



## Texana Center Strategic Goals FY22-FY23

### “Strengthening Our Future”

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)*, and implement an initiative to educate and train staff on diversity, equity, inclusion, and belonging (DEIB).
4. Build on the implementation of the EHR platform to develop robust reporting tools to support decision making, planning, and work flow 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.