



Integral Care

2023-25 Goals & Strategies



Business Plan Update:

1st Quarter Fiscal Year 2023

Relating to Strategic Plan: FY 2023 – 25

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

Use innovative approaches to recruit and retain new team members and providers that reflect the people we support

Create digital, social media, and print materials as well as provide website support to support agency recruiting efforts.

Quarter 1 Update:

- 8 digital communication materials and 3 web pages were created/updated and posted on multiple social media platforms to highlight Integral Care employment openings.
- Announced open Chief Equity Officer position in Transparencies
- Created and shared QR code to direct people to the Integral Care Careers page.

Leverage artificial intelligence to support staff across the organization, specifically related to clinical documentation and bill collection automation.

Quarter 1 Update:

- Developed and released numerous automated systems in **NX**, taking the manual burden off staff. This includes the Open Access dashboard, automated reminders and indicators when key chart elements are expired or coming due, warnings when required elements in the chart are missing when delivering services, etc.
- Finalized and released the MCOT and Hotline automated dispatch process.
- Released **Bells.AI** to a pilot group, with guided progress note documentation assistance, dropping the time to create and sign notes down to under 3 minutes on average. Additional note type configuration and teams to be introduced in the coming months.

Identify best practices in myAvatar and add-on modules and communicate this information internally and externally through various communication channels.

Quarter 1 Update:

- Integral Care staff continues to participate and lead large-scale efforts for the state across the Netsmart LMHA centers. Integral Care staff holds leadership positions in the Texas User Group, IMC, and state workgroups allowing for firsthand knowledge of changes. Integral Care teams play a key role in shaping ongoing configuration, development, and enhancements to meet the intricate needs of our center and other Texas LMHAs. All updates are regularly delivered via all staff email and on SharePoint to ensure consistent communication with leadership and staff.

Design and implement upgraded data backup strategy that incorporates a modern cloud-based solution providing additional security for employee and client information

Quarter 1 Update:

- Completed contract with Dell for Druva cloud-based backup solution. Implementation will begin in Feb 2023. Design will include a hybrid solution where localized Data Center and cloud-based setups will simultaneously protect Integral Care data. This will provide an extra layer of backup to ensure the most comprehensive and time sensitive recovery possible. Full setup and testing still on target for March 2023 (EOM).

Complete the Founder's (St. John's) building technology build out to enable staff to better serve the organization and Integral Care clients.

Quarter 1 Update:

- All networking equipment has arrived on time and is ready for installation when the St. John's construction schedule allows. 3 out of 5 floors have the network wiring complete and the other 2 floors are in progress. All technology components for St. John's are currently on schedule and on budget.

Optimize the Teams phone system to provide better reliability and usability across the organization.

Quarter 1 Update:

- Working with vendor to get the best practices recommendation for the infrastructure based on the agency needs to communicate across all sites, including any security or compliance considerations, enhance 911 calls, public announcement system and more reliable hardware and infrastructure system to finish Teams collaboration and telecommunications across the agency.

Design and implement upgraded Emergency Notification System utilizing software and equipment that improves staff and client safety communication across Integral Care.

Quarter 1 Update:

- Informacast project added as high-priority (phase 1) project in the Technology Advisory Committee plan. Committee to set up roadmap for this project for Q1 2023 start. Project owners and timelines to be created in Feb 2023.

Provide CLAS Standards detail and summary data to planning and operations committee on a timely basis.

Quarter 1 Update:

- The 1st quarter FY23 is scheduled for 1/17/2023
- The MSO analyst added CLAS standards to the PowerBI platform which allows for accessibility to all key stakeholders across the agency. The MSO analyst received PBI training during Q1 of the fiscal year and will continue to be provided support over the next two quarters to enhance the CLAS dashboard as needed.

Provide opportunities for growth, advancement, well-being, and development

Update Process Maps for key functions in the division to ensure contingency management and succession planning

Quarter 1 Update:

- NDM has reviewed the Utilization Management, Contract Management and the Quality Management Process Maps.

Support staff well-being and morale through digital toolkits, awareness month campaigns, contests, events, and communications.

Quarter 1 Update:

- Held Halloween Photo Contest, received over 50 submissions.
- Requested staff submissions to Integral Care Winter Recipe book.
- Launched staff team building and appreciation campaign that recognized all staff.
- Launched Corporate Compliance Week meme contest.

Participate in Workplace Satisfaction Committee, Diversity Council and RORR; support the work of LiveWell, Learning and Development and the Ad hoc Committee on Racial Equity; Office of Race Equity.

Quarter 1 Update:

- Communications staff attended 5 Workplace Satisfaction Committee, Diversity Council and RORR; support the work of LiveWell, Learning and Development and the Ad hoc Committee on Racial Equity; Office of Race Equity meetings, including facilitating a meeting between Integral Care HR and an organization dedicated to nursing workforce development.
- RORR also continues to focus on recruitment efforts with updated language on postings (title and content), updated job descriptions, and targeted recruitment efforts for nursing and LPHAs.

Support skill development of internal experts to share knowledge with staff and the community, including educating staff on use of available tools and resources to increase agency impact. Maintain SWAY resource library with current information, including agency PPT and updated talking points and videos and photos.

Quarter 1 Update:

- Shared over 20 forms of content supporting staff well-being and morale including Staff Superstar awards, Team Champions awards, and program spotlights.
- Prepped 5 staff to speak about homelessness, suicide prevention, and suicide prevention for media.
- Shared information about branding and communications tools and resources at Q1 new hire orientations.

Strengthen communication and training efforts for new and existing staff.

Quarter 1 Update:

- Application Support continues to release monthly and ad hoc updates to myAvatar NX and adjunct application sets to ensure the latest innovations and technologies are available for end users. To ease the technological burden, the team releases a newsletter publication with information related to each update, as well as hosts a webinar for staff to hear the information, ask questions, and learn from peers. In Q1, we worked to create new training videos for completing the ANSA, CANS, and treatment plan forms, with additional releases coming in Q2.

(CEO GOAL) By end of 4th Quarter, having assisted the Board with support needed in succession planning.

Quarter 1 Update:

- The development and release of an RFP for open executive hires.
- Research and communication of best practices of communicating internally and externally CEO transition
- Discussions on the timing and wording of more formal communications.

Establish and maintain a culture based on our values

Create and update digital and print materials as well as the website to emphasize values, goals, mission and vision for staff and community.

Quarter 1 Update:

- Created new FY 23 to FY 25 Strategic Plan materials: Involved staff for the first time in launching plan through the creation of a staff video; created digital and print signage; shared materials through social media, ATI and Transparencies.
- Added FY 23 to FY 25 Strategic Plan to the website.

(CEO GOAL) By end of 4th Quarter, demonstrate advancement on areas of concern discussed by the Employee Advisory Committee, the Integral Care Consultation Committee, the Diversity Equity Inclusion and Belonging Council, and Workplace Satisfaction Committee to improve employee recruitment and retention.

Quarter 1 Update:

- 2 staff members participate on Employee Advisory Council - 1 council member and one EMT sponsor; working with consultant to identify first round of suggestions to share with EMT/board.
- Assisted WQSC in communicating staff recognition; solicitation of new members.
- Supporting efforts of WQSC and DEIB committees to develop communications to provide updates regarding results from the last all-staff survey, which will cover updates on class, compensation and implemented safety measures.
- Providing editorial guidance to share relevant information through the DEIB newsletter.

Develop sustainable funding sources to support our workforce

Diversify value-based payment structure by expanding and adding complex case management opportunities

Quarter 1 Update:

- The OneData team continues to make improvements to the Financial Assessment Dashboard. During Q2 OneData will work in collaboration with Accountable Care and Operations to produce a trended report for BECA data, which captures individuals who show inaccurate insurance information in the EHR per information in TMHP.
- The Integral Care Accountable Care and OneData team worked collectively to rewrite and QA all DPP-BHS quality measures in advance of DPP Year 2, Round 1 reporting. The purpose was to create more consistent and streamlined queries that can be used for both reporting purposes and integration into the DPP PowerBi dashboard. All qualitative and quantitative reporting was completed and submitted to HHSC on November 5, 2022. Quality measures remain as pay for reporting rather than pay for performance until otherwise directed by HHSC.

Create a prospect list of donors, family foundations and other corporate funders.

Quarter 1 Update:

- 8 new donors in Q1. Meetings and tours helped secure 2 new major donors and re-engage a major donor.

Develop and implement a 3-year funding approach

Quarter 1 Update:

- Raised \$46,284 from 52 donors. Donations benefited TAOS food pantry and Staff Morale campaign. Funds allowed managers to plan events for their team and hosted 2 year-end events for all staff. Other donations helped bridge the funding gap for IDD, Crisis, Housing, Substance Use, Child & Family Services, and Adult Clinics.
- Created annual fundraising strategy.

Create, design, update landing page for prospective funders

Quarter 1 Update:

- Created BTG website and toolkit for March event. The 2023 BTG theme is staff and clients.
- Created Austin Monthly ad for I Live Here I Give Here campaign.



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

Provide care that fits the diverse needs of all people we serve

Integral Care will provide additional community-based outreach and services to meet the needs of the individuals who are unable to access care through traditional means of accessing a clinic.

Quarter 1 Update:

- In collaboration with several key stakeholders throughout the agency, a standardized demographic report will be included on all dashboards. A preliminary version has been developed and is set to present to leaders across the agency (QLT) for feedback and suggested improvements. The Analytics division will additionally pair with the Population Health division during quarter 2 to produce an abbreviated Health Disparities report on the BI Platform based on the top disparities identified during FY22 that will allow the agency to track the disparity data for currently enrolled clients.
- Integral Care has continued to provide community-based intakes for individuals unable to access care in the clinics. Through the end of October, Integral Care has provided 122 community-based intakes. Additionally, Integral Care has provided outreach and engagement to various community partners on community-based services and outreach and intake efforts.
- Integral Care's Jail Based Intake and In Reach Team goes to the community and jail to reach people where they are. The AOT team goes to people who are hospitalized to provide engagement, outreach and intakes. ANEW goes to Austin Transitional Center as an outreach and engagement strategy and provides intakes as needed. Bridge to Recovery facilitates intakes by going to The Sobering Center to provide outreach and engagement for people seeking SUD services

Set policy around STAR+PLUS Pilot with State.

Quarter 1 Update:

- Several dashboards and reports have been included on our BI platform to support the work towards this goal, including services broken down by language utilized during service delivery compared to primary language of the consumer as well as the standard demographic tab on the services dashboard. Several new reports are in the works specifically for IDD services, which will also include demographic data.
- STAR+PLUS Pilot Workgroup (SP3W) met on 11/10/2022. SP3W Bylaws reviewed and confirmed; updates presented by HHSC on TMHP; updates presented by University of Florida on SP3W Evaluation Protocol and objectives; SP3W subcommittees updates.

Continue to strengthen Suicide Care at Integral Care by aligning agency practices with the Zero Suicide Framework

Quarter 1 Update:

- The OneData team has finalized a PowerBi Dashboard that allows managers to monitor the implementation of recommended suicide care practices for those that are at higher risk of suicide. The dashboard will be modified by end of Q2 to allow analysis of racial and demographic data for individuals at risk
- The Suicide Care Training Roadmap has been finalized and is in the process of implementation. The Clinical Track has been implemented and teams have begun rotating through evidence-based suicide care trainings. Additional tracks for non-licensed clinicians and non-client facing positions are scheduled to begin by end of Q2.
- Staff trained in Suicide Prevention Trainings (September 1st - November 30th):
 - CALM – 81; Safety Planning – 83; CSSRS - 158

(CEO GOAL) By end of 4th Quarter, plan, design and begin implementation of a Community Health Worker initiative designed to perform outreach to diverse groups of individuals. Initiate a Community Health Worker program designed to perform outreach to diverse groups; Engage in the find help (Aunt Bertha) tool with Dell Medical School to increase access to resources

Quarter 1 Update:

- The Accountable Care Team continues to meet bi-weekly with the FindHelp team and Dell Medical School community model liaison to improve deployment of the FindHelp platform to Integral Care staff. Currently over 100 Integral Care staff members are utilizing the FindHelp platform to connect clients with local community resources. Additionally, the Accountable Care team recently on boarded two new Community Health Workers to provide outreach and engagement to high-risk BIPOC clients using risk stratification. The CHW's will be trained on use of the FindHelp tool to connect clients with social service agencies to address SDOH needs.

Develop and implement a plan to address service delivery gaps in areas identified through comprehensive analysis of the current provider network in comparison with clients served through the network with the goal of recruiting providers with experience with BIPOC populations.

This includes development of recruitment and retention strategies based on analysis of:

- ✓ Demographics inclusive of, but not be limited to, data on race, ethnicity, gender identification, sexual orientation, primary language, service location, and service types/specializations requested of Clients eligible to receive network services.
- ✓ Demographics inclusive of, but not be limited to, race, ethnicity, gender identification, sexual orientation, service language proficiencies, service location, and service types/specializations of current network and authorized off-network providers.
- ✓ Barriers to contracting as specified through provider surveys/interviews
- ✓ Reasons for non-renewal of contracts as specified through provider surveys/interviews
- ✓ Provider reimbursement

Quarter 1 Update:

- Demographic data specific to race, ethnicity, gender identification, and location of Client residence has been pulled from Client data base for comparison against provider demographics. A Network Enhancement Team (NET) was organized and met monthly with representation from Integral Care and Community Partners to develop recruitment and retention strategies as part of an overall plan for network expansion. Recommendations during the first quarter focused on credentialing of off-network providers, training and onboarding, and provider reimbursement. Demographic Data and NET recommendations will be reviewed with NDM Team to evaluate the feasibility of implementation as part of the Recruitment Plan during the 2nd quarter.

(CEO GOAL) By end of 4th Quarter enhance provider recruitment to address identified cultural service delivery gaps. Enhance provider recruitment to address identified cultural service delivery gaps in areas identified in annual report. Identifying needs for services and researching/recruiting specific providers, for example: SUD RTC for women and children. Use equity lens to recruit providers with experience working with BIPOC populations. Evaluate strategies regarding potential provider rate increases and paid travel.

Quarter 1 Update:

- The Initial System of Care Provider Survey was sent out during the 1st quarter, but due to a low response rate, the survey has been extended. Once survey results are analyzed and gaps identified, a plan to recruit

providers of specific targeted services who have experience working with BIPOC populations will be developed and implemented with input from the Network Enhancement Team (NET) and IC NDM Team.

Create Equity web page with video

Quarter 1 Update:

- Drafted content for Equity web page.

Promote diverse access to care offered by Integral Care by providing accessible materials in multiple languages to support programs; Ensure that client facing information is reviewed with an equity lens, designed with respect for culture and is available in a format that is user friendly, accessible and translated into appropriate languages and distributed to strengthen engagement.

Quarter 1 Update:

- Created 21 events and kiosk signs in multiple languages for client messaging and community events, including. "Weapons Discouraged" for Integral Care sites.

Host at least 1 conference and up to 6 community forums, either in person or virtual, that provide access to information that is culturally competent, equitable and trauma-informed, demonstrating appropriate outreach and engagement to diverse communities throughout Travis County.

Quarter 1 Update:

- Hosted 2 Together We Will Heal Forum: Alzheimer's Awareness in the black community had 52 attendees; Incarcerated Women had 35 attendees.
- Hosted Spanish community forum with NAMI Central Texas on Suicide Prevention with 40 attendees.
- Hosted CTAAFSC Family Reunion with 58 exhibitors, 14 job recruiters, and over 500 attendees; flu and COVID shot clinic and AISD testing clinic.

Provide and maintain disparity in diagnosis dashboard to identify areas of need.

Quarter 1 Update:

- The OneData team will be working in collaboration with Population Health analyst to produce an abbreviated version of the Health & Race disparities report card in addition to a standard demographic tab that will be included on all reports in PowerBi by default.

Cultivate a culturally adaptive, diverse workforce and provider network

Increase the collection of Customer Surveys by revamping methodology, frequency and access (inclusive of QR codes, increased translation, iPads and change Kiosks locations)

Quarter 1 Update:

- Kiosks and tablets in process of updates.
- Operations is currently piloting distribution of surveys as part of the optimization efforts through QR codes and through laptops that are secured. Translations of surveys are provided in both English and Spanish and are translated into other languages as need

Review and revise provider network participation processes, inclusive of RFA, application, credentialing and training to reduce barriers to equitable participation. MSO Project Workgroup working on improving application process by asking specific questions on provider's areas of expertise/experience with specific populations, for example: LGBTQ and BIPOC populations.

Quarter 1 Update:

- Currently revising Request for Application and Provider Manual. Demographic information request has been added to the provider applications in Cognito forms.

Create awareness opportunities on social media and in email communications to educate staff and the community to support racial and health equity.

Quarter 1 Update:

- 25 events recognized across social media, ATI, e3 and Transparencies as well as staff screensavers and clinic digital signage including Hispanic Heritage Month, Native American Heritage Month, Austin Powwow, Transgender Day of Remembrance and Indigenous Peoples' Day.

Use data to track progress and inform decision-making to advance equity

(CEO GOAL) By end of 4th Quarter, demonstrate implementation of strategies to continue to close health disparities gaps with joint population health and operational improvement initiatives. Continue to close the health disparities gap with joint population health and operational improvement initiatives

Quarter 1 Update:

- The OneData team will work in collaboration with Population Health during Q2 & Q3 to produce an abbreviated dashboard of key metrics identified on FY22 health disparities report card for individuals currently enrolled in services for ongoing support and monitoring health & racial disparities that will be accessible to all users on Integral Care's BI Platform.
- The Population Health Administrator finalized the second annual Health Disparities report card for Fiscal Year 2021. Work is continuing on the evaluation of potential racial inequities across intake and evaluation areas. The Diversity Council Evaluation and Assessment workgroup has begun meeting monthly to review progress.

Creating provider profiles to include demographics with goals to increase client choice and educate community partners on available resources. Review language access, sexual orientation, race, identity, diversity.

Quarter 1 Update:

- The MSO analyst along with OneData helped create a standard demographic tab that will be included on all reports in PowerBi by default. Additionally, the CLAS Standards Report of Staff/Client demographics was moved into PowerBI to be accessible to other stakeholders in the agency. Moving forward into Q2 and beyond, analyst will work with additional team members to build profiles of providers using this information to increase client choice. Contract Managers continue to assess the capacity of Qualtrics and Power BI to serve as a home for the provider profiles.

Continue efforts to increase the frequency of Providers Satisfaction Surveys by increasing distribution and additional monitoring.

Quarter 1 Update:

- Contract Managers continue to discuss barriers to participation in satisfaction surveys among individuals in SAMSO services. IDD/CFS service recipients to be contacted via USPS by 2/15/23.

Perform a statistically relevant stratified sample of clinical record documentation to ensure fidelity and compliance.

Quarter 1 Update:

- The Telemed review was completed. The QMHP review is scheduled.

Share data from agency analysis in grants, community planning, internal and external communications (includes Annual Reports, Board Reports), and sustainability planning. Incorporate information and analyses on population changes in Travis County and populations served by Integral Care. Collaborate with One Data and Population Health teams.

Quarter 1 Update:

- Launched FY 23 to FY 25 Annual Report.
- Submitted FY22 Texas Council Community Center Profile Survey, including agency-wide data.
- Responded to a TX Council of Community Centers survey regarding TCHAT to help identify areas that are functioning well, areas that need additional focus, and barriers to ensuring continuity of care for students transitioning from a TCHAT program to an LMHA for services.
- Created presentation and collateral for Travis County which included Integral Care data.
- Shared program impact data in 12 internal and external newsletters.

Incorporate innovative technologies to enhance care and create greater access for hard-to-reach communities

Quarter 1 Update:

- The OneData team has created several standard "clean" datasets to be used across all reporting platforms as a singular dataset. Additionally, the OneData team has collaborated with Application Support to ensure widgets within NX remain in sync with the reports for the same core data. The two teams have a weekly developer meeting to ensure the most accurate and complete dataset and will continue to improve and adjust a singular data source.

Secure and allocate funding that bolsters health equity

(CEO GOAL) By end of the 4th Quarter, demonstrate commitment to expand Medication Assisted Therapy availability in Travis County through collaboration with a network of providers. Integral Care will continue collaborating with Central Health and others to expand Medication Assisted Therapy and address the opioid crisis in Travis County.

Quarter 1 Update:

- A comprehensive dashboard for individuals currently being served with an Opioid DX is currently in process, which includes metrics for individuals enrolled in the MAT program. Metrics include demographic data as well as outcome and outputs.
- During November, the SOC continued to work with Central Health on finalizing a contract for MAT services within our Stonegate clinic.
- Brittany Whittington, Director of Accountable Care, completed an analysis of both client and staff demographic data. A plan will be developed to address these results in quarter two. This analysis was focused specifically on specialty SUD programs. The medication unit was going through final round of licensing review through SAMHSA, DEA and HHSC in quarter one. Focusing on hiring staff and opening in quarter two.

Partner across the agency to identify and secure grants that provide funding for diverse programs. (i.e. CTAAFSC)

Quarter 1 Update:

- Raised \$30,000 from sponsors to support CTAAFSC.



Deliver Quality Health Care: Provide responsive, innovative, evidence-based, suicide-safer health care to the individuals we support.

Deliver accessible and timely care to meet community needs

- Efforts across organization underway to deliver accessible and timely care to include: Lean for Healthcare Project Optimization work, ease of tracking data and demographic through PowerBi dashboards, and leading new efforts with surveys to stakeholders to make biggest impact.

Provide training and support to team members and provider networks

The System of Care will implement LEAN management strategies to streamline processes throughout the system to identify waste, improve efficiencies, and therefore improve client care along all clinic and residential based services.

Quarter 1 Update:

- The Residential unit managers have completed a Lean for Healthcare training as part of a System's of Care Optimization process. Through this work, the team streamlined the referral process and has improved both the client and employee experience. This work is in collaboration with the MIS App development team as well as the Utilization Management team. Project was selected based on stakeholder and client survey feedback. Q2 will be focused on finalizing this referral process. The ongoing work will focus on monitoring of transition of care intakes completed by the residential programs which helps link people to care and reduce needless repetition of traumatic experiences
- During the month of November, the SOC continued the financial optimization project in an effort to streamline our financial process. The Director and Associate Director have formed a workgroup with the Director of Applications Support to streamline the financial forms within the EHR. Thus far, great progress has been made with even more progress to come.
- Will seek to initiate optimization project for PES by quarter three and use LEAN strategies in that project, including minimizing clients having to needlessly repeat traumatic history/experiences.

(CEO GOAL) By the end of the 4th Quarter, demonstrate implementation of best practice recommendations to create a supportive work environment that prioritizes client care, racial equity, and employee support across programs.

Implement best practice recommendations to create a supportive work environment that prioritizes client care, racial equity, and employee support across programs

Quarter 1 Update:

- During November, Integral Care continued to offer the QMHP Mentorship program to support staff. Thus far 33 QMHP staff have accessed the QMHP mentorship program and have reported satisfaction with being part of the group.
- Focus on completion of audit results within a timely manner in Crisis, SUD and Justice area

Implement Provider Connect NX to allow for more integration with myAvatar and increase the provider functionality.

Quarter 1 Update:

- During Q1, we have completed much of the internal configuration and updates needed for the PCNX implementation and rollout. This includes the build of the following forms and widgets: MSO Referral, Claim Status, Authorized Clients, Authorization Request Status, Claim Submission, Eligibility and Consent, as well as system updates. We are continuing to work with the Netsmart consulting team to build out the remaining required elements, with a goal to release the system to a pilot in Q2.

Train staff in the use of innovative technologies to help drive data supported decisions

Quarter 1 Update:

- The OneData team completed an agency wide training in December that covered the most commonly used reports in NX and PowerBi. Additionally, the OneData team has implemented a strategy of "snip it" videos - 15-minute stream presentations of released PowerBi reports & dashboards which are linked within the Report itself. Lastly, in collaboration with Application Support, a new wiki was released in December that will include help guides and stream presentation as well as the recordings of the December training.

Maintain robust mental health workforce training throughout the system of care

Quarter 1 update:

- Expanded the psychiatry residency program with DellMed to include SUD and crisis residential placements
- Leadership continue to serve on the Integrated Behavioral Health Scholars (IBHS) Program at UT Austin
- UT IBHS students across social work, nursing, psychology, and psychiatry began their FY 23 placements throughout clinical services

Enhance equitable access and engagement across the systems of care

Develop strategies to reach communities of Limited English Proficiency (LEP)

Quarter 1 Update:

- The Language Access Workgroup (subcommittee of the Diversity, Equity, Inclusion and Belonging Committee) completed the updates to Integral Care's Language Access Plan document. 2020 Census Data relating to languages spoken by residents was obtained in December 2022. Draft will undergo final edits prior to being presented to board in order to include most recent regional information.

(CEO GOAL) By end of 4th Quarter, advance reporting system to enhance oversight and explicitly identify any racial disparity in access to care, quality of care, treatment approach, and overall satisfaction. Comprehensively re-develop the reporting system to enhance oversight and explicitly identify any racial disparity. The tool will now allow us to collect data and identify issues and concerns based upon client demographics so we can track and address potential racial disparities in access to care, quality of care, treatment approach, and overall client satisfaction.

Quarter 1 update:

- Revisions of the CPI data base are completed. The tool will now allow us to collect data and identify issues and concerns based upon client demographics. This will allow us to identify and address any potential racial disparities in access to care, quality of care, and to address any trends of complaints and concerns.

Roll out more comprehensive and seamless Cybersecurity tools to better protect Integral Care networks, data and systems from possible threats.

Quarter 1 Update:

- MFA (Multi-factor Authentication work was completed in Dec 2022.
- Always-On VPN work is in progress Jan 2023 and completion is scheduled by EOM.
- Autopilot / Intune configuration and setup work in progress. This part of the project to be completed ahead of the 5/1/2023 target.

Upgrade key IT network infrastructure to address end of life (EOL) equipment and provide the bandwidth, security and reliability needed for current and future expansion.

Quarter 1 Update:

- MIS is currently reviewing mobile devices, network and servers' infrastructure considering upgrading and migrating some of these resources to the cloud. We are exploring Software as a Service (SaaS) and Platform

as a Service (PaaS) solutions considering the agency's requirements and the potential for consolidation of units after the AF building is completed. Additionally, we want to ensure that the solution we choose has the capacity for scalability to support local and remote users.

Improve companywide Internet connectivity with High Availability Network upgrades.

Quarter 1 Update:

- AT&T fully managed network service is in phase of implementation. New circuit is being installed and we are waiting on hardware equipment to all the sites. We are expecting to have this project completed by the end of Q 2

Increase flexible and value-based funding

Write grants and secure new funders; when possible, demonstrate alignment of program impact with external community issues; Assist with value-based payment grant funding (EHF)

Quarter 1 Update:

- Awarded 3 grants that benefit The Herman Center, Terrace at Oak Springs & all programs with bus passes, totaling \$210,000 & 1875 bus passes.
- Sent 3 donor newsletters



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

Coalesce networks to coordinate behavioral health care delivery and outreach

(CEO GOAL) By the end of the 4th Quarter, demonstrate advancement of collaboration with City, County and State stakeholders to implement strategies and design policies to reduce incarceration rates of clients. Collaborate with City, County, and State stakeholders to implement strategies and design policies to reduce incarceration rates of clients.

Quarter 1 Update:

- Several dashboards and reports have been included on our BI platform to support the work towards this goal, including services broken down by language utilized during service delivery compared to primary language of the consumer as well as the standard demographic tab on the services dashboard. Several new reports are in the works specifically for IDD services, which will also include demographic data.
- Texas Commission on Jail Standards held two meetings – 9/21/22 and 10/19/2022. The TCJS IDD Advisory Training Subcommittee, chaired by Bryan Camphire, submitted the following recommendations for the Legislative Report: jails identify a point of contact at the Local IDD Authority for continuity of care; TLETs data be used by jails and LIDDAs collaboratively to identify inmates of suspected or confirmed IDD diagnoses; schools stop destroying Full Individual Evaluations; Recommending basic CPR certification for Corrections Officers utilizing the free online course of the American Red Cross; Recommending that training on IDD be added as a supplement to required training on mental health.
- Jail Intake quarterly advisory group was convened on 10/18/22. CCRP quarterly advisory group convened on 11/29/22. Will review 4th quarter data demographics for both programs with an eye towards ensuring program referrals and follow up are reflective of demographics of population they each serve. BHCJAC Intercept One group led by Sherry continues to meet every three weeks. Sherry is taking the lead on coordinating a site visit to Tucson on 2/1 and 2/2 to look at Crisis Receiving Center as example of pre-booking, upstream diversion. Working with members of Intercept One group who want to visit and Coordinating with Judge Brown's Chief of Staff on additional individuals interested in site visit.
- Continue to participate in Re-Entry Roundtable as part of planning executive committee. ANEW convenes planning group with justice partners related to ensuring communication and collaboration are strong.

Support collaborative planning initiatives and produce reports that are informed by stakeholders; contribute to improvements in system development and access. Participate in community workgroups including Psychiatric Stakeholders, Kids Living Well, local community planning around Substance Use Disorder and OD prevention, Housing efforts, Central Texas Community Outreach Leaders, etc.

Quarter 1 Update:

- Facilitated a community planning team to execute a Kids Living Well summit "Neurodiversity and Youth Substance Use: Impacts on Learning and Behavior" on 11/10/22. 120 educators and social workers participated in this free all-day professional training with 6 free CEUs.
- Facilitated the first two meetings of the PSS Housing Workgroup. The group's task is to identify how our community can address unmet housing needs with actionable solutions.

- Met with Texas Council of Community Centers to determine legislative agenda for the upcoming 88th Texas legislative session, shared with the Travis County Intergovernmental Relations Steering Committee which includes 30 committee members/stakeholders.
- Attended 3 Central Texas Community Outreach meetings and 3 Austin Justice Coalition meetings. Supported 2 Seabrook Square community meetings.
- Participated in Austin Public Health's Substance Use/Misuse/Overdose meetings.
- Participated in Kids Living Well meetings.
- Participated in Children's Mental Health Plan Steering Committee.
- Member of Austin-Travis County Opioid Awareness Coalition, working with Austin Public Health, Travis County and Central Health on a community-wide campaign.

Finalize the development and implementation of multiple add on modules, including: Care Guidance modules, myHealthPointe, CardConnect, ProviderConnect NX, Task list and Flowsheet.

Quarter 1 Update:

- Successful pilot launch of new functionality including Task List and Flowsheet, Bells.AI, myHealthPointe, and CardConnect. Working toward a full release of these modules, as well as Telehealth, PCNX, and eMAR NX in the next quarter. To ease technological challenges and address ongoing workflow changes, Application Support continues to work with OneData on a newly released user guide/Wiki via MS Teams for consistent and readily available communication.

Optimize collaborative team member, provider and community trainings

Offer training opportunities (i.e. virtual Lunch & Learn, National Council on Wellbeing and other resources) to Providers on racial and health equity.

Quarter 1 Update:

- An IDD presentation on culturally relevant option for ISS services is in development. A projected completion date for this presentation is 2/1/23.

Maximize collaborative impact with team members and community stakeholders

(CEO GOAL) By the end of the 4th Quarter, significantly advance the Integral Care Housing Plan through implementation progress on additional permanent supportive housing units. Integral Care will seek additional opportunities for supportive housing, including collaborating with the Travis County Supportive Housing Collaborative with the goal of addressing the lack of affordable housing in Travis County and align with FindHomeATX to housing 3000 individuals within 3 years.

Quarter 1 Update:

- Currently updating community engagement plan for FY23.
- FY23 metrics have been updated on to a Housing Dashboard on our BI Platform, including individuals who have reported being homeless while receiving any service from Integral Care during the year. Additionally, a stand-alone tab on all demographic attributes collected is included, with the ability to slice by specific supportive housing programs.
- During the month of November, Integral Care continued to work with the Travis County Supportive Housing Collaboration to advance Seabrook Square. In working with our architect, Forge Craft, Integral Care was able to get to 100% schematic design on 60 units of PSH. Additionally, Integral Care has continued to work with the City of Austin on finalizing contracts for the Bungalows at Century Park, another 60-unit PSH hotel conversion, with construction scheduled to begin in December of 2022.

Update providers on process changes, innovative clinical practices, quality and/or outcome measures, recognition of provider's utilizing best practices or provider successes, and survey results and action plans.

Quarter 1 Update:

- Quarterly updates are being posted for providers in ProviderConnect. ProviderConnect NX does not have functionality for like updates so a new communication strategy will need to be implemented once that system goes live.”

Build and expand relationships with Latinx, Arab, and AAPI communities and stakeholders to learn about their needs, identify ways to work together and share information.

Quarter 1 Update:

- Participated in 21 events, expanding or establishing collaborations with organizations like Goodwill, the Mexican Consulate, the Asian American Resource Center, the Austin Police Department's Office of Community Liaison and the Austin Asian Community Health Initiative.
- Shared Information in 10 new places, including Austin Parks and Recreation, St. Edward's University, ACC and Austin Public Library.
- Held 2 Together We Will Heal Forums on Alzheimer's Awareness in the black community with 52 attendees; Incarcerated Women with 35 attendees.

Continue to build impact of CTAAFSC in collaboration with Planning Committee.

Quarter 1 Update:

- Worked closely with CTAAFSC Planning Committee to host a CTAAFSC Family Reunion event for the community, which included 58 exhibitors, 14 job recruiters; over 500 attendees, 4 elected officials, and 8 speakers; flu and COVID shot clinic and STI testing clinic.
- CTAAFSC Planning Committee participated in the Pop My Trunk Event with over 1000 attendees.

Communicate program impact, coordinate with collaborators and share information with public officials to strengthen relationships.

Quarter 1 Update:

- 20 Facebook posts to promote events and recurring ads to promote the conference, 1 ad for Reunion on KAZI
- 8 newsletters sent to CTAAFSC listserv of about 5000 names.

Upgrade Boardroom technology to enable better communication for staff and the public.

Quarter 1 Update:

- Vendor (Unified Communications) was able to obtain all necessary equipment after a 9-month delay due to worldwide parts shortages. Work began on the Boardroom upgrade during the 2nd week of Dec 2022. Vendor is finishing final installation and programming in the first week of Jan 2023. All work and testing to be completed by mid-Jan 2023.

Restart the Technology Advisory Committee

- ✓ Facilitate the mapping of business strategies and capabilities to emerging technologies and services.
- ✓ Oversee the development and sustainment of technical solutions and services that improves service delivery.
- ✓ Function as a point of information technology governance that facilitates coordination and fosters collaboration, promoting interoperability and data sharing through the use of technology standards and frameworks.

Quarter 1 Update:

- Charter update completed October 2022.

- Team selection completed November 2022.
- Technology needs analysis completed and prioritization tool developed for all items. COO and CAO/CFO reviewed items and approved official list in Nov 2022. Items were split into 3 phases due to the scope and number of major items. Initial meeting set for Jan 2023 for ownership assignment and project management setup for all phase 1 items.

Collaborate with stakeholders to drive sound decisions through increased data sharing

Quarter 1 Update:

- OneData continues to support collaboration with the HIE, Connexus (formerly ICC).

(CEO GOAL) By the end of the 3rd Quarter, develop and approve a model of authentic community engagement with Integral Care clients, community partners, and the Austin-Travis County mental health ecosystem stakeholders

Quarter 1 Update:

- Currently updating community engagement plan for FY23.

Collaborate with government, nonprofit, private sector and community organizations to expand and sustain services

Integral Care will continue Integrated Systems of Care and expand collaborations with primary care providers to imbed primary care throughout our existing system.

Quarter 1 Update:

- A standard demographic tab will be included on all reports and dashboards on Integral Care's BI platform which will include the primary source of trended data service and episode data for integrated services. The tab will be reviewed by Integral Care leadership for final review and feedback, and implementation in Q2.
- During November, Integral Care began updating our contract with LSCC to continue primary care services at 3000 Oak Springs for ongoing services once the current contract ends on 12/31/22. Additionally, Integral Care began to work on expanding the LSCC contract to provide services at Integral Care's new St. John's location. At this location LSCC will offer adult and pediatric primary care services. Integral Care is focused on increasing referrals for Integral Care to access primary care services on site.

(CEO GOAL) By end of 4th Quarter, grow training and consultation opportunities through the Whole Person Project of the Arc of Texas and Transition Support Team. Grow training and consultation opportunities through the Whole Person Project of the Arc of Texas and Transition Support Team

Quarter 1 Update:

- The Arc of Texas Whole Person Project and LIDDA OBIs met on 10/13/2022. LIDDAs were paid \$1500 as per contract agreement. The Arc agreed they have satisfactorily received all information. Foundation Starter Toolkit - In progress.

By end of 4th Quarter strengthen and support the local Health Information Exchange, ConnXus

Quarter 1 Update:

- Obtained Board of Trustees Approval for Integral care to serve as the fiscal sponsor for ConnXus' FY23 strategic and business planning consultation.
- Integral Care's CEO Chairs the ConnXus Board of Directors and is overseeing the expansion of the HIE to include whole health data

Support the Implementation of the Amplify Clinic, sponsored by Dell Medical School's Department of Psychiatry and located at Austin Community College

Quarter 1 Update:

- Kathleen Casey and Marlene Buchanan were appointed to Amplify's Advisory Board
- IC program leadership met with the Amplify team to plan collaborative care and referral systems

Develop Local Planning & Network Development (LPND) Consolidated Local Service Plan (CLSP)

Quarter 1 Update:

- The LPND and CLSP were submitted to the State on 12/14/2022.