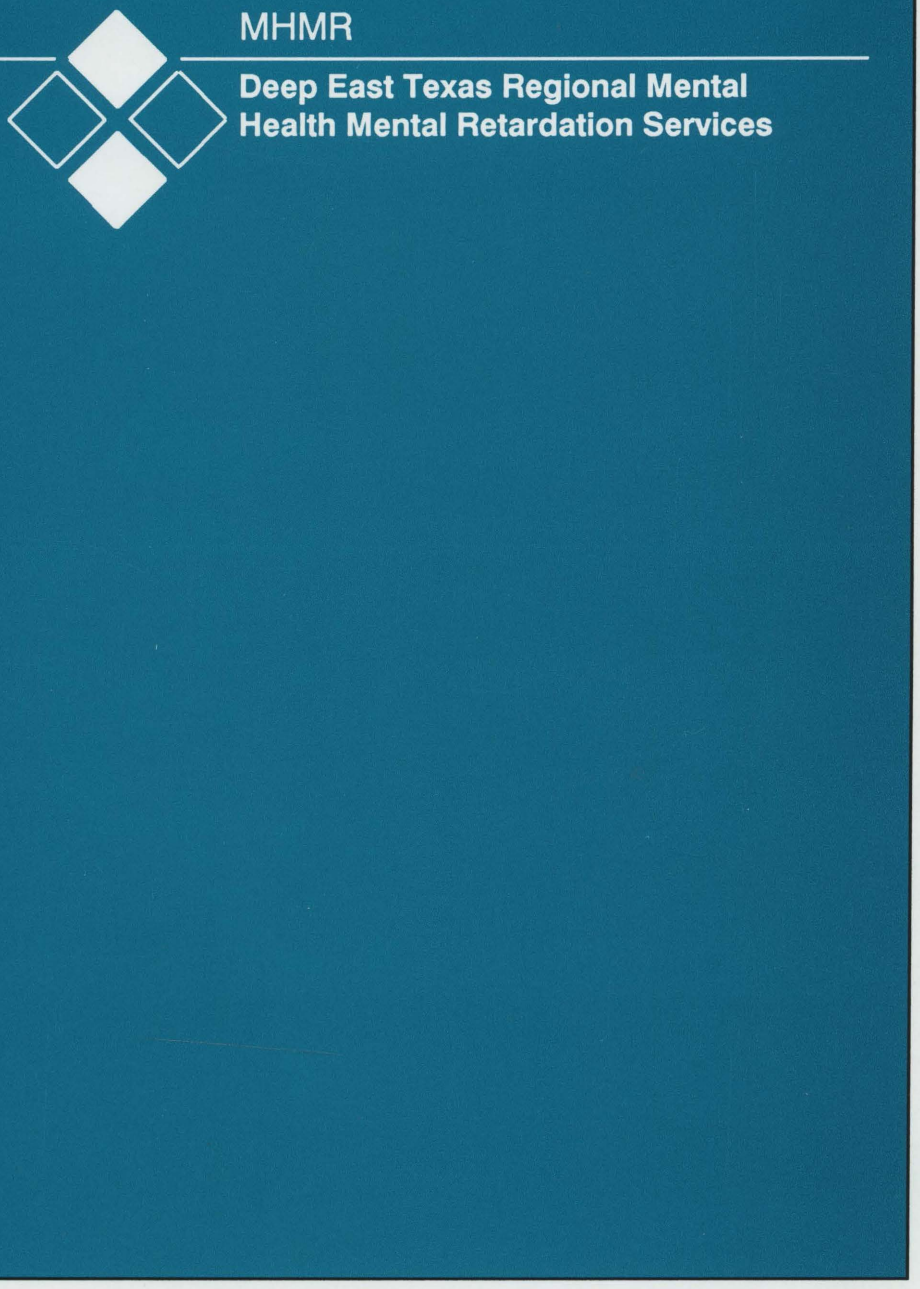
Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

1990 Annual Report



Accredited by JCAHO Joint Commission on Accreditation of Healthcare Organizations

Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

Deep East Texas Regional Mental Health Mental Retardation Services

Deep East Texas Regional Mental Health Mental Retardation Services was founded in 1974 and offers a variety of services to the people in a 13 county area of East Texas. The service area includes Angelina, Hardin, Houston, Jasper, Nacogdoches, Newton, Polk, Sabine, San Ausustine, San Jacinto, Shelby, Trinity, and Tyler counties.

The services offered to regional residents include Mental Health Services, Mental Retardation Services and Substance Abuse Services.

Deep East Texas Regional Mental Health Mental Retardation Services employs over 450 individuals to serve our clients.

Regional service centers served a combined 3,829 consumers during 1990 and are looking for ways to serve more individuals throughout East Texas in 1991.

The Central Administration offices for Deep East Texas Regional Mental Health Mental Retardation Services are located at 4101 South Medford Drive, Lufkin, Texas 75901, (409) 639-1141.

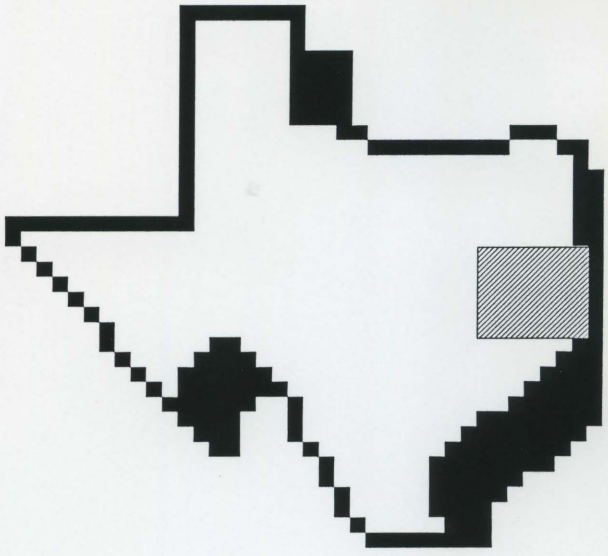
Deep East Texas Regional Mental Health Mental Retardation Services Mission

To help the members of our community improve the quality of their lives by providing excellent Mental Health, Mental Retardation and Substance Abuse services.

Table of Contents

To Our Supporters	1
Board of Trustees	2
Board Design and Administrators	3
Mental Health Division	4-5
Mental Retardation Division	6-7
Substance Abuse Division	8-9
Financial Assessment	10
Fiscal and Client Data	11-13
Quality Assurance Assessment	14
Directory of Services	15-16

Deep East Texas Regional Mental Health Mental Retardation Services service area



Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

To Our Supporters



Judge Allen Sturrock and Susan Rushing.

The past year has been a year of change for Deep East Texas Regional Mental Health Mental Retardation Services. Several new programs were added during fiscal 1990 as the budget grew by over 14 percent.

Through a generous gift from the T.L.L. Temple Foundation, we were able to build a 43-element Ropes Therapy Course at Peavy Switch Recovery Center which aids in the treatment of persons with substance abuse problems. The course presents a physical challenge to participants and helps them use teamwork and communication skills to accomplish tasks. The program has also secured a grant from the Texas Commission on Alcohol and Drug Abuse to use the course with adolescents at risk of developing substance abuse problems. Working with area schools and communities, the program will provide weekend camps to teach drug education to our area youth.

In 1990, Deep East Texas Regional MHMR Services expanded its commitment to providing work opportunities for persons with mental disabilities by establishing the Groveton Pallet Company. Groveton Pallet Company is an affirmative business. It competes in the for-profit arena, is self sufficient, and exists not only to provide high quality products and services, but also to offer work opportunities for current or former clients of the center. By the end of fiscal 1990, Groveton Pallet had a work force of 10, half of whom were past or present clients of Deep East Texas Regional MHMR. The company repairs and recycles wooden pallets for a number of businesses in the East Texas area and anticipates expansion in the coming year.

Through our Cornerstone program, we offer help to families with young children who are experiencing some developmental delay. In 1990, Cornerstone became the first program of its kind to receive the National Exemplary Program Award from the American Council on Rural Special Education (ACRES). The award recognized Cornerstone for its unique family-centered approach to home-based infant interventions services.

Mental health services at Deep East Texas Regional MHMR are primarily focused on helping those persons who suffer from severe and chronic mental illness. While benefiting from psychiatric care and medications, some persons also need help in overcoming isolation and coping with the stresses of day-to-day living.
The social rehabilitation programs are designed to meet these needs. Consumer-run social rehabilitation programs were expanded from Lufkin and Center to include Nacogdoches and Crockett, in fiscal 1990.

Finally, 1990 was a year of transition for the organization. Dr. Jim McDermott, who had led the agency since 1983, resigned to become the executive director of the larger Tarrant County MHMR Center in Fort Worth, Texas. Under his leadership, Deep East Texas Regional MHMR tripled in size and scope. He made an invaluable contribution to the Center, its clients and employees, and is greatly missed. After conducting a nationwide search and interviewing a number of excellent prospects, the Board of Trustees concluded that Susan Rushing, already on our staff, was the best candidate to carry on the leadership that has made our center one of the best in the state of Texas. Ms. Rushing has been with Deep East Texas Regional MHMR since 1980, and most recently served as chief operating officer, responsible for all mental health and mental retardation programs in the region. Her credentials and vision will serve us well.

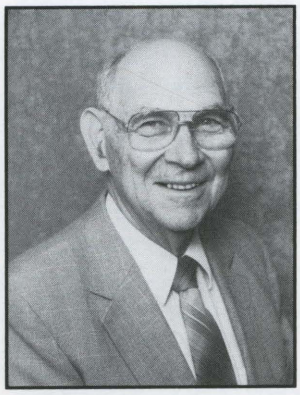
In the Nineties, community centers will face a wide variety of challenges and opportunities. Together, we are confident that we can continue the excellence that has become the trademark of our organization.

Judge Allen Sturrock
Chairman, Board of Trustees

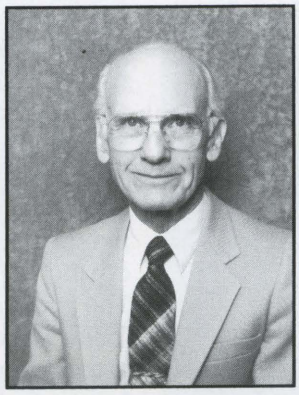
Susan Rushing
Chief Executive Officer
Deep East Texas Regional Mental Health
Mental Retardation Services

Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

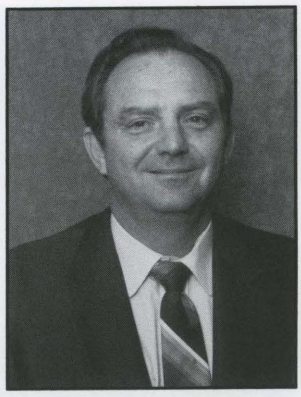
Board of Trustees



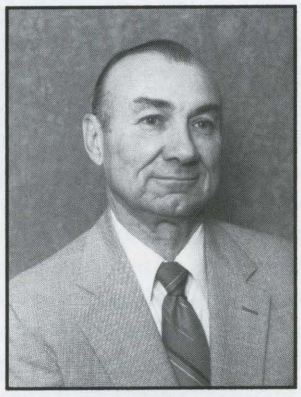
Allen Sturrock
Chairman
Tyler County



Ward Burke
Angelina County



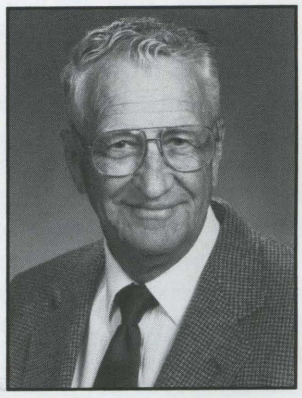
Rev. Robert Carter
Hardin County



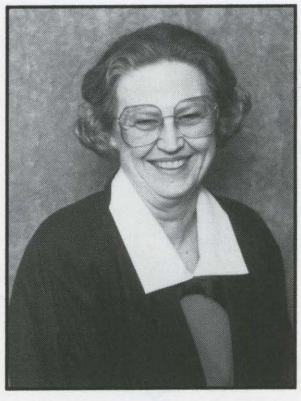
Dan Dominey
Trinity County



Charles English
Houston County



Mitchell Jetton
Sabine, San Augustine
and Shelby counties



Bobbie Morgan
Jasper/Newton
counties



Gaffney Phillips
Polk/San Jacinto
counties



Nancy Speck
Nacogdoches County

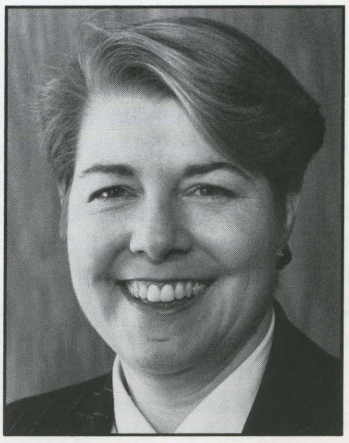
Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

Board Design and Administrators

Board Design

The Board of Trustees consists of nine members who are appointed by local sponsoring agencies (County Commissioners Courts) with representation according to the organizational contract signed by the agencies. Members are selected from the membership of the governing bodies or the qualified voters of the region. The Board shall have no less than five and no more than nine members.

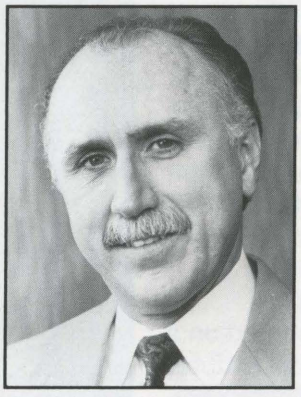
When a Board vacancy occurs, the Chief Executive Officer requests that the resigning Board member notify the sponsoring agency. The Chief Executive Officer then asks the sponsoring agency to appoint a new Board member within the next two months, and further requests the sponsoring agency to appoint a Board member with leadership ability, sound business judgment, and a sincere interest in persons needing community-based mental health, mental retardation or substance abuse services.



Susan Rushing, Chief Executive Officer



Marsha Brown Ford, Director Mental Retardation Services



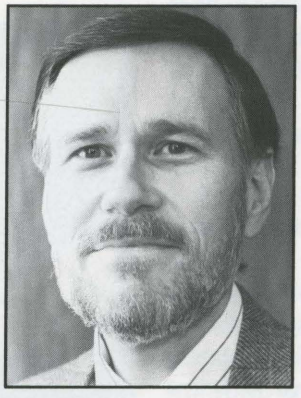
Charles Harris, Director Mental Health Services



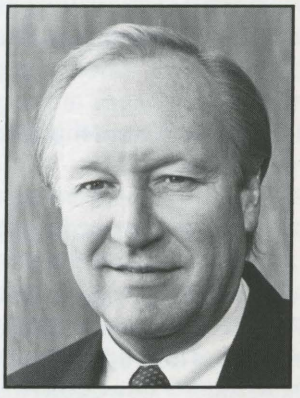
Marty Walker, Director Substance Abuse Services



Linda Naff, Director Business Services



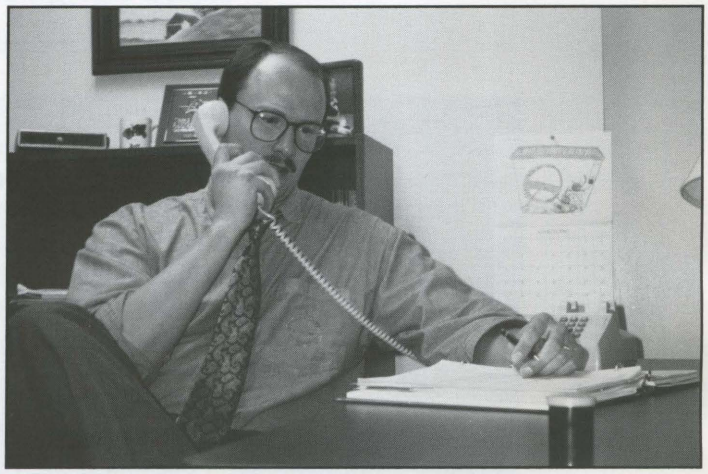
George Patterson, Director Quality Assurance



Tim Richerson, Director Human Resource Services

Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

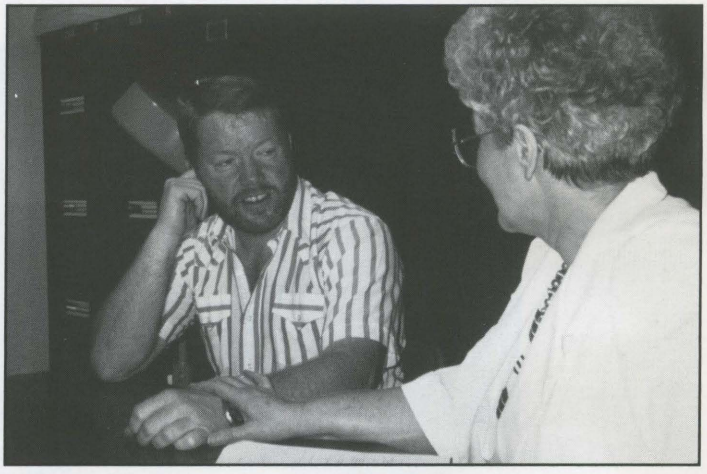
MENTAL HEALTH SERVICES



Alpha House

Alpha House represents a new generation in mental health residential care. It combines the advantage of in-house case management and coordination with a rehabilitative environment intended to raise the skills level of residents for eventual placement in the community. Alpha House also provides both short term respite care and longer term transitional living in a setting that is affordable and less restrictive for the individuals.

Case Management



Case management focuses on persons with histories of multiple admissions to state hospitals , and who, without these services, would be at high risk of readmission to such facilities. Each individual is assigned a case manager who serves as an advocate. Case managers serve as the link between the disabled individual and the community, and provide assistance in finding and utilizing community resources. This service is available throughout the region.

Counseling Services

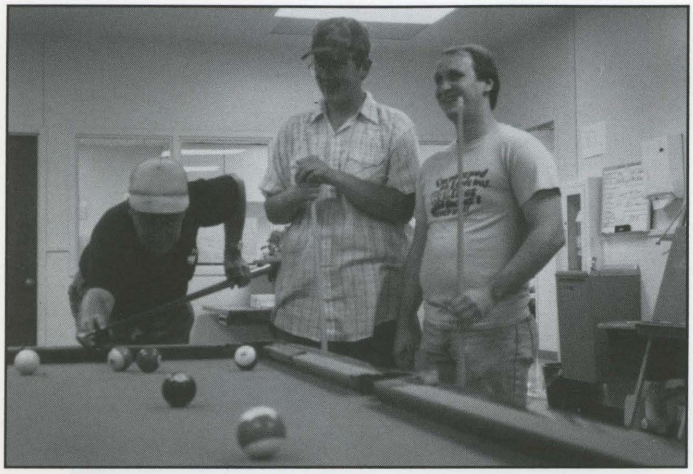
Traditional counseling services are offered on a limited basis at each outpatient clinic to individuals who are not in the priority population. These services, typically provided to individuals who are less severely disabled and in need of short-term intervention, include marital and family therapy, stress reduction groups, individual therapy and educational programs, such as weight loss and smoking cessation. Counseling services are offered only when the needs of the at-risk, priority population are being met. When such services are requested but cannot be provided, referrals are made to other service providers in the area.



Crisis Intervention

The Crisis Line provides emergency telephone screening and consultation for individuals who are in crisis throughout the region. The Crisis Line works in conjunction with Pineywoods Hospital to provide immediate screening of psychiatric emergencies when necessary. The Crisis Line works closely with local

Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005



The Crisis Line (opposite, top) acts as a screening and consultation tool for individuals who are in crisis throughout the region.

Part of the treatment at Pineywoods Hospital (opposite, center) includes confidential counseling.

Group therapy (opposite, bottom) is one of the many services offered through outpatient services.

Social Rehabilitation Programs (top) serve chronically mentally ill persons through social activities and independent living skills, as well as other programs.

Residents of Alpha House (bottom) participate in tasks to operate the residential care unit.



courts, emergency rooms and law enforcement agencies. The 24- hour, toll-free Crisis Line number is 1-800-392-8343.

Outpatient Services

Outpatient services are key elements in treating mentally ill residents within the region. Services include screening, evaluation and referrals, psychological testing, interdisciplinary assessments and treatment planning, psychiatric services, medication administration, and individual and group therapy. Education is also provided in areas such as stress reduction, medication compliance, nutrition requirements and the availability of community resources.

Pineywoods Hospital

Pineywoods Hospital is a psychiatric inpatient unit intended to provide a community option during crises when hospitalization is required. Utilizing its unique relationship with the regional mental health system, Pineywoods provides short-term crisis intervention and psychiatric evaluation in close coordination with the mental health case management and outpatient staff in the patient's home community. Pineywoods provides a safe harbor for those in need of confidential and compassionate care.

Respite Care and In-Home Services

Respite care and in-home services give families and caretakers a reprieve from the daily care and supervision of individuals who are mentally ill. Mental health respite care is offered at Alpha House, with three of its 15 beds reserved for respite care. The facility provides guests with 24-hour care and supervision. In-home services also offer families and individuals 24-hour respite and support in their homes on an hourly basis.

Social Rehabilitation Programs

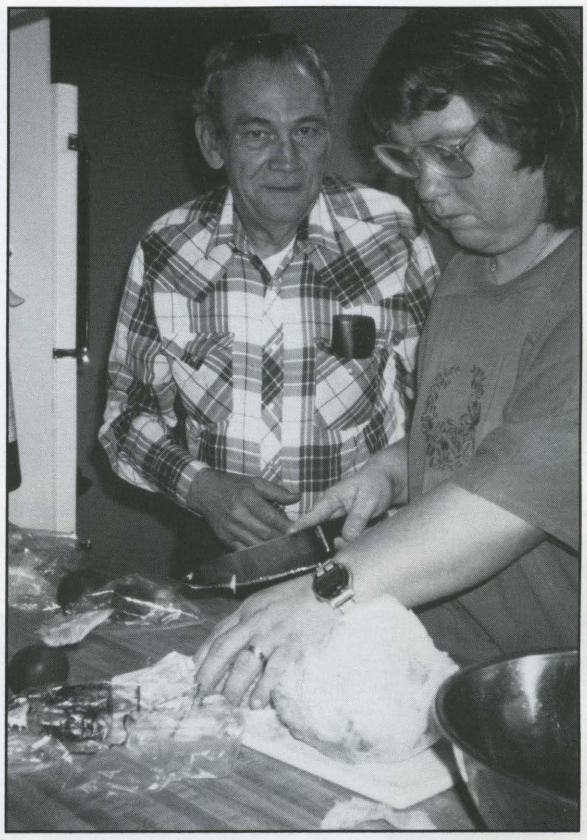
Social rehab programs serve chronically mentally ill persons through programming such as social activities and independent living skills training. A great emphasis is placed on allowing consumers to self-govern the local programs, and on promoting independence. The program also provides prevocational training, vocational training and other activities designed to enhance both independent living and job skills.

Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

MENTAL RETARDATION SERVICES

Case Management

Case Management Services are provided to individuals with mental retardation in order to enable the indivduals to remain in a community setting. Each individual is assigned a case manager who serves as an advocate. Case managers are the link between the disabled individual and the community, and provide assistance in finding and utilizing community resources. This service is available throughout the region.



Child Day Care

Child day care services are offered through the Shelby County Child Development Center, located in Center. The program provides quality day care services for up to 65 children, ages birth to five.

Cornerstone

Cornerstone is a program for children from birth to three years of age who are experiencing on-going health or developmental problems. A team of trained professionals assesses each child's development and designs an individualized comprehensive plan of treatment which defines specific goals. Cornerstone staff assist both the infant and the parents to find ways to achieve these goals. Other services, such as physical, speech and occupational therapy, as well as nursing services, are available regionally.



Foster Care

Foster care is a program dedicated to finding foster families willing to provide safe and healthy home environments for mentally retarded and developmentally delayed adults. Foster families are carefully screened and their homes inspected to ensure that they meet specified safety standards prior to assigning individuals to their care. Foster families also coordinate with other center-based services, such as day programming and case management.

Group Homes

Group homes, located in Nacogdoches, Silsbee, Kirbyville and Newton, provide a home-like setting where mentally disabled residents can develop a

Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005



Some mentally retarded clients live in group homes (opposite, top) where they participate in daily tasks as well as work in vocational services or outside agency services.

Cornerstone, (opposite, bottom) provides services for children and the parents of children with developmental or on-going health problems.

The Groveton Pallet Company (above) is an affirmative business which is designed to operate on its own, with no assistance from the agency. At least half of the company employees are either current or former clients of the agency.

Vocational services offer both mentally ill and mentally retarded clients the opportunity to work and earn money as well as develop job training skills for employment outside of the agency. Clients at the Nacogdoches center bag samples of pet food for area distributors.



sense of social responsibility and have semi-independence. Residents assist in household chores such as meal planning and preparation, house cleaning and yard maintenance. Staff provide continuous guidance and instruction. Family members are invited to participate in treatment planning, and family visits are encouraged.

Home and Community-based Services

Home and community-based services offer special assistance to mentally retarded individuals who are at risk of placement in a state school. This program assists individuals and their families by providing evaluations, nursing care, transportation, day programming, residential placement and other support services (such as physical and speech therapy and homemaker services through contracts) that will help maintain the individual in the community.

Respite Care and In-Home Services

Respite care and in-home services give families and caretakers a reprieve from the daily care and supervision of individuals who are developmentally delayed as a result of mental retardation, autism, cerebral palsy, epilepsy or other health impairments. Mental retardation respite care operates out of a three-bedroom home in Lufkin. The facility, open 365 days a year, provides guests with 24-hour care and supervision. In- home services also offer families and individuals respite and support in their homes on an hourly basis.

Vocational Services

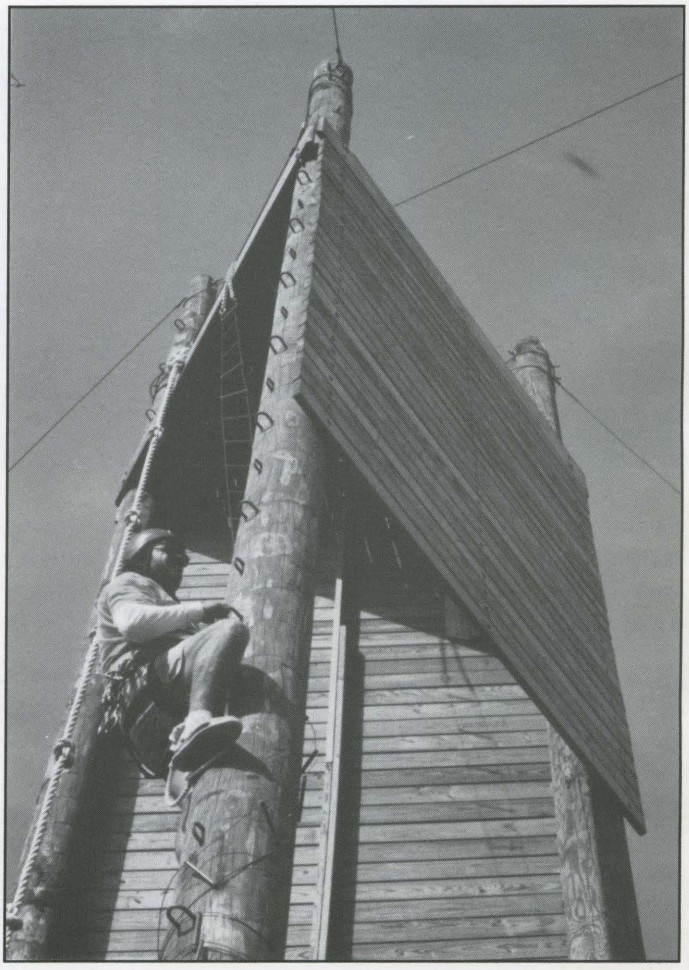
Vocational services provide vocational training for mentally retarded and mentally ill individuals. Services are provided at each of the 10 sites located throughout the region: Center, Crockett, Jasper, Kirbyville, Livingston, Nacogdoches, San Augustine, Silsbee and Woodville, and through contract with the Lufkin Workshop and Opportunity Center. Disabled individuals receive wages for their work, and receive instruction in the basic use of tools and simple machinery, acceptable work habits and attitudes, on-task behavior, and acquire job understanding and responsibilities. In fulfilling a variety of contracts with both local businesses and state, county and city agencies, clients have access to a range of work and training opportunities which simulates normal working conditions and expectations.

Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

SUBSTANCE ABUSE SERVICES

Peavy Switch Recovery Center

Peavy Switch Recovery Center, located near Lufkin, offers detoxification and substance abuse recovery services in a 48-bed, coeducational, residential treatment facility. The program is accredited by the Joint Commission on Accreditation of Healthcare Organizations and licensed by the Texas Commission on Alcohol and Drug Abuse. Peavy Switch Recovery Center offers a traditional Alcoholics Anonymous orientation, combined with individual, group and family therapy, and alcohol and drug education. Continuing care services are provided following discharge.



Primary Care

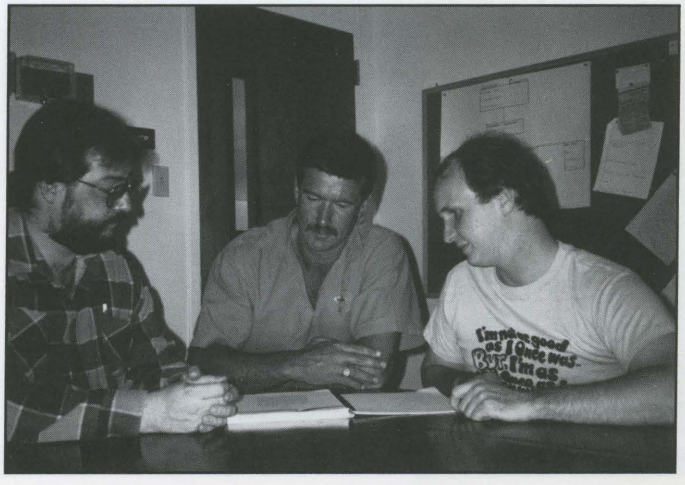
Primary Care focuses on the clinical treatment of addictions. The length of a stay depends upon each individual case, but ranges between 21 and 36 days. Treatment plans are completed within 72 hours of admission to the unit and include education classes, group therapy, individual counseling sessions, AIDS education, Ropes Therapy, film discussion groups, parenting classes, orientation to 12-step orientation programs and, if needed, preparation for GED classes.

Patients are closely monitored during this phase of treatment by counselors and clinical staff. Patients are treated as individuals and taught individual responsibility for sobriety.

All patients who successfully complete the program are offered the opportunity to continue treatment through the aftercare program.

Detoxification Services

The detoxification unit is a non-hospital based medical detox unit. The four-bed unit has a nursing station, private bathroom and shower. The unit is medically supervised for both alcohol and other drug detoxification. The program is provided primarily as an adjunct to primary care.



Family Programs

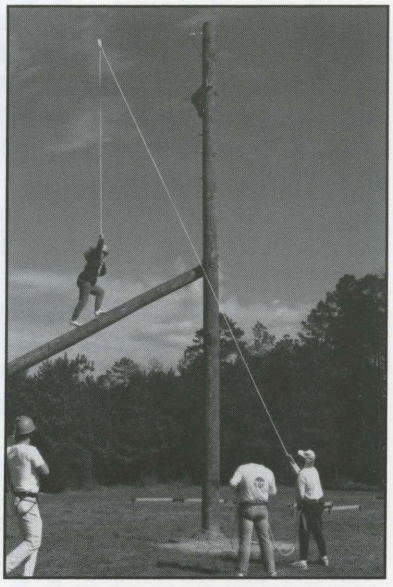
The philosophy at Peavy Switch Recovery Center is that chemical dependency is a family disease. The family program is offered to patients and their families. The program consists of an eight part education

Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005



Director of Experiential Programs Bob Ford (opposite, top) scales the 40-foot Tower at the Ropes Therapy Course.

Mental Health Substance Abuse Services (opposite, bottom) offers mentally ill consumers drug and alcohol abuse counseling.



Peavy Switch Recovery Center (top) provides professional and confidential drug and alcohol dependency treatment.

Part of the treatment for Peavy Switch patients includes participation on the Ropes Therapy Course (center).

Counseling (bottom) is an integral part of the treatment at Peavy Switch.



series, along with group and individual counseling sessions.

Challenge By Choice

Peavy Switch "Challenge By Choice" is a 43-element Ropes Challenge Course which was funded by a $70,000 grant from the T.L.L.Temple Foundation. The course serves patients at Peavy Switch Recovery Center, adolescents in drug intervention programming and provides staff development for the agency. Corporations within the region also utilize the course as part of staff development programs.

The objectives for Challenge By Choice are to provide a physical route to change mental attitudes. The program philosophy is that one of the most effective learning processes is experiential. It is felt that participation in the program assists participants in learning new and lasting behaviors.

The course helps improve communication skills, planning skills, develops trust and improves self images. These objectives are accomplished through programs developed by staff and the referring source.

The staff is comprised of 10 certified professionals with the objective to provide a safe and comfortable learning environment for the participants. Safety is the foremost issue. Staff feel if a task cannot be done safely, it will not be done at all.

The Challenge By Choice program provides the region a state-of-the-art program designed to enrich the lives of the people it serves.

Project Aware

Houston County MHMR Center's Project Aware offers support group sessions designed to provide information to high risk adolescents and their parents. The goal is to increase families' coping skills, enabling them to live better in their highly stressful environment. Adolescents with a family member involved in substance abuse are particularly vulnerable. Project Aware helps them cope with problems that may lead to substance abuse.

Mental Health Substance Abuse Services

Alcohol and drug abuse treatment is complicated for people experiencing mental health problems, and these complications led to the formation of specialized peer support groups. This led to the creation of Angelina County MHMR Center's own alcohol and drug abuse education program which began in June of 1990 and now has fifteen members.

Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

Financial Assessment

The financial status of Deep East Texas Regional Mental Health Mental Retardation has reflected the agency's philosophy of providing more and better quality services to the people of Deep East Texas.

In 1986, the agency had revenues of $6,511,963 while serving 3,438 clients. Over the past five years, the revenues increased by $5,602,983, or 86.5 percent, to $12,114,946 in 1990. During that same period of time, the clients served by Deep East Texas Regional MHMR programs increased by 391.

Most of the revenue increase went toward improving the scope and quality of agency services.

The largest percentage increase in expenditures was in the Substance Abuse Division where revenues went up 409.5 percent or $1,276,877 within five years. In 1986, the Substance Abuse Division had revenues of $311,797, or 5 percent of the agency budget, while treating 204 patients. For fiscal 1990, division revenues were $1,588,674, or 13 percent of total revenues, while treating 368 patients. Patients increased over the five years by 164 or 80.3 percent.

The majority of the division's increase was due to the construction of the Peavy Switch Recovery Center and Ropes Therapy Course.

The majority of funding for construction of the facility and initial start up costs for the services came through a series of grants from the T.L.L. Temple Foundation, Texas Commission on Alcohol and Drug Abuse and probation offices.

For the future, the Substance Abuse Division is considering outpatient treatment and adolescent programs among other areas.

The Mental Retardation Division had a 60.1 percent revenue increase over the past five years. In 1986, the Mental Retardation Division had revenues of $3,170,299 and served 817 clients, while in 1990, division revenues were $5,074,942 and served 1,397 clients, an increase of 580 or 71 percent.

Much of the increase in the Mental Retardation Division was due to the opening of Home and Community Based Services along with the Newton and Kirbyville group homes. The increase in clients served also played a role in the increase.

In 1986, the division served 24 percent of the clients, while in 1990, 36 percent of agency clients were served by the Mental Retardation Division.

In 1986, the Mental Health Division had revenues of $2,335,730, or 36 percent of agency revenues. The revenues increased to $3,956,670, or 33 percent of the agency's revenues in 1990.

The increase was due to the improvement of Mental Health facilities throughout the region. Among some of the additions within the past five years were Pineywoods Hospital, a psychiatric inpatient facility, and social rehab programs.

The Central Administration operating budget for the past five years reflected the overall increase of the agency's budget. In 1986, Administration Division operating costs consisted of only 10 percent of the agency's budget. In 1990, the Administration Division costs increased to only 12 percent of the total agency budget.

The Administration Division's budget was $694,137 in 1986 and increased to $1,494,660 in 1990.

Much of the increase in the division was due to updating the management information system. New computer software, along with new computers, were purchased to work toward an integrated agency-wide management information system.

Twenty-five personal computers were purchased for the agency within the past five years, along with financial and other licensed software.

Two computer programmers were employed since 1986 to coordinate the management information system; to write new software applications;and to modify and enhance existing software applications.

By improving upon the quality of services Deep East Texas Regional Mental Health Mental Retardation Services provides, the agency's future will continue to be bright and the agency will continue its growth.

Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

Revenues

Fiscal Year 1986 through Fiscal Year 1990

SOURCE	FY86 Amount	% of Budget	FY87 Amount	% of Budget	FY88 Amount	% of Budget	FY89 Amount	% of Budget	FY90 Amount	% of Budget	% Change FY 1986 to FY 1990
County Funds	$ 124,675	2%	$ 124,689	2%	$ 124,689	1%	$ 115,740	1%	$ 114,726	1%	$ -9,949 -8%
Client Fees	$ 516,790	8%	$1,197,670	14%	$ 1,125,276	10%	$ 628,168	6%	$ 1,162,288	9%	$ 645,498 125%
Workshop Contracts	$ 560,373	8%	$ 658,648	8%	$ 683,739	6%	$ 734,369	7%	$ 877,582	7%	$ 317,209 57%
Other Local	$ 851,919	13%	$ 995,567	12%	$ 3,093,661	29%	$ 3,178,407	29%	$ 1,234,712	10%	$ 382,793 45%
MH (RAJ) Funds	$ 682,615	10%	$ 822,073	10%	$ 815,118	8%	$ 985,568	9%	$ 916,551	7%	$ 233,936 34%
MR/PPP Funds	$ 781,001	12%	$1,217,925	15%	$ 1,175,451	11%	$ 1,155,140	11%	$ 861,521	7%	$ 80,520 10%
TDMHMR Contracts	$1,822,698	27%	$1,833,077	22%	$ 2,052,710	19%	$ 2,280,093	21%	$ 3,719,728	30%	$1,897,030 104%
Other State	$ 627,171	9%	$ 695,174	8%	$ 977,142	9%	$ 606,146	6%	$ 1,073,951	9%	$ 446,780 71%
Federal	$ 731,231	11%	$ 716,936	9%	$ 679,845	7%	$ 1,171,138	10%	$ 2,504,057	20%	$1,772,826 242%
TOTAL FUNDS	$6,698,473	100%	$8,261,759	100%	$10,727,631	100%	$10,854,769	100%	$12,465,116	100%	$5,766,643 86%

Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

Fiscal and Statistical Data

Expenditures
1986 through 1990

	Mental Health $	Mental Retardation $	Substance Abuse $	Administration $	TOTAL $
1986	2,335,730 (36%)	3,170,299 (49%)	311,797 (5%)	694,137 (10%)	$ 6,511,963
1987	2,579,191 (34%)	3,916,962 (52%)	366,089 (5%)	743,241 (9%)	$ 7,605,483
1988	3,496,189 (33%)	4,603,931 (44%)	1,534,621 (15%)	857,886 (8%)	$10,492,627
1989	3,912,216 (36%)	4,708,633 (44%)	975,855 (9%)	1,190,592 (11%)	$10,787,296
1990	3,956,670 (33%)	5,074,942 (42%)	1,588,674 (13%)	1,494,660 (12%)	$12,114,946

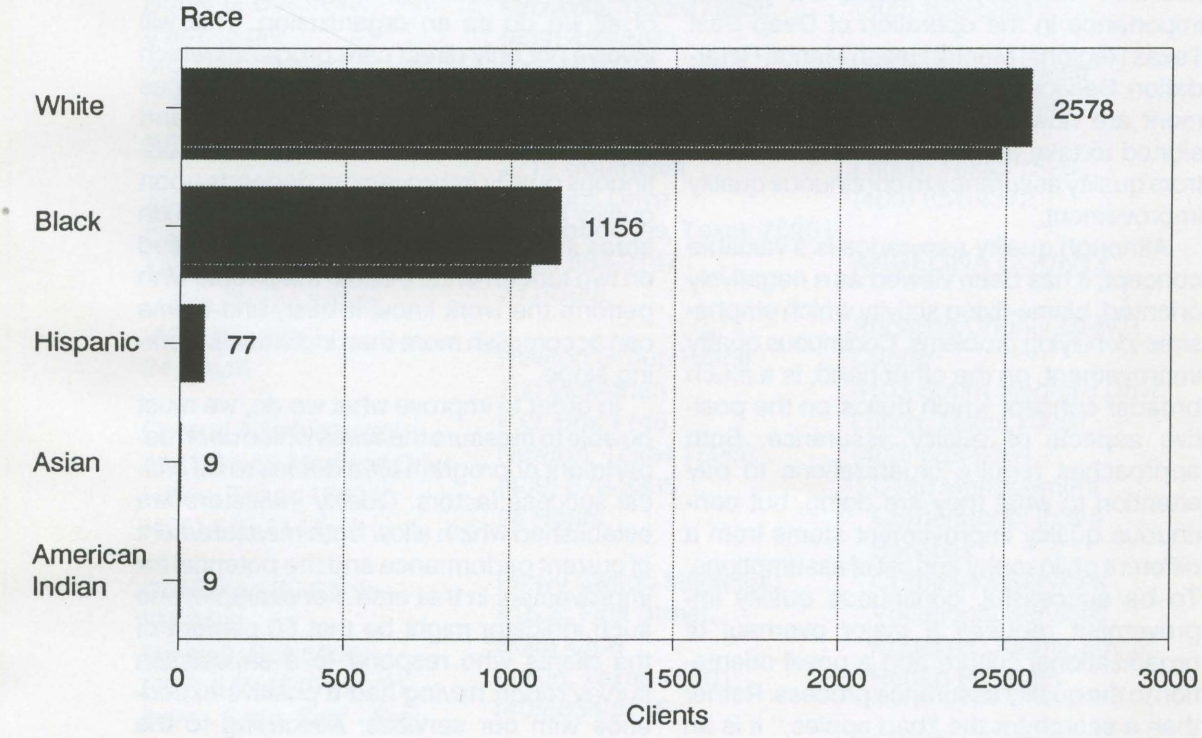
Clients Served
1986 through 1990

	Mental Health	Mental Retardation	Substance Abuse	TOTAL
1986	2,417 (70%)	817 (24%)	204 (6%)	3,438
1987	2,397 (68%)	977 (28%)	150 (4%)	3,524
1988	2,373 (65%)	1,048 (29%)	202 (6%)	3,623
1989	1,952 (57%)	1,027 (30%)	429 (13%)	3,408
1990	2,064 (54%)	1,397 (36%)	368 (10%)	3,829

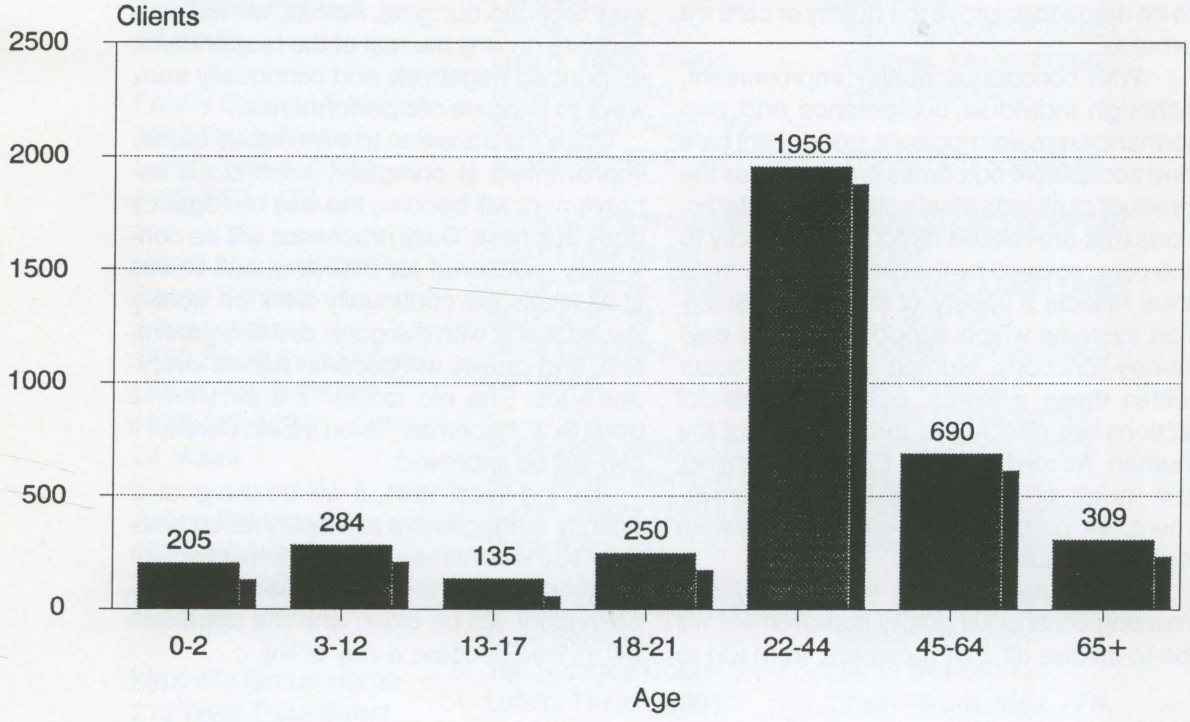
Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

Client Profiles

Client Ethnicity



Client Age Comparison



Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

Quality Assurance Assessment

During the past year, quality assurance activities have steadily assumed greater importance in the operation of Deep East Texas Regional Mental Health Mental Retardation Services. The board and management are now engaged in a process designed to take the next step: the transition from quality assurance to continuous quality improvement.

Although quality assurance is a valuable concept, it has been viewed as a negatively oriented, blame-fixing activity which emphasizes identifying problems. Continuous quality improvement, on the other hand, is a much broader concept which builds on the positive aspects of quality assurance. Both approaches require organizations to pay attention to what they are doing, but continuous quality improvement stems from a different philosophy and set of assumptions. To be successful, continuous quality improvement requires a major overhaul of organizational culture and a novel orientation to the quality assurance process. Rather than a search for the "bad apples," it is an organization-wide, cooperative effort to study processes scientifically, collect data on them, and pinpoint where and how changes need to be made to improve the quality of care we provide.

With continuous quality improvement, although individual competence and performance remain important, good client care and acceptable outcomes are viewed as the product of all individual actions and interactions that are related directly or indirectly to the care received by the client. Performance thus reflects a variety of internal organization systems which support essential day-to-day functions. Human error may occur within these systems, but most remedial actions are directed to the system, not the human. According to W. Edwards Deming, the "guru" of continuous quality improvement, 94 percent of all errors are system errors, not human errors.

During the next year, the key to implementing continuous quality improvement will be to involve all staff members, from top to bottom, and all departments in a never-ending search for opportunities to improve the quality of all we do as an organization. This will involve not only direct care programs which directly serve clients, but support services as well: personnel, business services, and quality assurance/staff development. Continuous quality improvement depends upon quality improvement teams which focus on areas in which they have expertise, based on two fundamental beliefs: the people who perform the work know it best, and teams can accomplish more than individuals working alone.

In order to improve what we do, we must be able to measure the areas which each department or program area deems to be critical success factors. Quality indicators are established which allow both measurement of current performance and the potential for improvement in that area. For example, one such indicator might be that 80 percent of the clients who respond to a satisfaction survey report having had a positive experience with our services. According to the continuous quality improvement approach, even if our results show that 85 percent respond positively, we will not accept that we exceeded our goal. Rather, we will concentrate on why the rest of the respondents responded negatively and continually seek ways to improve our performance.

Once the transition to continuous quality improvement is complete, continuous improvement will become the way our agency does business. Daily processes will be continually monitored for improvement, teams at all levels will continually work on quality issues that fit with the goals of the organization, and quality will become part of everyone's job. The old axiom "If it ain't broke don't fix it" becomes "Even if it ain't broke, it can still be improved."

During fiscal 1991, it will be the goal of agency management to display its commitment to the continuous quality improvement approach. As a result, progess toward improvement will be clear, and the approach will indeed become a way of life.

Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

Service Directory

Hours of Business
8 am - 5 pm
Monday - Friday
or as indicated

REGIONAL SERVICES

Alpha House Residential Care Unit
1015 Moore Ave.
Lufkin, Texas 75901
(409) 634-8841
24 Hours

Central Administration
4101 South Medford Drive
Lufkin, Texas 75901
(409) 639-1141

Challenge By Choice
FM 2497
Route 5, Box 5000
(409) 875-4910 ext. 31
8 am - 5 pm, Sun. - Sat.

Crisis Line
Crisis Intervention
1-800-392-8343
24 Hours

Family Support Services
1915 Old Mill Road
Lufkin, Texas 75901
(409) 639-1479

Home and Community Based Services - Administration
1130 South First Street
Lufkin, Texas 75901
(409) 639-5380
24 Hours

JoAnn Fries House
190 East Avenue J
Silsbee, Texas 77656
(409) 385-0822

Kirbyville Group Home
212 West Trout Street
Kirbyville, Texas 75956
(409) 423-3671
24 Hours

Nacogdoches Group Home
2712 Southeast
Stallings Drive
Nacogdoches, Texas 75961
(409) 564-3147
24 Hours

Newton Group Home
700 McMahan
P.O. Box 1146
Newton, Texas 75966
(409) 379-3335
24 Hours

Peavy Switch Marketing
415 S. First Street.,
Suite 430B
Lufkin, Texas 75901
(409)634-5146

Peavy Switch Recovery Center
FM 2497
Route 5, Box 5000
Lufkin, Texas 75901
(409) 875-4910
8 am - 5 pm, Mon. - Fri.
1-800-845-4910 - *24 Hours*

Pineywoods Hospital
1201 Frank Street
Lufkin, Texas 75901
(409) 639-7941 or
(409) 639-7944
24 Hours

Public Information Office
4101 South Medford Drive
Lufkin, Texas 75901-5699
(409) 639-1141

Mental Retardation Respite Care Services
108 Raintree Court
Lufkin, Texas 75901
(409) 639-5381

Vocational Services
415 S. First Street.,
Suite 430D
Lufkin, Texas 75901
(409) 634-4372

ANGELINA COUNTY

Angelina County MHMR Center
4103 South Medford Drive
Lufkin, Texas 75901
(409) 639-2384
- Case Management
- Cornerstone: Infant Services
- Outpatient Services
- Vocational Services
- Angelina County Social Rehab Program

HARDIN COUNTY

Hardin County Vocational Services
835 Highway 96 South
Silsbee, Texas 77656
(409) 385-7463

HOUSTON COUNTY

Houston County MHMR Center
1401 West Austin Street
P.O. Box 1406
Crockett, Texas 75835
(409) 544-8627
- Case Management
- Cornerstone: Infant Services
- Outpatient Services
- Vocational Services

Houston County Social Rehab Program
(409) 544-5911
9 am - 3 pm, Mon. - Fri.

Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

Service Directory

JASPER/NEWTON COUNTY

Jasper/Newton County
MHMR Center
FM 777 Northwest
Route 2
P.O. Box 317
Jasper, Texas 75951
(409) 384-6864
- Case Management
- Outpatient Services
- Vocational Services

Kirbyville/ Newton Mental Retardation Services
910 South Margaret
Kirbyville, Texas 75956
(409) 423-2237
- Cornerstone: Infant Services
- Vocational Services

NACOGDOCHES COUNTY

Nacogdoches County
MHMR Center
302 South Mound Street
Nacogdoches, Texas 75961
(409) 564-6605
- Case Management
- Cornerstone: Infant Services
- Outpatient Services
- Vocational Services

Nacogdoches County
Social Rehab Program
(409) 560-3100
9 am - 3 pm, Mon. - Fri.

POLK/SAN JACINTO COUNTY

Polk/San Jacinto County
MHMR Center
1114 Dogwood Street
Livingston, Texas 77351
(409) 327-3786
- Case Management
- Cornerstone: Infant Services
- Outpatient Services
- Vocational Services

Cornerstone
Highway 150 East
Coldspring, Texas 77331
(409) 653-4410

SABINE/SAN AUGUSTINE CO.

Sabine/San Augustine
County Mental Retardation
Services
Route 1, Box 724
San Augustine, Texas
75972
(409) 275-9645
- Cornerstone: Infant Services
- Vocational Services

SHELBY COUNTY

Shelby County MHMR
Center
East Loop 500 at Brown
Road
Route 1, Box 378
Center, Texas 75935
(409) 598-6191
- Case Management
- Cornerstone: Infant Services
- Outpatient Services
- Vocational Services
- Shelby County Social Rehab Program

Shelby County Child
Development Center
East Loop 500 at Brown Rd.
Route 1, Box 378
Center, Texas 75935
(409) 598-8277
7 am - 5:30 pm, Mon. - Fri.

TRINITY COUNTY

Groveton Pallet Company
500 West Front Street
P.O. Box 309
Groveton, Texas 75845
(409) 642-2433
7 am - 4 pm, Mon. - Fri.

Trinity County MHMR Center
115 East Front Street
P.O. Box 309
Groveton, Texas 75845
(409) 642-1633
- Case Management
- Outpatient Services
- Vocational Services

TYLER COUNTY

Tyler County MHMR Center
203 Willow Street
P.O. Box 217
Woodville, Texas 75879
(409) 283-8171
- Case management
- Cornerstone: Infant Services
- Outpatient Services
- Vocational Services

Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

Client Rights

Any client, relative of a client or representative of a client who has a complaint, comment or suggestion regarding confidentiality of records, or the health, safety, welfare or legal and human rights of persons served by Deep East Texas Regional Mental Health Mental Retardation Services is invited and urged to submit it in writing to:

Chairperson
Public Responsibility Committee
P.O. Box 935
Lufkin, Texas 75901

This committee is an independent, impartial body. No member is an employee of MHMR.

Annual Report for 1990 produced by Deep East Texas Regional MHMR Public Information Office;
Editor: Michael R. Togliatti
For free copies and additional information contact
Deep East Texas Regional MHMR
4101 S. Medford Dr., Lufkin, Texas 75901
(409) 639-1141

Copied from an original at The History Center, Diboll, Texas. www.TheHistoryCenterOnline.com 2017:005

Deep East Texas Regional Mental Health Mental Retardation Services
4101 South Medford Drive
Lufkin, Texas 75901-5699 Telephone (409) 639-1141

NON - PROFIT ORG.
U.S. POSTAGE
PAID
LUFKIN, TEXAS
PERMIT NO. 4

