

# **ANNUAL PERFORMANCE MEASURES**

## **FISCAL YEAR 2025**

Submitted to the  
Governor's Office of Budget and Planning  
and the Legislative Budget Board

by

# **Texas Behavioral Health Executive Council**

  
\_\_\_\_\_  
Executive Director

September 26, 2025

  
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Date

Outcomes with Cover Page and Update Explanation  
88th Regular Session, Performance Reporting  
Automated Budget and Evaluation System of Texas (ABEST)

DATE: 9/26/2025  
TIME: 1:18:09PM  
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Agency code: 510

Agency name: Behavioral Health Executive Council

Type/Objective/Measure	2025 Target	2025 YTD	Percent of Annual Target	Target Range
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1-1 ENSURE STANDARDS MET

1 % LICENSEES/NO VIOLATIONS	95.00 %	99.75 %	105.00 % *	
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Explanation of Variance:

Prior YTD:

2-1 ENSURE COMPLIANCE

3 % COMPLAINTS RESOLVED - 6 MO.	15.00 %	49.00 %	326.67 % *	
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Explanation of Variance: FACTORS CAUSING THE VARIANCE:

The FY25 target for percentage of complaints resolved within six months is 15%. At the close of FY25 the agency had resolved 49% of its complaints within six months. This high percentage was due to the staffing levels, dedication, and efficiency of the enforcement and legal staff.

HOW THE AGENCY PLANS TO DEAL WITH THE VARIANCE:

The agency is receiving more complaints than originally anticipated. Of its 747 pending complaints at the end of FY24, 65% of these are substantive and have been referred to the legal division. However, agency staff is resolving the non-substantive complaints with extreme efficiency, thereby allowing the agency to achieve and/or exceed its target. The agency received additional staff attorneys in its 26-27 LAR to address timely resolution of the substantive complaints.

Prior YTD:

\* Varies by 5% or more from target.

**Explanatory Measures with Cover Page and Update Explanation**  
88th Regular Session, Performance Reporting  
Automated Budget and Evaluation System of Texas (ABEST)

9/26/2025 1:18:26PM

Agency code: 510

Agency name: Behavioral Health Executive Council

Type/Strategy/Measure	2025 Target	2025 YTD	Percent of Annual Target
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**Explanatory/Input Measures**

2-1-1 ENFORCEMENT

1 # OF COMPLAINTS

600.00	803.00	133.83 % *
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Explanation of Variance: FACTORS CAUSING THE VARIANCE:

The FY25 target for number of complaints received is 600. The agency received 803, or 134% of the target. The agency has no control over the number of complaints received each year.

HOW THE AGENCY PLANS TO DEAL WITH THE VARIANCE:

The Council has no control over the number of complaints that will be submitted each year from the public, or if the ones submitted will be jurisdictional complaints. About 65% of these complaints are substantive. The agency received additional funding to fill two staff attorney positions in its 26-27 LAR to address these additional complaints.

\* Varies by 5% or more from target.