

Bluebonnet Trails Fiscal Year 2027 Strategic Plan Matrix



Principles

Priorities

	Timeliness	Client Independence & Recovery Focus	Workforce Excellence & Wellbeing	Strategic Resources & Community Partnerships	Innovation & Modernization	Measurable Success
Access to Care	Initial services are delivered promptly, including same day/next day when possible	Clients have resources necessary to address their healthcare needs	Fully staffed positions accelerate access to care and promote balanced workloads	Information-gathering enables seamless, coordinated care, minimizing duplication	Technology accelerates decision-making and reduces documentation time	Shorten Time from Intake Screening to Appropriate Services to 10 Days or Less for Most Programs Same Day Interest List Access for Persons Requesting IDD Services at Least 95% of the Time Percentage of Crisis Hotline Calls Followed by a Service Encounter within 1 Hour for Emergent and 8 Hours for Urgent
Service Delivery	Performance measures and processes promote appropriate service utilization	Person-centered services support improvement and long-term stability	A competent, skilled workforce produces better outcomes and has higher job satisfaction	Sustainable caseloads enable timely referrals and follow-up to address complex needs and supports client choice	Access to HIE data and clinical summaries reduces manual review and administrative burden, enabling clinicians to focus on client care	Achieve Optimal Caseload Sizes for at least 75% of Staff At Least 50% of Clients Receive Recommended Services
Financial Health	Management reports track key metrics in real time and guide strategic decisions	BTCS connects eligible individuals to benefits	Competitive pay, healthcare benefits and opportunities for growth retain staff	Budget supports effective service delivery and operational needs, including consultation and contracts with partners	Automation reduces non-billable tasks, maximizing revenue potential for BTCS and its staff.	Achieve 100% or More of the Projected Budget Margin Develop Formal Plan to Minimize Sanctions and Recoupments
Quality and Compliance	Internal audits and feedback loops continuously improve processes	Clients engage in services that are properly documented and aligned with quality standards	Bluebonnet Academy equips our workforce with training based on identified needs, career goals, wellness principles & audit insights	Integrated EHR tools strengthen compliance, prevent errors, and reduce workloads	Real-time compliance tools and dashboards inform targeted training plans and improve quality compliance.	Advance Staff and Professional Growth by Measuring the Number of Staff Who Participate in Bluebonnet Academy Report the Dollar Amount and Percentage of Recoupments Successfully Refuted Quality of Care in Community-Based Mental Health Services: Composite Quality Score