

Objective: Specialized Residential Home Visits for Clients in St. Joseph County by NP

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Med Clinic will work to ensure that clients that reside inside of St. Joseph County will receive a visit from our NP in person to do Medication Reviews and Psych Evals on our clients in their place of residence.	CCBHC Director	Ongoing	Number of clients served in Spec Res by NP visiting home	

THEME 1: IMPROVED OUTCOMES FOR CLIENTS - 23-24**Objective: To have Patient Portal operational and active with staff and consumers**

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Work with PCE to get the Patient Portal up and running so that clients are able to be more involved in their care.	Director of IT	Q3	Patient Portal is up and running and available to clients for use.	

Objective: Increase Mobile Crisis Team to be able to support 8a to 10pm call support

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Currently have a mobile Crisis Grant for a mobile crisis team. We are able to fully support during working hours, we need to find 4 additional clinicians to be able to support the 2pm to 10 pm time frames.	Director of Access/Emergency & Director of Childrens Services	Ongoing	Fully implemented and functioning team	

THEME 2: INTEGRATED HEALTHCARE EXCELLENCE - 23-24**Objective: Meet Updated SAMSHA CCBHC requirements**

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Skyler will work with management to review updated guidelines and ensure that policies, procedures, and required updates are completed for certification requirements.	CCBHC Director	Ongoing	Recertification of CCBHC for 3 years.	

THEME 2: INTEGRATED HEALTHCARE EXCELLENCE - 23-24**Objective: Continued Hospital Collaboration**

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
CEO/UM Director will meet with local hospitals to continue collaboration for any issues that may arise as well as resource sharing as appropriate	CEO and UM/Access Director	Ongoing	Bi annual visits, more as needed	

THEME 2: INTEGRATED HEALTHCARE EXCELLENCE - 23-24**Objective: Work with PCP's to transition patients back to PCP's when stabilized on medications**

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
CCBHC team will work with Med Clinic and surrounding clinics to transition clients with stabilized medications back to their primary care physician to handle medications.	CCBHC Director	Ongoing	Number of clients successfully discharged back to their primary PCP per quarter.	

THEME 3: EMPLOYEE ENGAGEMENT AND RETENTION 23-24**Objective: Increase retention and additional benefits for high performers in the agency**

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
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Utilize ARPA grant to incentives meeting goal metrics with staff	CEO/CFO & Direct Supervisors	Ongoing	Each goal is a smart goal, awarded at 150 per goal for a total of 450. Board will create a goal for agency that will allow the remaining pot of money left over to be dispersed if individual goals are not met. Quarterly Reports on completion of goals and money paid can be presented as proof.
Utilize ARPA grant for Recruitment and Retention	CEO/CFO	Ongoing	Bonus' for both the referral and the referee for recommendations and acceptance to the agency. Quarterly reports on completion and recruitment can be presented as proof.
ERWC	ERWC Committee	Ongoing	ERWC to continue to offer monthly events for staff as ways to build employee morale and comradery.
Ensure alignment with CMHAM pay structure to union hiring grid	CEO/CFO	Ongoing	Complete and submit yearly survey to CMHAM and compare results of survey to board once received.

THEME 4: COMMUNITY ENGAGEMENT 23-24

Objective: Continued brand recognition for new name and CCBHC Services

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Continue to educate community about services we offer and how to access	Management	Ongoing	Management staff (and other staff) will attend events as the events come up, White Pigeon day, Waterfest, Sturgis Fest, Fair etc. Create flyers and brochures for staff and community partners to distribute to clients and hang on community boards for recognition Be a Sports Sponsor through the county for increased awareness at all levels. This allows us to be in multiple locations with constant announcements to attendants on who pivotal is and what we offer. Work with Marketing team to create digital broadcasts via Spotify and Sirius XM that is geofenced to our area to reach a different audience about our services and how to access.	
MAT(Medication Assisted Treatment) Program	CCBHC Director	Ongoing	Work with Marketing team to create flyers and brand recognition as well as MAT. Increase in utilization of services would serve as a proof of working concept.	

THEME 5: FINANCIAL SOLVENCY 23-24

Objective: To continue to remain fiscally responsible and utilize our resources appropriately.

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Utilization Management of high utilizers of resources and funding sources	CFO, Financial Controller, UM	ongoing	Monthly Meetings to determine appropriate usage of resources and identifying alternative options if available	

Monitor Internal controls
Monitor Productivity among staff and department

CFO, Financial
Controller
CEO/CFO/IT/Direct
Supervisors

ongoing
Ongoing

Clean financial Audits
Will utilize productivity, SAL's, and Admission/Discharge data
to determine increase and decrease in staffing requirements