



# Strategic Plan 2025-2027



## MISSION

To support the health and well-being of Travis County residents living with mental health challenges, substance use disorders, and intellectual and developmental disabilities.

## VISION

Mental Health and Well-Being for Everyone

## VALUES

People  
Access  
Integrity  
Excellence  
Collaboration  
Compassion  
Community

## PILLARS AND GOALS



### LEADERSHIP

Lead through collaboration and system connection. Define and strengthen Integral Care's role as a leader, convener, and trusted collaborator across housing, healthcare, education, and justice systems — building long-term, trust-based partnerships that drive shared solutions and coordinated care for those most impacted.



### CONTINUUM OF CARE

Deliver on a full Continuum of Care. Design and operationalize a full Continuum of Care to deliver responsive, innovative, evidence-based, accessible, suicide-safer, and person-centered healthcare.



### ACCESS

Advance accessible, person-centered care for every community. Expand the reach and responsiveness of behavioral health services to better serve all individuals in our community and improve health equity and outcomes.



### WORKFORCE

Strengthen workforce talent, well-being, and effectiveness. Invest in a healthy, supported, and high-performing workforce.



### INNOVATION

Drive innovation with transformative technology and data systems. Upgrade and integrate core business systems to support streamlined operations, timely decision-making, and organizational effectiveness. Implement AI and automation throughout the organization's technology solutions.



### SUSTAINABILITY

Optimize financial sustainability and stewardship. Secure flexible, unrestricted, mission-aligned funding to sustain and grow impact.