



# Texana Center

A Local Mental Health Authority Contracted  
with the Texas Health and Human Services Commission

## Results in Brief

### Why OIG Conducted This Audit

The Texas Health and Human Services (HHS) Office of Inspector General (OIG) Audit and Inspections Division (OIG Audit) conducted an audit of Texana Center. At least once every five years, OIG must conduct a performance audit of each local mental health authority (LMHA) in Texas.

The Texas Health and Human Services Commission (HHSC) paid Texana Center \$20.0 million for mental health programs and services delivered during state fiscal year 2022, which covered the period from September 1, 2021, through August 31, 2022. Of the \$20.0 million, \$17.2 million was associated with the LMHA performance contract between HHSC and Texana Center. During state fiscal year 2022, Texana Center reported 97,557 mental health encounters for 8,378 individuals to HHSC.

### Summary of Review

The audit objective was to determine whether Texana Center complied with selected state and contractual requirements.

The audit scope included mental health services at Texana Center during the period from September 1, 2021, through August 31, 2022.

### Conclusion

Texana Center, a local mental health authority (LMHA), conducted mental health assessments with associated screenings timely, delivered services through qualified staff members, and documented each individual's progress.

However, Texana Center did not comply with some requirements for financial assessments, recovery plans, level of care deviations, and the Inpatient Care Waitlist.

### Key Results

Texana Center complied with certain requirements reviewed as part of this audit. Specifically, Texana Center:

- Conducted mental health assessments for routine care services for all 27 individuals tested within required time frames when associated with a screening.
- Included the assessment date and signature and credentials of the qualified LMHA staff member who performed the assessment on all 115 mental health assessments for routine care services tested.
- Included required elements selected for testing for all 110 recovery plans.

Additionally, for all 176 service notes reviewed, which were associated with one or more core services listed in the recovery plans, Texana Center documented (a) the individual's progress or lack of progress in achieving recovery plan goals and (b) the signature and credentials of the qualified LMHA staff member that provided the service.

However, Texana Center did not:

- Conduct or update financial assessments (a) during the audit scope for 4 of 98 individuals and (b) within required time frames for 2 of 98 individuals.
- Develop a recovery plan for 2 of 112 mental health assessments.
- Have a recovery plan in effect before providing routine care services for 2 of 110 mental health assessments.

## Background

To deliver mental health services in Texas, HHSC contracts with 37 LMHAs. Each LMHA:

- Supports mental health services through planning, policy development, coordination, and resource allocation and development.
- Provides adults and children with assessment, crisis, intensive, and comprehensive services in a clinically appropriate manner.
- Incorporates jail diversion strategies to reduce involvement of the criminal justice system.

Texana Center is the LMHA for six Texas counties: Austin, Colorado, Fort Bend, Matagorda, Waller, and Wharton.

## Management Response

Texana Center partially agreed with the audit recommendations and indicated corrective actions would be implemented by September 2024.

- Document the information it provided to one of nine individuals it deviated to a lower level of care.

Additionally, Texana Center did not document its waitlist determination dates for all 28 individuals it added to the Inpatient Care Waitlist.

## Recommendations

Texana Center should:

- Strengthen its processes for conducting and updating financial assessments as required.
- Develop recovery plans before providing routine care services.
- Discuss necessary information for each individual to make an informed decision and document the discussion.
- Revise its processes to include documenting its waitlist determination dates.

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