

Partner Agency

Staff Guide

Revised May 2026

Mental Health Services



Starla Cason, MA, LPC-S

Chief Clinical Officer
email: scason@bettyhardwick.org
phone: 325-690-5199



Sandy Leeman-Rucker

Program Administrator, Adult Mental Health Services
TX Resiliency & Recovery for Levels of Care 1-3, Supported Housing,
Employment & Transitions
email: sleeman@bettyhardwick.org
phone: 325-691-2014



Dean Pye, LMFT

Program Administrator, Child & Adolescent Mental Health Services,
TX Resiliency & Recovery Services, YES Waiver, participating in
CRCGs, Mental Health First Aid
email: dpye@bettyhardwick.org
phone: 325-690-5299



Laura Taff, LPC-S

Program Supervisor, Multi-systemic Therapy, Community Based
Therapy & Intervention
email: ltaff@bettyhardwick.org
phone: 325-690-5109



Teresa McBride, RN

Program Administrator, BHC Clinic, Elm Creek Clinic
Psychiatric and substance use clinic services
email: tmcbride@bettyhardwick.org
phone: 325-690-5145

Mental Health Services



Heather Storey

Program Administrator, Mental Health Intake & Crisis Services, Behavioral Health Intake, Mobile Crisis Outreach Team (MCOT), Community Response Teams, Hospital Contracts, and Respite

email: hstorey@bettyhardwick.org

phone: 325-690-5295



Jay Williams

Program Administrator, Mental Health Assertive Community Treatment, Peer Support Services, and Coordinated Specialty Care

email: jwilliams@bettyhardwick.org

phone: 325-691-2026



Danielle Rosales

Program Administrator, Mental Health

Jail Navigators, TCOOMMI, Military Veteran Peer Network and Counseling Services, Substance Use Disorders Program, Community Health Workers

email: drosales@bettyhardwick.org

phone: 325-690-5175



Courtney Horton, LMSW

Program Administrator, HUD Housing Program

Coalition Coordinator, West Texas Homeless Network

email: chorton@bettyhardwick.org

phone: 325-690-5210

Intellectual & Developmental Disability Services



Jennifer Farrar, MS

Chief Operating Officer

email: jfarrar@bettyhardwick.org

phone: 325-690-5193



Terry Hayhurst

Program Administrator, IDD Provider Services

Adaptive Recreation Program, Abilene Bombers Special Olympics Teams, Respite, Community Skills Training, Community Support Services

email: thayhurst@bettyhardwick.org

phone: 325-690-5006



Noreen White, LBSW

Program Administrator, Early Childhood Intervention Services

email: nwhite@bettyhardwick.org

phone: 325-690-4828

Intellectual & Developmental Disability Services

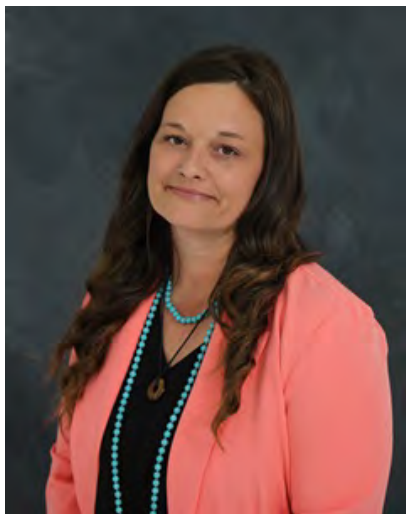


LuAnn Chastain, MS

Site Supervisor, Adaptive Recreation

email: lchastain@bettyhardwick.org

phone: 325-690-5007



Chelsea Knappick

Program Administrator, IDD Authority Services

IDD Intake and Enrollment, IDD Service Coordination, PASRR, CLOIP

email: cknappick@bettyhardwick.org

phone: 325-691-2068

Administrative Services



Jenny Goode, LBSW, MS

Chief Executive Officer

email: jgoode@bettyhardwick.org

phone: 325-690-5133

Consumer Benefits Unit, Maintenance, Facilities, and IT



Dena Heaton, MS

Chief Administrative Officer

Quality Management, Billing, Medical Records, and Front Desk Staff

email: dheaton@bettyhardwick.org

phone: 325-691-2076



Michael Jones, MS

Human Resources Director

Recruiting, Benefits, Employee Relations and Volunteer Services

email: mjones@bettyhardwick.org

phone: 325-690-5128



Jennifer Papineau, CPA

Chief Financial Officer

Accounting and RMAP/Payee Services

email: jpapineau@bettyhardwick.org

phone: 325-690-5118

Administrative Services



Mark Morrell, MS

IT Director

email: mmorrell@bettyhardwick.org

phone: 325-690-5244



Tiffany McCaghren, LBSW

Quality Management Coordinator; Client Rights Protection Officer

email: tmccaghren@bettyhardwick.org

phone: 325-691-2059



Sandra Lang

Mental Health First Aid Outreach Coordinator

email: slang@bettyhardwick.org

phone: 325-691-2061

cell: 325-660-7767



Ashley Pfannenstiel, M.Ed

Data Coordinator / Medical Records Supervisor

email: apfannenstiel@bettyhardwick.org

phone: 325-691-2008



Chris Dillard

Executive Assistant; Board Liaison; Public Information Contact

email: cdillard@bettyhardwick.org

phone: 325-690-5130

Intake Information



MH Adult and Child Intake –

Anyone can call our 24/7 Intake Hotline: 1.800.758.3344 at anytime. We do walk in intakes every M-F, 8 a.m.–3:30 p.m. at 2626 S. Clack St.

For more information on the following programs, contact the following:

- **YES Waiver - Call 1-844-668-3618**
- **Coordinated Specialty Care (CSC) - Call 325-690-5106**
- **Multisystemic Therapy (MST) - Call 325-690-5109 or email ltaff@bettyhardwick.org**

Substance Abuse Services -

To refer please contact us at SUD-IOP@bettyhardwick.org or call 325.691.2093.

Intellectual and Developmental Disability Services –

To schedule an Intake appointment, call 325.690.5182 or 325.691.2068.

Early Childhood Intervention Services -

To schedule an Intake appointment, call 325.627.0908 or email us at eci@bettyhardwick.org

Adaptive Recreation Center Services –

To enroll at ARC, please complete the application form on our website at <http://bettyhardwick.org/adaptive-recreation/> or call 670-5000.

Military Veteran Peer Network Services or Counseling -

If you are a military veteran or family member interested in services designed for you, please visit our website at <http://bettyhardwick.org/veterans-services/> or call us at 325-670-4818.