

OUR COMMITMENT. OUR COMMUNITY. OUR FUTURE.

SPECIFIC, MEASURABLE TARGETS OF ACCOMPLISHMENT

2026-2027 STRATEGIC PLAN • CARF • DBHDD • MEDICAID

We are committed to delivering high-quality, person-centered behavioral health services.
These measurable targets guide our work, drive improvement, and empower lives.



*Better Lives.
Stronger
Communities.*



1 PERSON-SERVED SATISFACTION

- Maintain overall satisfaction rate of 90% or greater
- 95% or greater positive responses re: dignity, respect, and professional treatment
- 90% or greater positive responses re: involvement in planning

TARGET: ≥ 90%



2 STAKEHOLDER & REFERRAL SATISFACTION

- Maintain 90% or greater positive stakeholder satisfaction
- Feedback on accessibility, responsiveness, communication, coordination of care
- Act on feedback within 30 days of analysis

TARGET: ≥ 90%



3 CLINICAL DOCUMENTATION COMPLIANCE

- Maintain 95% or greater compliance
- Quarterly record audits
- Correct deficiencies & re-audit for improvement

TARGET: ≥ 95%



4 TREATMENT/SERVICE PLANNING

- Maintain 95% or greater compliance
- Plans are individualized, measurable, include goals, interventions, & frequency
- Review plans after significant changes as required

TARGET: ≥ 95%



5 MEASURABLE OUTCOMES

- At least 85% show measurable progress toward goals*
- Monitor improvements in symptoms, functioning, skills, stability & wellness
- Review outcomes quarterly

*When clinically appropriate and sufficient service opportunity exists.

TARGET: ≥ 85%



6 CRISIS RESPONSE & SUICIDE PREVENTION

- 100% compliance with suicide-risk assessment & safety procedures
- Document consultation, safety plans & follow-up
- Track SI, attempts, ED visits, hospitalizations

TARGET: 100%



7 CRITICAL INCIDENT & RISK MANAGEMENT

- 100% timely reporting of reportable incidents
- Review trends quarterly
- Complete corrective actions on time

TARGET: 100%



8 WORKFORCE TRAINING & COMPETENCY

- 100% completion of mandatory training
- 100% current credentials, licenses & personnel req.
- Targeted trainings based on needs & findings

TARGET: 100%



9 STAFF RETENTION & WORKFORCE STABILITY

- Reduce avoidable turnover by at least 10% from baseline
- Monitor vacancies & recruitment timeframes
- Annual staff feedback & recognition

TARGET: ↓ 10% TURNOVER



10 EFFECTIVE USE OF TECHNOLOGY

- Track plans, auths, docs, training, & QI indicators
- Quality Improvement dashboard
- Improve EHR efficiency & data security

TARGET: 100% EFFECTIVE UTILIZATION



11 EFFICIENT & EFFECTIVE OPERATIONS

- Improve at least 3 operational processes
- Monitor access timeframes (referral, intake, service start)
- Eliminate unnecessary delays & duplication

TARGET: ≥ 90% ON TIMEFRAMES



12 MEDICAID & BILLING COMPLIANCE

- 100% of billed services supported
- 95% or greater compliance with eligibility & authorizations
- Reduce preventable denials from baseline

TARGET: 100% SUPPORTED SERVICES



13 COMMUNITY PARTNERSHIPS & CARE COORDINATION

- Establish or strengthen at least 3 community partnerships
- Prioritize housing, medical, transportation, employment, crisis & other supports
- Track successful linkages

TARGET: ≥ 3 PARTNERSHIPS



14 ACCESSIBILITY & SERVICE BARRIERS

- Annual review of accessibility needs & barriers
- Address physical, language, communication, disability, technology & scheduling
- Resolve 100% of high-priority barriers or have plan

TARGET: 100% BARRIERS ADDRESSED



15 PERFORMANCE IMPROVEMENT

- Establish at least 3 improvement priorities based on data
- Quarterly performance reviews
- Measurable improvement in at least 2 priorities

TARGET: 2 OF 3 PRIORITIES IMPROVED



16 CARF, DBHDD & MEDICAID READINESS

- Year-round compliance readiness
- Internal comprehensive review at least annually
- 100% corrective actions completed timely

TARGET: 100% CORRECTIVE ACTIONS

OUR SUCCESS IS MEASURED BY THE LIVES WE IMPACT.



- ✓ Quality, compassionate care
- ✓ Operational excellence
- ✓ Stronger partnerships
- ✓ Healthier communities



PERSON-SERVED SATISFACTION
≥ 90%



STAKEHOLDER SATISFACTION
≥ 90%



DOCUMENTATION COMPLIANCE
≥ 95%



TREATMENT PLAN COMPLIANCE
≥ 95%



MEASURABLE OUTCOMES
≥ 85%



CRISIS & SAFETY COMPLIANCE
100%



CRITICAL INCIDENT REPORTING
100%



STAFF TRAINING & CREDENTIALS
100%



BILLED SERVICES SUPPORTED
100%



CORRECTIVE ACTIONS COMPLETED
100%

All targets measured and reviewed throughout the year.

TOGETHER WE WILL...

- Empower Individuals
- Strengthen Families
- Build Resilient Communities
- Transform Lives

We care. We listen. We act. **WE MAKE A DIFFERENCE.**

Today's Goals. Tomorrow's Impact. Better Together.

