

STRATEGIC PLAN FY 2023-25

The beginning of the 2020s shook our world. It was traumatic – physically and psychologically – yet our team rose to each challenge. Integral Care staff made sure our community had the mental health care they needed, all while managing their own worries about the COVID-19 pandemic, the murder of George Floyd and the devastating winter storm of 2021. Today, Integral Care seeks to heal our community and plan for delivery of critical care in a new and ever-changing landscape.

Founded in 1967, Integral Care is Travis County's designated Local Mental Health Authority (LMHA) and Local Intellectual and Developmental Disability Authority (LIDDA). We evaluate the needs of the community and work to address them through collaborative system planning, credentialing a network of providers and delivering a range of healthcare services that improve the lives of adults and children living with mental illness, substance use disorder and intellectual and developmental disabilities (IDD). Our work builds health and well-being so people can meet their full potential. Integral Care is governed by a 10-member volunteer Board of Trustees. Central Health, the City of Austin and Travis County each appoint three voting members to Integral Care's Board, and the Travis County Sheriff serves as a statutorily appointed ex officio, non-voting member.

Through a jarring series of historical events, our core values anchored us, and our mission held us strong. Our commitment to Integral Care's vision of Healthy Living for Everyone was further strengthened. We didn't stop.

Our Mission

Integral Care's mission is to improve the lives of people affected by behavioral health and developmental and/or intellectual challenges.

Our Vision

Healthy Living
for Everyone

- When COVID-19 rapidly shut down our in-person clinics, we quickly pivoted to telehealth for many of our services.
- When situations demanded face-to-face care, our team was there. We helped people experiencing a mental health crisis in the community and met mental health needs for people infected with COVID-19 and those at risk.
- We distributed tablets to area group homes and nursing facilities to keep people with IDD connected to care and social support.
- We opened COVID-19 testing and vaccine clinics for our team members and clients.
- We provided overdose education and distributed Naloxone to help save lives.
- We provided virtual support groups for students, parents and teachers.

As our nation struggled with the murders of our Black neighbors and recognized that racism is a threat to public health, Integral Care looked inward. Established in June 2020, the Board/Staff Committee on Racial Equity asked us to “focus attention, questioning, and policy review on all aspects of the organization to identify racial inequalities and opportunities to employ equity practices to overcome and eradicate racism.” This work is critical. Health disparities are very common in behavioral health settings, and everyone deserves health care that meets their needs.

- We created a Racial Equity Plan that identifies strategies and steps to help Integral Care be successful in advancing racial equity.
- We trained all team members on the impact of institutional racism and on how to recognize their own unintended biases.
- We looked inward at racial disparities across our services, identifying ways to improve care and remove bias.
- We continue our work to recruit a more diverse workforce.



GATHERING INPUT

As we created our FY23-25 Strategic Plan, Integral Care embraced the opportunity to learn how to better serve Travis County. We asked for feedback from our team members, collaborators and stakeholders, and hosted community focus groups with Integral Care clients as well as the African American, Asian American, Latinx, immigrant and refugee and LGBTQIA+ communities. We analyzed the external opportunities and challenges facing our organization. We examined our internal strengths and weaknesses. We held work sessions with our Board of Trustees to reflect on these critical findings and discuss priorities for our future. This process informed the goals that will lead Integral Care’s work over the next three years.

OUR FY23-25 GOALS



Support team members’ well-being, provide opportunities for growth, and recruit a team that reflects the people we support.



Build racial and health equity in the community and an inclusive environment for team members and providers.



Provide responsive, innovative, evidence-based, suicide-safer health care to the individuals we support.



Collaborate with governmental, nonprofit, private sector, and community organizations to meet the needs of our community.

OUR VALUES

To reflect new and renewed commitments, Integral Care refined our long-standing values. Integral Care will strive to uphold core values related to People, Equity, Integrity, Excellence, Collaboration and Compassion.

People: Integral Care’s greatest strength is people – our team members, those we support, their families, and the Travis County community. We build strong connections with all of them while promoting an environment of inclusion, equity, and diversity.

Equity: Integral Care is dedicated to eradicating institutional racism, advancing a culture of inclusion, and supporting people of all identities. We establish policies that remove barriers to health equity, access, and quality services. We work proactively to identify and address biases in our environment.

Integrity: Integral Care delivers on our promises and is accountable for our performance. We build trust through ongoing, honest, transparent communication with our clients, team members, stakeholders, collaborators, and funders.

Excellence: Integral Care is committed to providing person-centered, trauma-informed, recovery-oriented, evidence-based, and culturally adaptive care. We ensure our culture, leaders, and team members are continuously improving and innovating.

Collaboration: Integral Care listens first, aligns with other service providers, and supports community movements aiding people living with mental health, substance use, and IDD needs. We coordinate community efforts to facilitate systems of comprehensive care.

Compassion: Integral Care engages the people we support, our community, and our team members with empathy, care, and understanding. We are a source of comfort to every person we encounter.

LOOKING AHEAD

Our Strategic Plan is designed to be a flexible, adaptable tool that can respond to changing conditions and priorities in our community. Moving forward, there will be challenges and opportunities. If we face limitations surrounding funding sources, we will seek new models to sustain and expand our services. To support the increased need for mental health care, we will fight to reduce the stigma and inequities surrounding mental health to help ensure access to care for all. While burnout continues to impact many healthcare providers, including those at Integral Care, we will work to better support our team. To further strengthen the health of our community, we will lean into our collaborative relationships with our stakeholders, government, clinical and social service providers, philanthropic and for-profit organizations. We are stronger together.

Integral Care approaches the future head on, knowing our goals and values give us a strong foundation. They will drive innovation and guide our leadership, financing, and operations. They will reinforce our commitment to the people we support and care for, our team members, our collaborations, the systems we serve and our community. Integral Care's goals and values will help improve health and well-being in Travis County so we can all reach our full potential and thrive.



Integral Care

2023-25 Goals & Strategies



Support team members' well-being, provide opportunities for growth, and recruit a team that reflects the people we support.

CULTIVATE WORKFORCE

- Use innovative approaches to recruit and retain new team members and providers that reflect the people we support
- Provide opportunities for growth, advancement, well-being, and development
- Establish and maintain a culture based on our values
- Develop sustainable funding sources to support our workforce



Build racial and health equity in the community and an inclusive environment for team members and providers.

BUILD EQUITY

- Provide care that fits the diverse needs of all people we serve
- Cultivate a culturally adaptive, diverse workforce and provider network
- Use data to track progress and inform decision-making to advance equity
- Secure and allocate funding that bolsters health equity



Provide responsive, innovative, evidence-based, suicide-safer health care to the individuals we support.

DELIVER QUALITY HEALTH CARE

- Deliver accessible and timely care to meet community needs
- Provide training and support to team members and provider networks
- Enhance equitable access and engagement across the systems of care
- Increase flexible and value-based funding



Collaborate with governmental, nonprofit, private sector, and community organizations to meet the needs of our community.

COLLABORATE

- Coalesce networks to coordinate behavioral health care delivery and outreach
- Optimize collaborative team member, provider and community trainings
- Maximize collaborative impact with team members and community stakeholders
- Collaborate with government, nonprofit, private sector and community organizations to expand and sustain services