

2011 Strategic Plan



MHMR of Tarrant County

3840 Hulen St.

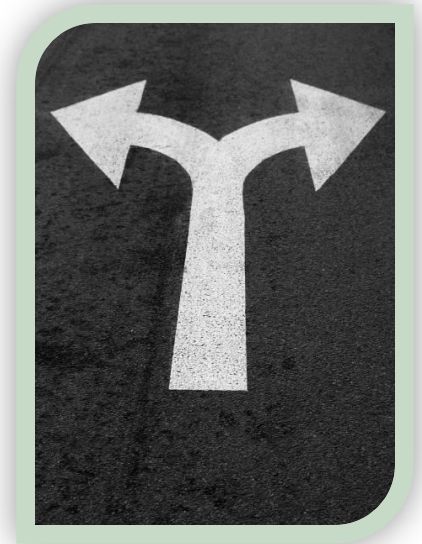
Fort Worth, TX 76107

www.mhmrtc.org

Introduction

Let me thank you for your interest in MHMR of Tarrant County. We are a Community MHMR Center with an emphasis on community. Our primary objectives are to be responsive and effective in meeting the needs of those we serve.

Bob Dylan first sang the phrase “Times they are a changing” over 50 years ago, but it is as true today as it was then, even more so in regards to today’s healthcare environment. As economic and demographic changes continue and the future of our nation’s healthcare system evolves, we find ourselves in unclear and uncharted waters. We must approach this uncertainty with thoughtfulness and innovation. Our resolve is to ensure that MHMR of Tarrant County remains the major force in providing needed care to the citizens of Tarrant County. MHMR of Tarrant is committed to serving our community as it has for over 40 years. While the manner in which healthcare services are delivered will change over time, commitment to quality services should not. What I hope you find described in this document is not only an organization that prides itself on being responsive to changes that better serve our community, but also an organization that is unyielding to anything other than excellence in the quality of services we deliver.



I would like to thank all of our community stakeholders who participated in our strategic planning focus groups as well as the members of our Strategic Directions committee. Your involvement was key to the success of our planning process.

Please pay us a visit at our website at www.mhmrtc.org or stop by one of our offices and let us tell you more about MHMR of Tarrant County.

Jim McDermott, CEO

May 2011



June 28, 2011

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Background

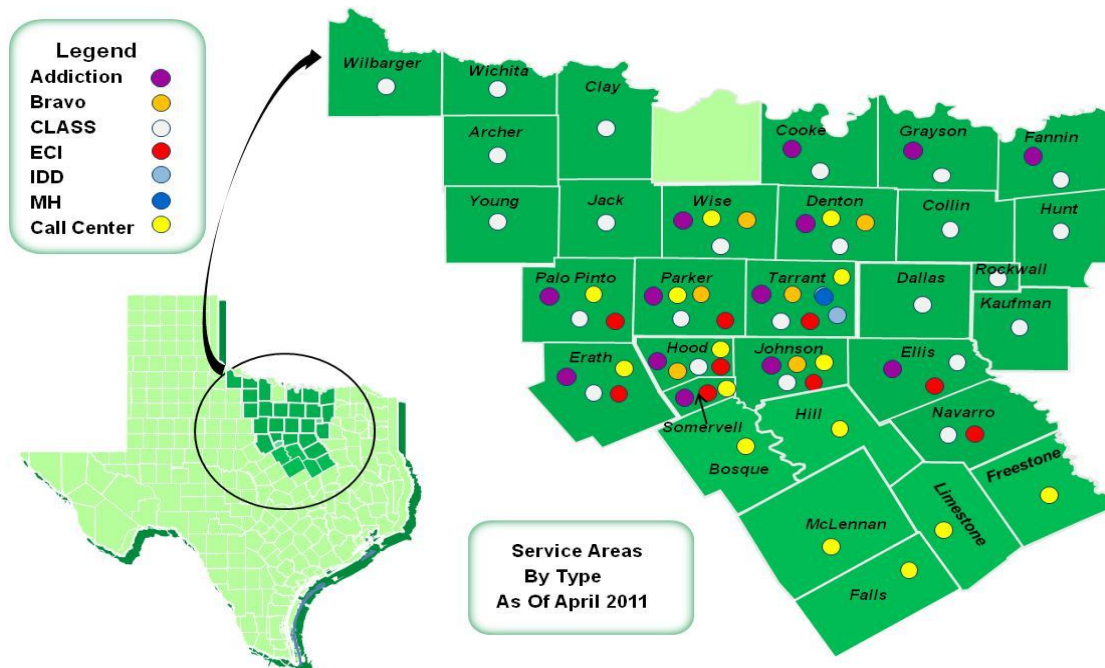
➤ History

MHMR of Tarrant County, is one of 39 community MHMR centers in the State of Texas, established in 1969 under the provisions of Chapter 534 of the Texas Health and Safety Code to provide locally governed, public MHMR services. MHMRTC is a unit of local government directed by a Board of Trustees, who are appointed by the Tarrant County Commissioners Court.



MHMRTC executes an annual contract with the Texas Department of State Health Services (DSHS), the Texas Department of Aging and Disability Services (DADS), and the Texas Department of Assistive and Rehabilitative Services (DARS) under the direction of the Texas Health and Human Services Commission and agrees to provide an array of core services for meeting the needs of the target/priority population. MHMRTC also provides an additional array of health and human services through other agreements.

➤ Service Area



(CLASS – Community Living Assistance and Support Services, ECI – Early Childhood Intervention, IDD – Intellectual Development Disability, MH – Mental Health)

Mission Statement and Center Values

MISSION STATEMENT

The mission of Mental Health Mental Retardation of Tarrant County is to enhance the mental health and the intellectual development of people in our community.

CENTER VALUES

- Each person is respected and valued.
- Services are developed around the individual needs, values and opinions of each person served.
- Families are valued and respected for their critical importance in a person's support system and are given the opportunity to have an active role in the treatment planning and the delivery and evaluation of services.
- Success is demonstrated in terms of outcome for each person served.
- Services enhance dignity through participation and choice.
- Services encourage and support growth, independence and integration into the community.
- Quality services are provided in a safe, ethical and cost effective manner and provide the best value to the person served.
- Programmatic and administrative best practices are recognized and valued.
- A seamless system of services is realized through the coordination and collaboration of providers in the community.



2011 MHMR of Tarrant County Board of Trustees



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Board Chair
At Large



Elva LeBlanc
Vice Chair
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Strategic Goals Summary

The goals listed below were established during our strategic planning process.

1. Sustain and Grow Current Services/Funding
2. Position the Organization for the Changing Healthcare Environment
3. Develop New Services/Funding
4. Continue & Increase Community Involvement/Leadership
5. Sustain and Grow Regional Partnerships
6. Explore Organization's role in Preventative Healthcare
7. Promote and Enhance Organizational Image
8. Enhance Board Development



Strategic Goals Detail

The tables below are roadmaps to guide how each strategic goal can be realized.

Strategic Goal #1: Sustain and Grow Current Services/Funding

- a. Services via State Contracts:
 - i. Mental Health – DSHS
 - ii. Addiction Services – DSHS
 - iii. Intellectual and Developmental Disabilities - DADS
 - iv. Early Childhood Intervention – DARS
 - v. Outreach and Support - HHSC
- b. Services Funded Through Blended Resource Strategies
 - i. Homeless Services
 - ii. Criminal Justice Services
 - iii. Veterans Services
 - iv. Addiction Services
 - v. Aging & Disability Resource Center (ADRC)



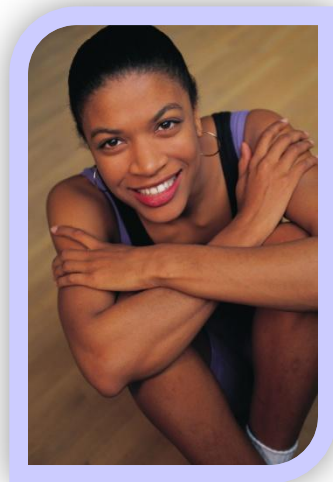
Strategic Goal #2: Position the Organization for the Changing Healthcare Environment

- a. Gain an Understanding of the Changing Healthcare Environment**
 - i. Participate in national, state and local trainings, seminars, webinars, and other resources as available**
 - ii. Consult with national and other experts as needed**
 - iii. Follow and assess population and other demographic changes in regard to their impact on healthcare at the local, state, and national level**
- b. Identify Key Strategies for Management of Healthcare Dollars in the Future**
 - i. Assess strategies for managing public dollars at local, state, and national level**
 - ii. Develop strategies for building partnerships with entities managing public healthcare dollars**
 - iii. Develop strategies for marketing organizational best practice services to the private sector**



Strategic Goal #3: Develop New Services/Funding

- a. **New Services**
 - i. **Client Services**
 1. **Aging Population**
 2. **Collaboration with Medicaid/Medicare HMOs**
 3. **Integrated Healthcare**
 4. **Services for Privately Insured Individuals**
 5. **Case Management**
 6. **Services to Children**
 - ii. **Business Services**
 1. **Evaluate Business Services Opportunities in the following areas:**
 - a. **Continuing Education**
 - b. **Information Technology Services**
 - c. **Financial Services**
 - d. **Maintenance Services**
 - e. **Payroll Services**
 - f. **Video Conferencing**
 - g. **Telemedicine**
 2. **Strategies**
 - a. **Market Business Services to other Providers**
 - b. **Partner with other Entities**
 - c. **Outsource Services Based on Evaluation**
- b. **Identify New Funding Sources**
 - i. **Private Business Sector**
 - ii. **Private Foundation Funding**



Strategic Goal #4: Continue and Increase Community Involvement and Leadership

- a. **Continue Current Community Involvement and Leadership Efforts with the following Entities**
 - i. **Aging & Disability Resource Center (ADRC)**
 - ii. **Community Advocacy and Peer Support Organizations**
 - iii. **Community Resource Coordination Group (CRCG)**
 - iv. **IDD Needs Council**
 - v. **Mental Health Connection**
 - vi. **Recovery Resource Monthly Meeting**
 - vii. **Tarrant County Homeless Coalition**
 - viii. **Veterans Coalition (VETCO)**
 - ix. **Other**
- b. **Increase Future Community Involvement and Leadership Efforts with the following Entities**
 - i. **Association of Substance Abuse Programs (ASAP)**
 - ii. **Chambers of Commerce**
 - iii. **Cities**
 - iv. **Educational Institutions**
 - v. **Faith Based Community**
 - vi. **John Peter Smith Mom & Baby Collaboration Project**
 - vii. **Near East Side Neighborhood Association – (NESNA)**
 - viii. **Other**



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Strategic Goal #5: Sustain and Grow Regional Partnerships

- a. Expand Service Delivery Regionally
- b. Expand Business Functions Regionally



Strategic Goal #6: Explore Organization's Role in Preventative Healthcare

- a. Explore Partnerships with Preventative Healthcare Entities**
 - i. Tarrant County Public Health Department**
 - ii. Suicide Prevention Coalition**
 - iii. Infant and Child Early Healthcare Intervention Organizations**
- b. Explore Partnerships with Education Institutions**
 - i. Primary and Secondary Institutions**
 - ii. Post Secondary Institutions**
- c. Explore Partnerships with the Private Sector**
- d. Explore Partnerships with Entities that Address Specific Health Conditions**



Strategic Goal #7: Promote and Enhance Organizational Image

- a. **Promote Organizational Image to Key Consumer, Advocate, Business, Provider, Educational, Political Stakeholders and Purchasers of Services**
- b. **Enhance Community Education**
- c. **Expand and Enhance Community Relations**
- d. **Develop a name for the organization that better reflects its mission and goals**



Strategic Goal #8: Enhance Board Development

- a. Education**
 - i. Board Orientation**
 - ii. Board Meetings**
 - iii. TX Council and Other Training Conferences**
 - iv. Site Visits to Programs**
 - v. Shared Interactions with Other Volunteer Boards**
- b. Identification of Potential Board Candidates**
 - i. Community Advisory Committees (CAC's)**
 - ii. Community Advocacy, Peer Support Organizations, and Self Advocacy**
 - iii. Business Community**
 - iv. Non-Profit Organizations**

