



February 12, 2020

The Honorable Greg Abbott
Governor, State of Texas
State Capitol, Room 2S.1
Austin, Texas 78701

Dear Governor Abbott:

With a heavy and grateful heart, I am writing to you to submit my resignation as Executive Commissioner of the Texas Health and Human Services (HHS) system. Upon deep reflection, I have decided to return to my home state to serve as Louisiana's Secretary of Health and be closer to my family and loved ones. It has been one of my highest professional honors to serve in your administration and the people of Texas as leader of the state's largest agency. Indeed, I have been blessed with the opportunity to play a role in helping make a positive difference in the lives of the people we serve by improving the health, safety and well-being of Texans with good stewardship of public resources.

In fact, consideration of my own family played a pivotal role in my decision to return home. I take significant pride in the Texas HHS vision set forth, the great work we implemented, and the remaining goals that will be achieved. This is not something I easily leave behind.

Yet, as a mother, I want to ensure my greatest blessing, my son, has the best foundation for his continued growth and success—a place surrounded with family and loved ones is key in his remaining elementary years.

During my tenure, we have launched and accomplished initiatives that have yielded immediate benefits for those we serve, providers, and families. These benefits will continue to provide Texans more value and better health for years to come.

- For the first time in the agency's history, we developed and released our first business plan, the *Blueprint for a Health Texas*, which represented our core commitments to the state. Our work has been nothing short of challenging, exciting and transformational for a lasting impact on people's lives. Indeed, as public servants, those characteristics are what draw us to service.

- In concert with the agency business plan, we have taken initial steps to transform our agency culture to be more collaborative, transparent, and performance-oriented, while creating an environment that is open, encourages new ideas and nourishes a sense of urgency in the work we achieve. I'm so very proud of the progress, expertise and diligence of #TeamTexasHHS.
- We exceeded the end-of-year target numbers for serving additional people in Home and Community-Based Services waiver programs.
- We made significant strides in improving access to women's health and family planning services in Texas, including a 30 percent increase in the number of women served in the Healthy Texas Women program. Further, we secured \$350 million in federal funding for women's health services through a Medicaid demonstration waiver over the next five years.
- We unveiled the first Women, Infant, and Children's (WIC) clinic inside a United Supermarkets store in Lubbock. We are doing much more to help new moms and their newborns by working to reduce disparities in, and barriers to, breastfeeding. In January 2020, Texas WIC unveiled the first WIC clinic inside a United Supermarkets store in Lubbock. This collaboration makes it possible for a parent to receive and redeem benefits at a single location, lessening the transportation burden and ensuring quick access to nutrition experts.
- We eliminated the waiting list for outpatient mental health treatment through the Local Mental Health Authorities, increasing the number of adults served by 9 percent and the number of children served by 7 percent.
- We strengthened accountability and quality by improving oversight of the Medicaid managed care program, enhancing our procurement and contracting processes, expanding our use of technology and performance improvement processes, improving regulatory processes, and mitigating risk through enhanced audit practices.

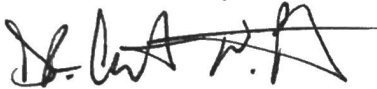
While we have made great strides, there is still more to do. Our work is never over. Nothing is more critical to the sustainability and vitality of local communities than the daily, often around-the-clock, efforts of HHS's more than 40,000 public servants who tirelessly strive for the good of all Texans. When I joined this agency, the State and

The Honorable Greg Abbott
February 12, 2020
Page 3

team embraced me from day one. I have been inspired by warmth and generosity of Texas through our many team members, stakeholders, legislators, health care leaders and providers, as well as many others. Together, we've set and executed an agenda to restore faith, accountability, transparency and better outcomes from our agency.

I will be forever thankful and humbled by the trust you placed in me to lead Team Texas HHS and for the wonderful opportunity to move the State in a healthier direction.

Most Sincerely,

A handwritten signature in black ink, appearing to read "Dr. Courtney N. Phillips", with a horizontal line drawn through the middle of the signature.

Dr. Courtney N. Phillips