



## **STRATEGIC PLAN FOR 2011**

### **Purpose**

The purpose of the strategic plan is to define the strategy and direction of the agency for the following thirty-six month period. Universal Mental Health Services (hereafter referred to as UMHS) ensures that the expectations of the persons we serve, other stakeholders, as well as personnel are identified and considered throughout this process.

January, 2011, the Senior Management Team along with the Quality Improvement Specialist once again met to determine the strategic plan for 2011-2013. The following items were reviewed during this session in order to develop a complete and workable plan.

### **Data Used**

Goals developed for the strategic plan were based on data such as:

- Data from the following satisfaction surveys:
  1. Satisfaction Surveys from Persons Served
  2. Satisfaction Surveys from Stakeholders
  3. Satisfaction Surveys from Personnel
- Information received from comment boxes placed in each office lobby
- Information received from Discharge Interviews with Persons Served
- Internal financial reports developed by the Universal Controller regarding budget and available capital funds
- Reports sent from the North Carolina Provider Council regarding service definition training requirements, service rates, qualification requirements and clinical updates
- Summaries of findings from N.C. Dept. of Health and Human Services regarding audit results
- Demographics reports created by our fully integrated software package
- Current regulatory/legislative issues:

1. LME Waiver 1915 BC
2. Senate Bill 524/House 618 Bills
3. Technology plan/reports developed by IT Director

**Financial Information**

Areas identified in financial review showed the following:

- o UMHS opened 1 new office in 2010 and combined 4 offices with existing offices in 2010
- o Intensive In-Home grew significantly within the agency
- o Psychosocial Rehabilitation (PSR) was added to the agency service array
- o Early Intervention (EI) was added to the agency service array
- o Universal remains a financially stable agency

**Service Area Needs/Demographics**

In the arena of determining service area needs and demographics, the team reviewed the reports created through our comprehensive software package. The results from these reports along with review of the PCP’s, culture of persons served, personal preference and remoteness of areas in which persons are served from assist us with determining the following factors:

- o Training Needs
- o Employment Needs
- o Salary Needs

We do encourage the persons we serve to have a choice of the persons working with them (within legal limits) in order to give persons we serve the highest level of opportunity to succeed in their programs.

**Strategic Plan Goals:**

Based on all of the above information/data, the UMHS Senior Management Team along with the Quality Improvement Specialist determined the following goals to be tracked for the next 36 months.

GOAL	RESPONSIBLE PERSON	TIMEFRAME
Obtain 2 <sup>nd</sup> 3 year CARF accreditation	Quality Improvement Director, Quality Improvement Specialist, Clinical Director, State Office Director, State Training	October, 2011

	Director, Regional Directors, Regional Managers, Senior Management	
Maintain CABHA status	Quality Improvement Director, Quality Improvement Specialist, Clinical Director, State Office Director, State Training Director, Regional Directors, Regional Managers, Senior Management	Ongoing
Implement the integration of clinical application of On-Target package.	IT Director, Clinical Director, Quality Improvement Director, Quality Improvement Specialist, Vice President Operations, Regional Directors/Managers	Ongoing
Continue to provide "Customer Service" training to UMHS staff on an as needed basis.	Training Directors, Staff Training, IT Director, Regional Directors/Managers	Ongoing