



Dear Friends of Texana,

As COVID-19 continues to affect all of us, I wanted to take a moment to reach out to you directly. On behalf of our Senior Leadership Team, we want you to know that we are here for you and will continue to provide as many services as possible while following the guidelines to protect the health of our clients, our employees and our community.

In March, our team had to make the tough decision to close our autism programs as well as our learning centers for our adults with Intellectual Disabilities to comply with the recommended social distancing guidelines sent out by local, state and federal officials. This has been extended several times in accordance with the executive orders issued within our counties as well as the State of Texas. As of now, our autism programs and learning centers will remain closed through Friday, May 1, 2020.

Even with these closures, many of our Texana programs remain open and continue to provide the critical safety net for those in need within our communities. One service at Texana that has not changed is our Mental Health Crisis Hotline. If you or a loved one is experiencing a mental health crisis, this hotline is available to you 24 hours a day, 7 days a week and 365 days a year. It is answered by a qualified mental health professional that can help assess the crisis and the next steps to take. **The Crisis Hotline number is 1-800-633-5686.**

Texana Center's Behavioral Healthcare Services (Mental Health) remains an essential health service for our community and we have implemented the necessary modifications to protect the health and safety of our patients and employees. Our Behavioral Healthcare Crisis Center also remains open for those with the proper referral and are practicing the recommended CDC guidelines for healthcare professionals. The six Texana Behavioral Healthcare Clinics have taken several proactive measures to address the challenges that COVID-19 brings and to avoid any disruption to these services. Measures taken include setting up appointments for phone conversations as well as video chats. The phone numbers for our six clinics can be found on our website under the locations tab or in our Behavioral Healthcare Services pages.

Switching gears to another division of Texana, our Intellectual & Developmental Disabilities Authority Services division continues to be open with several adjustments to their typical routine. The Service Center where the Authority division is located is closed to visitors, but they continue to be available by phone as well as email. While still taking general information seeking calls, the Intake department is also assisting individuals with critical needs gain access to available resources and crisis services. Our Service Coordinators are busy calling over 1,900 individuals with intellectual disabilities and sharing information and resources about COVID-19. They are also surveying the individual's possible needs for essential items and access to healthcare. Our Authority Services continues to collaborate with our community partners and school districts via phone and video conferencing to assist families in planning for next school year, gaining access to Medicaid services, and developing supports across community agencies.

While our Texana Learning Centers for adults with Intellectual Disabilities remain closed during this time, our group homes for many of those individuals remain open. Following the guidelines released by the Texas Health and Human Services for providers, we have begun screening temperatures of our employees as they arrive for their shift, providing them with the recommended personal protective equipment and are limiting those employees to working in the same home for the duration of this pandemic. We are also continuing to provide services to our clients in host homes as well as clients who live in their own homes during the day and in the evenings. We are assisting them with ensuring their health and support needs are being met. Our employees are taking precautions to wear appropriate personal protective equipment and provide it to our clients when providing services to obtain weekly food and supplies.



Texana's Specialized Services are adapting and making modifications as well. Even though our Children's Center for Autism, Behavior Improvement Center and Behavioral Stabilization locations are physically closed to clients, our Board Certified Behavior Analysts and Early Childhood Intervention staff from Project GROW, are reaching out to provide telehealth treatment options via online platforms like ZOOM. We understand that these online video platforms might be intimidating for anyone not familiar with them, but we want to assure you that our managers have researched these platforms and vetted them to ensure the best possible options for all involved. Our staff is committed to walking you through each step to make you feel more comfortable with these changes. Meanwhile, our dedicated employees at our Behavior Treatment and Training Center residential program continue to serve children while following all of the CDC and state recommended procedures for the safety of the children and staff.

These are truly unprecedented times requiring new levels of flexibility and perseverance across our clients, our employees and the communities we serve. We encourage you to visit our website (www.texanacenter.com) and click on the COVID-19 Update link at the top of the homepage for the latest information about changes to our operations. You can also follow the latest developments on our Facebook, Twitter, and LinkedIn social media accounts.

Thank you for your understanding and patience as we adjust our operations to keep everyone as safe as possible.

Sincerely,

A handwritten signature in blue ink that reads "George Patterson".

George Patterson
Chief Executive Officer