This report represents The Menninger Clinic Foundation's responses to Charting Impact, a joint project of BBB Wise Giving Alliance, GuideStar USA Inc, and Independent Sector. Charting Impact uses five simple yet powerful questions to encourage strategic thinking and help organizations share concise information about their plans and progress toward impact.

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Mission:
Menninger is the international psychiatric center of excellence, restoring hope to each person through innovative programs in treatment, research and education.

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1. What are we aiming to accomplish?

Menninger’s annual goals address six vital areas to further our mission of providing the highest quality treatment, education and research: 1. Take care of our customers. 2. Take care of our people. 3. Grow our services. 4. Take care of our finances. 5. Grow philanthropic support. 6. Advance knowledge (education & research).

2. What are our strategies for making this happen?

Toward our vision of being the world leader in mental health: • Every patient will recommend Menninger to their family and friends • Every employee will recommend Menninger to others • Every referring professional will recommend Menninger • We will generate sufficient cash flow to support Menninger’s mission • Using best practices, raise philanthropic funds to help Menninger achieve its vision • Attract, develop and retain the best talent among trainees • Continually demonstrate the value of care we provide, and discover ways to make that care even better

3. What are our organization's capabilities for doing this?

The Menninger Clinic is a specialty psychiatric hospital for adolescents and adults from Houston and elsewhere in Texas, as well as across the country who need comprehensive diagnostic services and intensive treatment. Menninger offers five inpatient programs, an adult community re-integration program, an adult community that is based on a psycho-social clubhouse model plus comprehensive assessments and outpatient care. Menninger’s inpatient programs include the: • Adolescent Treatment Program for ages 12-17 • Comprehensive Psychiatric Assessment Service for adults • Compass young adult program • Hope adult program • Professionals in Crisis Program, including Professional Assessments Four additional clinical areas support patients across the hospital: Addiction Services, Eating Disorder Services, Rehabilitation Services and Spiritual Services. A new Neuromodulation Program is expected to launch by summer 2015 to provide electroconvulsive therapy (ECT) and transcranial magnetic stimulation (TMS) as treatment options when indicated.

Menninger's outpatient services include: • Outpatient Assessments, a four-and-a-half-day diagnostic service for adults • Pathfinder community re-integration program for adults that also offers monitored apartment living • The Gathering Place psycho-social clubhouse for adults with chronic mental illness who are seeking social support and skills for independent living In addition, Menninger currently offers on-site 12-step addiction meetings for its hospital patients. By summer, Menninger plans to expand its outpatient therapy services for patients following discharge from the hospital and for the community. Founded in 1925, in Topeka, Kansas, Menninger relocated to Houston in 2003 and affiliated with Baylor College of Medicine and Houston Methodist. This year, Menninger marks its 90th anniversary.

4. How will we know if we're making progress?

1. Take care of our customers – Achieve patient satisfaction rating. 2. Take care of our people – Increase employees’ rating of Menninger as a “Best Place to Work.” 3. Grow our services – Meet or exceed the goal for annual patient admissions. 4. Take care of our finances – 1. Exceed benchmark for growth of endowed funds; 2. Meet or exceed annual cash flow goal. 5. Grow philanthropic support – 1. Attain goal for capital gifts and pledges; 2. Attain goal for non-capital gifts and pledges. 6. Advance knowledge – 1. Develop and implement process for defining recruitment needs, and achieve trainee satisfaction goal; 2. Achieve patient participation goals in studies in the McNair Initiative for Neuroscience Discovery at Menninger and Baylor College of Medicine (MIND-MB), and determine the percentage of patients who reach healthy functioning by discharge from hospital.
5. What have and haven't we accomplished so far?

As of February 28, 2015, Menninger is performing at or greater than five of the six indicators for FY2015, (July 1, 2014-June 30, 2015.) The sixth area, increase employees’ rating of Menninger as a “Best Place to Work,” will be measured by the results of the annual WorkPlace Dynamics survey of employees, which is scheduled for June 2015.