



Strategic Goals 2024 - 2025

1. Operate efficiently and effectively with a commitment to improvement

Strategy 1: Recruit and retain staff essential to mission.

- Participate in statewide planning and advocacy for an increase in rates for Medicaid covered services to support our workforce
- Create a supportive and inclusive work environment that values employee well-being, promotes open communication, and recognizes individual contributions
- Leverage technology and develop expanded use cases for augmented intelligence through piloting of applications throughout the organization to support staff.

Strategy 2: Foster a culture of belonging for staff

- Continuously engage employees in the demonstration of the Center's Mission and Values.
- Provide training opportunities on a values based culture for all managers and supervisors.
- Promote cultural exchange among staff members through team-building activities and social events.

Strategy 3: Initiate long term planning to provide for location and ownership of facilities

- Conduct a comprehensive assessment of current and future facility needs considering factors such as organizational growth, service expansion, and demographic trends to allow meaningful access to services in quality locations.
- Develop a roadmap for aligning service locations with demographic growth projections and population trends.
- Evaluate different ownership models, such as outright ownership, leasing, or partnerships, based on organizational goals and financial considerations.

2. Improve the health and well-being of persons served

Strategy 1: Enhance behavioral healthcare outcomes

- Strengthen partnerships with other healthcare providers, social service agencies, and community organizations to improve care coordination and ensure seamless coordination for individuals receiving services across different settings.
- Implement strategies to enhance crisis response and crisis prevention plans tailored to the unique needs of individuals served.

Strategy 2: Increase independence and positive outcomes for people with developmental disabilities, autism, and developmental delays

- Improve Service Coordination supports through NCQA quality measure for satisfaction, participation, referrals, and crisis.
- Improve Crisis Intervention processes for persons with a mental health condition and co-occurring IDD, including expanded IDD Crisis Respite, After-Hours screening, and Jail Diversion.
- Advance assessment procedures for quality of life improvements, aggregate data electronically, and report results via the electronic health record.

Strategy 3: Enhance continuity of care and systemic coordination for justice-involved persons.

- Expand the Jail Diversion Center to include a voluntary drop-off program for non-violent offenders.
- Enhance care coordination to reduce recidivism and ensure timely access to treatment.



- Expand crisis respite services for persons with mental illness and co-occurring IDD diagnosis as an intermediate level of care.

3. Strengthen connections with stakeholders and community partners

Strategy 1: Be known in our community as the expert in mental health, autism, and developmental disability services

- Develop multi-media messaging to increase awareness surrounding mental health, autism, and developmental disabilities, and to promote the importance of early intervention and access to services.
- Educate local hospitals, law enforcement, and other stakeholders about accessing services and available crisis intervention services
- Engage waiver providers, State Supported Living Center leadership, and nursing facility leadership in regular meetings to foster transparency and enhance service delivery.

Strategy 2: Advocate for a well-funded system of care that adequately meets the needs of persons with mental health issues, autism, and developmental disabilities

- Educate and advocate for policy and system changes at the local, state, and national levels to address systemic issues that impact access to quality services.
- Actively pursue opportunities for grant and private foundation funding to sustain and expand services.