

THEME 1: IMPROVED OUTCOMES FOR CLIENTS - 24/25

Objective: Explore opportunities for adolescent DBT

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Work with MDHHS to see if there is a chance/cohort to train willing and able staff; once/if trained, develop an internal plan to create an operational model similar to Adult DBT for adolescents.	Director of Children's Services/CCO	FY 25	Active and working Adolescent DBT team. If operational in FY 25, a number of enrolled adolescents can be used to show operations.	

Objective: Explore opportunities for Adolescent SUD services.

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Work with MDHHS to see if there is a chance/cohort to train willing and able staff; once/if trained, develop an internal plan to create an operational model similar to Adult SUD for adolescents.	Director of Children's Services/CCO	FY 25	Active and working Adolescent SUD team. If operational in FY 25, a number of enrolled adolescents can be used to show operations.	

Objective: CCBHC Dashboard

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Adapt and implement Riverwoods CCBHC dashboard for better-reporting metrics to staff, board, and community during the Annual reports of work being done inside the organization.	CEO/CCBHC Director/IT Director	Q2/Q3	The dashboard will be able to highlight a number of visits and identify lapses in insurance, WSA enrollments, trends, etc, for staff and board education. Presented to board monthly for ease of understanding and utilization.	

Objective: Leave Open for October Beacon Needs Assessment

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates

THEME 2: INTEGRATED HEALTHCARE EXCELLENCE - 24/25

Objective: Behavioral Health Clinic Open and Operational

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
1. Launch BHUC and Grand Opening 10-1-2024 2. Quality improvement and monitoring Data Collection and Reporting	CCBHC Director/Access Director/CEO	Ongoing	1. Opening of BHUC 2. Utilization reports Quarterly - Assess needs of community 3. Cost reports to State	

Objective: Integrate and open relationships with Amish Community

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
1. Inhouse training for clinicians and staff to help understand Amish Culture and Customs. 2. Attend CYC event as invited 3. Work with Amanda to be able to Advertise in Amish Directory 4	CEO/ Amanda Miller- Board Member	FY 25	1. Number of Staff trained Events attended in Amish consumers FY to FY	2. 3. Increase

Objective: Leave Open for October Beacon Needs Assessment

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates

THEME 3: EMPLOYEE ENGAGEMENT AND RETENTION - 24/25

Objective: Increase Compassion fatigue (CP) Vicarious Trauma (VT) and Secondary Traumatic Stress (STS) burnout for Pivotal staff

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Offer voluntary Trauma Training to Pivotal staff via C-CERT trained individuals	Kathleen/Travis/ Grae	Annually	1. A CE-CERT Training is held bi-monthly 2. Total number of staff utilizing each CE-CERT training	

Objective: Create a debriefing team for Agency and Community Use

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Develop/Utilize a debriefing team, through a trauma informed lens, which the entire agency may utilize to process high stress situations, client injury/death, staff injury/death, natural disasters.	CCO/CEO	FY 25	1. Policies and procedures will be in place as well as necessary training will be completed to allow for the debriefing team to be utilized in the community and inside Pivotal. 2. Utilization numbers of team by quarter once implemented	

Objective: Annual Staff Satisfaction Survey

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Complete the Staff Satisfaction survey in November. Create a workgroup of volunteers to implement changes and suggestions from survey to agency.	CEO/Board/Vol. Staff Members	FY25	1. The survey is complete and dispersed to the agency and board. 2. Workgroup minutes will be collected and dispersed to the board quarterly. 3. Maintain or increase current 84% satisfaction	

Objective: Fill all open positions

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Work with colleges, indeed, HRSA website, and job/career fairs to ensure that all avenues are taken to be able to recruit staff	Pivotal Staff/HR/CEO	FY25	1. Quarterly reports to the board on open positions and filled positions in the last quarter. 2. Number of filled vs open positions 3. Goal of being fully staffed	

THEME 4: COMMUNITY ENGAGEMENT - 24/25

Objective: Increase awareness and reduces stigma

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
<ol style="list-style-type: none"> 1. Develop and distribute educational materials (pamphlets, videos ect.) on common mental health conditions and available resources. 2. Partner with local media outlets to run public service announcement and educational segments 3. Organize Mental Health awareness events 	CEO/Inspirational Studios/Pivotal Staff	FY 25	<ol style="list-style-type: none"> 1. Track media coverage reach and engagement, monitor the website for increased traffic, and post-surveys to gauge knowledge and reduce stigma. 2. Increase social media presence by 25% 	

Objective: Build Supportive Networks and Social Connections

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
<ol style="list-style-type: none"> 1. Facilitate peer support groups for individuals with similar mental health experiences 2. Organize social events and activities promoting social interaction and belonging 3. Train community Leaders and volunteers on mental health first aid and how to provide support 4. Recovery Coaches/Peer Support Specialists will provide support group services in the jail for individuals enrolled in the Medication-Assisted Treatment (MAT) program. 	CEO/Peer Support workers/Management	FY 25	<ol style="list-style-type: none"> 1. Track participation rates in support groups and social events 2. Conduct satisfaction surveys among participants 3. Monitor the number of volunteers trained 4. Track number of MAT participants engaging in groups. 	

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
<ol style="list-style-type: none"> 1. Train Police Social workers to be able to train officers for a Crisis Intervention Team (CIT) 2. Work with local police departments and Sherriff's department to train officers in CIT 3. This is a local expenditure, and is not covered by Medicaid 	CEO/PSW	FY 25	<ol style="list-style-type: none"> 1. PSWs attend training for CIT, and become Train the Trainers 2. Monitor the number of officers that are CIT trained in the county and report quarterly once trained 	

THEME 5: FINANCIAL SOLVENCY - 24/25

Objective: Optimize Operational Efficiency

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
1. Conduct regular cost-benefit analyses to identify areas for cost reduction without compromising service quality.	CEO/CFO/CCO	FY 25	1/2. Quarterly reports of new technologies and areas where costs have been reduced and by how much. 3. Utilize productivity, SALs, and admission discharge data to determine increases and decreases in staffing matrixes.	
2. Implement technologies for improved data management and streamlined workflows.				
3. Monitor productivity among staff and departments				

Objective: Clean Financial Audit

Action Steps	Person Responsible	Time Frame	Method for Measurement	Progress/Updates
Monitor Internal controls	CFO, Financial Specialist	ongoing	Clean financial Audits	