



STRATEGIC PLAN GOALS

Expectation of the Persons Served

1. Hire qualified, dedicated, and caring staff.
2. Satisfaction with services.
3. Provide Wrap Around Program.
4. Hire a Spanish Speaking staff.
5. Decrease in symptoms.
6. Easy access to services.

The Use of Technology

1. Update website to allow clients access to electronic information and schedule assessments.
2. Subscribe to a HIPAA compliant electronic platform with client portals for easy access to treatment records.
3. Provide Telehealth/ Telemedicine Services.
4. Secure a HIPAA compliant cloud to store client information for easy access.

Financial Opportunities/Threats

1. Medicaid budget cuts.
2. Increase funding sources.

Demographics of the Service Area

1. Recruit diverse professionals in Fort Bend, Harris and Jefferson.

Regulatory/Legislative Environment

1. Join the Mental Health Provider Council or BHAT to advocate for client services.
2. Obtain CARF accreditation.

Expectations of Other Stakeholders

1. Satisfaction with services by referral sources and other stakeholders.
2. Maintain low turnover rates.

Competitive Environment

1. Update all brochures to include Spanish
2. Move to a bigger space.

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