Affiant believes Defendant to be a public servant because she was acting in her capacity as the head of Harris County Public Health. Affiant saw in the records obtained that Defendant had a pre-existing relationship with IBM for ACCESS Sonoma and wanted to replicate the ACCESS program in Harris County. Affiant saw that when Defendant began her work in Harris County, she continued communicating with IBM. The e-mails show that Defendant attempted to work with IBM to sole-source the public contract. Affiant believes that non-public information was shared with persons not authorized to receive or possess said information. Further, the e-mails show that IBM was aware of the scope of the project before bidding began and had already started working on it. This head start on the public bid is also underscored by the fact that IBM was able to promote its ACCESS-enabling technologies through its strategic planning workshop in the months leading up to the technology RFP.

AGAINST THE PEACE AND DIGNITY OF THE STATE.

Signed and sworn by me on 11-15-24

Duly attested by me on 11/15/24

J.J.
AFFIANT

Assistant District Attorney
Harris County District Attorney's Office
TBC No. AC895

At HCDAO
Witness (Peace Officer)

Arturo Marines #207
Witness Printed name & Badge or Payroll number

COMPLAINT

FILED
Marilyn Burgess
District Clerk

NOV 15 2024
Time: 20:32
By 90
Harris County, Texas
Deputy

Message

From: kewolsey@us.ibm.com [kewolsey@us.ibm.com]
Sent: 5/14/2021 8:50:27 PM
To: Robinson, Barbie (PHES) [barbie.robinson@phs.hctx.net]
Subject: Fw: [EXTERNAL] Sole Source Justification for IBM and County of Orange
Attachments: HCA20-014 SUP ATTACHMENT C_9854561.PDF; Image.1621025424929.png; Image.Image002.png@01D74291.3D0BBEB0.png; Image.1621025426614.png

Importance: High

To Barbie.

Attached is the sole source justification from Orange County. Natalie also provided a link to the board agenda item that has all the documentation from their board action.

Regards,

Ken

Kenneth Wolsey		
Partner, Health & Human Services	10140 Mesa Rim Road	
IBM Global Business Services	San Diego, CA 92121	
Mobile: 858-366-2557	USA	
e-mail: kewolsey@us.ibm.com		

-----Forwarded by Kenneth E Wolsey/San Diego/IBM on 05/14/2021 01:48PM -----

To: Kenneth E Wolsey <kewolsey@us.ibm.com>

From: "Dempster, Natalie" <NDempster@oachen.com>

Date: 05/06/2021 04:08PM

Subject: [EXTERNAL] Sole Source Justification for IBM and County of Orange

Message

From: kewolsey@us.ibm.com [kewolsey@us.ibm.com]
Sent: 11/2/2021 4:00:49 AM
To: barbierobinson@aol.com
CC: carolyn.staats@sonoma-county.org
Subject: ACCESS Harris Program Manager Duties
Attachments: County Program Manager Duties.docx

Importance: High

Hi Barbie,

As I mentioned in my text message earlier, I spoke with Carrie Hoff about getting a job description that defined her role on ConnectWellSD last Friday. I haven't heard back from her yet. However, attached is a compilation of Program Manager duties that I extracted from the San Diego, Orange and Sonoma Counties contracts.

I summarized a brief list of Program Manager duties at the top of the document, but also included excerpts from the contracts that are the source for the list. I also included some of the duties of a Project Manager from each of those contracts in the excerpts for reference in case you want to shape some of the Program Manager duties using Project Manager duties as well. In the excerpts I highlighted the Program Manager descriptions in yellow to make them easy to find.

I'll forward anything else that Carrie provides, but this should give you a good starting place to create a job description for Harris County.

Best regards,

Ker

ecosystem at scale. Figure 1 serves to illustrate aspects of an open data platform for the creation of a Cognitive Enterprise:

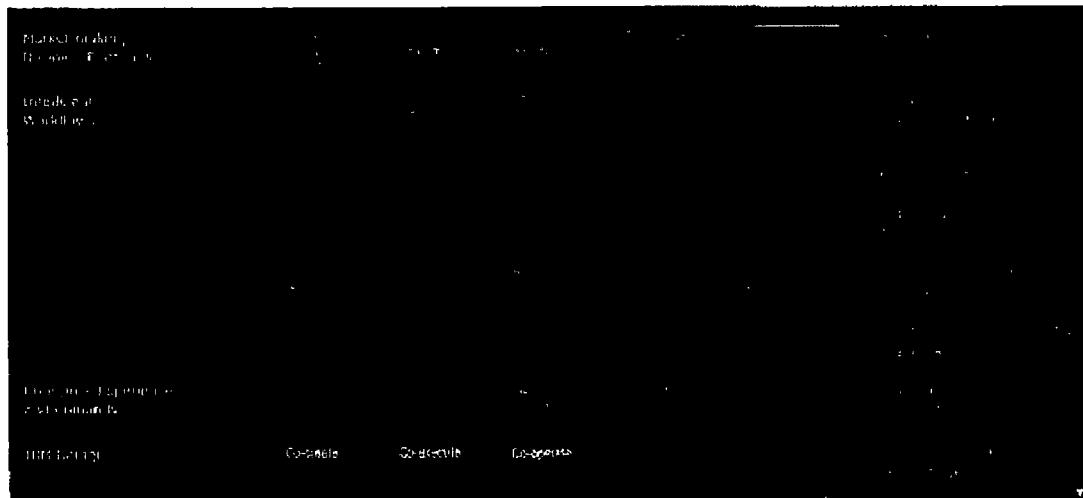


Figure 1. IBM Cognitive Enterprise for ACCESS Harris

At the base of the Cognitive Enterprise is the use of secure hybrid cloud technology that allows systems across the entire ecosystem to integrate at the data level and interoperate at the user level through web-based platforms that enable whole person care coordination.

To get started on the journey, IBM proposes an IBM Garage Executive Design Thinking Workshop as a way to unify and focus stakeholders, organizations, objectives and outcomes for ACCESS Harris. Our Design Thinking approach helps develop

Message

From: kewolsey@us.ibm.com [kewolsey@us.ibm.com]
Sent: 11/7/2021 11:06:41 PM
To: barbie.robinson@phs.hctx.net; barbierobinson@aol.com
Subject: Sole Source Justification
Attachments: Why IBM Sole Source 2021-11-07.docx

Importance: High

Hi Barbie,

Attached is a Word document with some ideas that can be used in sole source discussions. I believe there are several items listed that only IBM can provide efficiently. Let me know if you have other thoughts. We get asked for sole source justification from others and I'll add any other ideas you have to the list.

Best regards,

Ken.

Kenneth Wolsey		
Partner, Health & Human Services	16140 Mesa Fm Road	
IBM Consulting	San Diego, CA 92121	
Mobile 650-366-2587	USA	
e-mail: kewolsey@us.ibm.com		[IMAGE]



Message

From: kewolsey@us.ibm.com [kewolsey@us.ibm.com]
Sent: 11/15/2021 1:16:28 PM
To: carolyn.staats@sonoma-county.org; barbie.robinson@phs.hctx.net
Subject: Ken Wolsey this week

Importance: High

Hi Carolyn and Barbie,

I need to take this week off. [REDACTED] passed away yesterday morning at 6:30 a.m. at the age of [REDACTED]. [REDACTED] joins [REDACTED] who passed away [REDACTED] years ago. I will be with family ([REDACTED] children, [REDACTED] grandchildren, [REDACTED] great grandchildren and [REDACTED] great great grandchildren) celebrating [REDACTED] life and legacy.

If you need anything I am available by phone. I'll have my computer and internet, but don't plan to be checking email too regularly. The funeral is this [REDACTED]. I was with [REDACTED] when [REDACTED] passed and returned to [REDACTED] last night. I'm driving back to [REDACTED] today and will be out of cell range for several hours.

I'll be watching for the RFP or other instructions needed for the Harris County proposal/SOW. The team is working on items they're able to do in advance.

Carolyn ... Charlie or Walter Szyperski will be filling in for me on the Ontario Leadership Council presentation. One of them will be in touch.

Thank you both for your friendship, fellowship and support. You are both very important to me in the mission we're on.

Best regards,

Ken

Message

From: Robinson, Barbie (PHES) [barbie.robinson@phs.hctx.net]
Sent: 11/15/2021 2:06:22 PM
To: Kenneth E Wolsey [kewolsey@us.ibm.com]
CC: carolyn.staats@sonoma-county.org
Subject: [EXTERNAL] Re: Ken Wolsey this week

Hi Ken, I'm so sorry for your loss. I'm sending love, prayers, and strength to you and your family. [REDACTED] years of life is incredible. You all were so blessed to have your [REDACTED] for so many years. Please do not hesitate to reach out if there is [REDACTED]

This Message Is From an External Sender

This message came from outside your organization.

[REDACTED]

Hi Ken,

I'm so sorry for your loss. I'm sending love, prayers, and strength to you and your family. [REDACTED] years of life is incredible. You all were so blessed to have your [REDACTED] for so many years.

Please do not hesitate to reach out if there is anything I can do for you.

Barbie

Sent from my iPad

On Nov 15, 2021, at 7:16 AM, Kenneth E Wolsey <kewolsey@us.ibm.com> wrote:

Hi Carolyn and Barbie,

I need to take this week off. My [REDACTED] passed away yesterday morning at 6:30 a.m. at the age of [REDACTED] years and [REDACTED] months. [REDACTED] joins my [REDACTED] who passed away [REDACTED] years ago. I will be with family ([REDACTED] children, [REDACTED] grandchildren, [REDACTED] great grandchildren and [REDACTED] great great grandchildren) celebrating [REDACTED] life and legacy.

Re: Contact info

Branden Bowman <branden.bowman@demacm.com>

Sent time: 11/16/2021 08:56:04 AM
Received time: 11/16/2021 08:56:18 AM
To: [Lovell, Jeffrey <Jeffrey.Lovell@theharriscenter.org>](mailto:Jeffrey.Lovell@theharriscenter.org)
Cc: [Galindo, Michelle \(Commissioner Precinct 2\)](mailto:Michelle.Galindo@theharriscenter.org); [Pace, Keena <Keena.Pace@theharriscenter.org>](mailto:Keena.Pace@theharriscenter.org)

Good morning everyone,

Sorry for the delayed response! Very busy day yesterday.

DEMA's new project is very exciting and should be beginning in the next few months. We are assembling a team of trauma experts in EMS and mental health to better serve our community. This HART (Holistic Assistance Response Team) program will decrease the utilization of ER rooms, mitigate mental and behavioral health crises, provide case management that collaborates with our community partners and so on. This is just the beginning too. We plan to grow our scope and build it across Harris County.

It was a pleasure meeting everyone and I believe that we all can make a difference! Looking forward to potentially working along side everyone.

Thank you,

On Mon, Nov 15, 2021 at 12:43 Lovell, Jeffrey <Jeffrey.Lovell@theharriscenter.org> wrote:
Thanks Michelle, we appreciate it!

Branden, definitely would love to hear more about your other project!

Thanks,

Jeff Lovell
Northeast Clinic Practice Manager
Supervisory Clinical Training Series Administrator
MH PASRR Coordinator
7200 North Loop East, Houston, TX 77028
713-970-8730