

2nd QUARTER PERFORMANCE MEASURES
FISCAL YEAR 2026

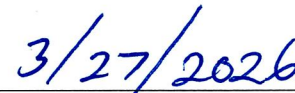
Submitted to the
Governor's Office of Budget and Planning
and the Legislative Budget Board

by

**Texas Behavioral Health Executive
Council**


Executive Director

March 27, 2026


Date

Agency code: 510

Agency name: Behavioral Health Executive Council

Type/Strategy/Measure	2026 Target	2026 Actual	2026 YTD	Percent of Annual Target	Target Range
Output Measures					
<u>1-1-1 LICENSING</u>					
1 # NEW LICENSEES ISSUED					
Quarter 1	12,000.00	3,111.00	3,111.00	25.93 %	2,400.00 - 3,600.00
Quarter 2	12,000.00	3,071.00	6,182.00	51.52 %	5,400.00 - 6,600.00
2 # LICENSE RENEWALS					
Quarter 1	34,500.00	9,636.00	9,636.00	27.93 %	6,900.00 - 10,350.00
Quarter 2	34,500.00	8,738.00	18,374.00	53.26 %	15,525.00 - 18,975.00
<u>2-1-1 ENFORCEMENT</u>					
1 COMPLAINTS RESOLVED					

* Varies by 5% or more from target.

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Agency name: Behavioral Health Executive Council

Type/Strategy/Measure	2026 Target	2026 Actual	2026 YTD	Percent of Annual Target	Target Range
Output Measures					
1 COMPLAINTS RESOLVED					
Quarter 1	500.00	158.00	158.00	31.60 % *	100.00 - 150.00

Explanation of Variance: FACTORS CAUSING THE VARIANCE:

The FY26 target for number of complaints resolved is 500, or 125 per quarter. During the first quarter of FY26, the agency exceeded its target by resolving 158 complaints. This is due to the efficiency and dedication of the investigative and legal staff.

HOW THE AGENCY PLANS TO DEAL WITH THE VARIANCE:

The agency had 818 pending complaints at the end of this quarter and received 228 new complaints during this quarter. While the investigatory time and resources needed to resolve a complaint vary according to the nature and type of complaint received, the agency believes it will continue to exceed this target assuming it is able to maintain full or near-full staffing level of investigative and legal staff. Additionally, the agency is receiving more complaints than anticipated, which should lead to more resolved complaints, given that the agency was able to hire two new staff attorneys at the beginning of FY26 to help with resolution of the substantive complaints.

* Varies by 5% or more from target.

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Agency name: Behavioral Health Executive Council

Type/Strategy/Measure	2026 Target	2026 Actual	2026 YTD	Percent of Annual Target	Target Range
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Output Measures**1 COMPLAINTS RESOLVED**

Quarter 2	500.00	140.00	298.00	59.60 % *	225.00 - 275.00
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Explanation of Variance: FACTORS CAUSING THE VARIANCE:

The FY25 target for number of complaints resolved is 610, or 152 per quarter. During the second quarter of FY 25, the agency exceeded its target by resolving 193 complaints.

HOW THE AGENCY PLANS TO DEAL WITH THE VARIANCE:

The agency had 633 pending complaints at the end of this quarter and received 157 complaints during the first quarter. While the investigatory time and resources needed to resolve a complaint vary according to the nature and type of complaint received, the agency believes it can closely approach this target assuming it is able to maintain full or near-full staffing level of investigative staff. However, roughly 80% of the existing pending complaints have been investigated and referred to the legal division, which is understaffed. Therefore, the agency has requested additional staff attorneys in its 26-27 LAR to address this.

2 COMPLAINTS PENDING

Quarter 1	850.00	818.00	818.00	96.24 %	807.50 - 892.50
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Type/Strategy/Measure	2026 Target	2026 Actual	2026 YTD	Percent of Annual Target	Target Range
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Output Measures

2 COMPLAINTS PENDING

Quarter 2	850.00	945.00	945.00	111.18 % *	807.50 - 892.50
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Explanation of Variance: FACTORS CAUSING THE VARIANCE:

The FY25 target for number of complaints pending is 500. During the second quarter of FY 25, the agency had 633 complaints pending. Of this amount, approximately 80% of these are substantive complaints that have been sent to the legal division after the investigation has been completed.

HOW THE AGENCY PLANS TO DEAL WITH THE VARIANCE:

The agency needs additional staff attorneys to process the substantive complaints that are referred to the legal division in a shorter timeframe. The agency believes that the average complaints pending will continue to exceed the target of 500 for the remainder of the biennium, even assuming the Council is able to maintain full or close-to-full staffing levels. The agency has requested additional staff attorneys in its 26-27 LAR to address this.

Efficiency Measures1-1-1 LICENSING

1 AVG TIME TO PROCESS APP (DAYS)

* Varies by 5% or more from target.

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Agency name: Behavioral Health Executive Council

Type/Strategy/Measure	2026 Target	2026 Actual	2026 YTD	Percent of Annual Target	Target Range
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Efficiency Measures**1 AVG TIME TO PROCESS APP (DAYS)**

Quarter 1	35.00	25.53	25.53	72.94 % *	33.25 - 36.75
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Explanation of Variance: FACTORS CAUSING THE VARIANCE:

The FY26 target for the average time for license issuance is 35 days. In the first quarter of FY26, the agency bested this measure by having an average license issuance time of only 26 days. This is due to the efficiency and dedication of the licensing staff.

HOW THE AGENCY PLANS TO DEAL WITH THE VARIANCE:

The average time for license issuance in FY25 was 30 days. This number has decreased in the first quarter of FY26 due to the dedication and efficiency of the licensing staff. As long as the Council is able to maintain full or close-to-full staffing levels in this division, the agency will continue to meet or beat this target during the 2026-2027 biennium.

Quarter 2	35.00	28.61	27.07	77.34 % *	33.25 - 36.75
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Explanation of Variance: FACTORS CAUSING THE VARIANCE:

The FY25 target for the average time for license issuance is 55 days. In the second quarter of FY 25, the agency bested this measure by having an average license issuance time of only 32 days.

HOW THE AGENCY PLANS TO DEAL WITH THE VARIANCE:

The average time for license issuance for FY 24 was 30 days. This number has remained an average of 30-31 days, due to the dedication and efficiency of the licensing staff. The agency believes that this target will continue to be met or beat during the biennium assuming the Council is able to maintain full or close-to-full staffing levels. Additionally, the agency requested that this target be lowered to 35 days in its 2026-2027 LAR.

2-1-1 ENFORCEMENT

* Varies by 5% or more from target.

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Agency name: Behavioral Health Executive Council

Type/Strategy/Measure	2026 Target	2026 Actual	2026 YTD	Percent of Annual Target	Target Range
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Efficiency Measures

1 AVG TIME/COMPLAINT RESOLUTION

Quarter 1	375.00	309.30	309.30	82.48 % *	356.25 - 393.75
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Explanation of Variance: FACTORS CAUSING THE VARIANCE:

The FY26 target for the average time for complaint resolution is 375 days. In the first quarter of FY26, the agency bested this measure by having an average processing resolution time of 310 days. This is due to the efficiency and dedication of the investigative and legal staff.

HOW THE AGENCY PLANS TO DEAL WITH THE VARIANCE:

In FY25, even with the dedication and efficiency of the enforcement and legal staff, the agency needed additional staff attorneys to process the substantive complaints that were referred to the legal division in a shorter timeframe. The agency has been able to hire two new staff attorneys at the beginning of FY26 and believes that as long as the Council is able to maintain full or close-to-full staffing levels in this division, the agency will continue to meet or beat this target during the 2026-2027 biennium.

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Type/Strategy/Measure	2026 Target	2026 Actual	2026 YTD	Percent of Annual Target	Target Range
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Efficiency Measures

1 AVG TIME/COMPLAINT RESOLUTION

Quarter 2	375.00	351.54	329.17	87.78 % *	356.25 - 393.75
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Explanation of Variance: FACTORS CAUSING THE VARIANCE:

The FY25 target for the average time for complaint resolution is 625 days. In the second quarter of FY 25, the agency bested this measure by having an average processing resolution time of 288 days.

HOW THE AGENCY PLANS TO DEAL WITH THE VARIANCE:

The average time for complaint resolution for FY 24 was 312 days. This number has now slightly decreased to an average of 294 days. Even with the dedication and efficiency of the enforcement and legal staff, the agency needs additional staff attorneys to process the substantive complaints that are referred to the legal division in a shorter timeframe. The agency believes that while this target on average will continue to be met or beat during the biennium, the quarterly average may begin to increase, even assuming the Council is able to maintain full or close-to- full staffing levels. The agency has requested additional staff attorneys in its 26-27 LAR to address this. Additionally, the agency has requested that this target be lowered to 375 days in its 2026-2027 LAR.

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