



Texana Center Strategic Goals ~ “Strengthening Our Future”

FY 2022 – FY 2023

1. Foster the culture of a Trauma Informed Care based organization
 - a. Ground our organization in an understanding of and responsiveness to the impact of trauma on both our clients and staff.
 - b. Emphasize physical, psychological, and emotional safety for all individuals.
2. Achieve certification as a Certified Community Behavioral Health Clinic (CCBHC)
 - a. Provide a comprehensive array of services needed to create access, stabilize clients in crisis, and provide the necessary treatment for those with the most serious, complex mental illnesses and substance use disorders.
 - b. Each individual receives care that addresses his or her well-being as a whole person.
3. Strengthen the organization in areas of diversity and cultural competency by focusing on achieving *culturally and linguistically appropriate services (CLAS)*.
4. Build on the implementation of the EHR platform to develop robust reporting tools to support decision-making, planning, and workflow efficiencies to provide quality services to our clients.
5. Ensure that Texana offers inviting, clean and well maintained physical locations to facilitate a comfortable and appealing environment for both patients/clients and staff.
 - a. New construction will meet all of the above requirements.
 - b. When financially viable, renovate and improve existing facilities to meet the same requirements.
6. Build on Texana Center’s brand awareness and growth opportunities.
 - a. Build on brand awareness by demonstrating the impact and value we bring to the communities we serve.
 - b. Continue to evaluate expansion plans to serve children with autism and adults with intellectual/developmental disabilities in the Fulshear area.
 - c. Expand relationships with potential foundations and donors who see value in supporting Texana.
7. Texana Center will continue to focus on creating a great client experience for those we serve.
 - a. Achieve efficiencies in client data collection through the Electronic Health Record.
 - b. Provide Person-Focused care.
 - c. Seek client feedback and respond to issues and concerns.
 - d. Achieve “No wrong door” access, directing persons to the services they need.
 - e. Improve care coordination for clients with complex needs.
8. Recruit and retain qualified, passionate and committed staff.