



UNIVERSAL MENTAL HEALTH SERVICES STRATEGIC PLAN SUMMARY 2023

Purpose:

The purpose of the strategic plan is to define the strategy and direction for the following twelve-month period. Universal Mental Health Services, (hereafter referred to as Universal MH/DD/SAS) ensure the expectation of the persons we serve, other stakeholders, and personnel are identified and considered throughout the process. On January 18, 2023, a strategic planning session was held. The participants in this session were the Department Directors, Regional Directors, The Early Intervention Director, Accounting Manager and the CEO. The CEO requested each person bring their ideas for both Program Goals and Agency Goals to this meeting. Following this planning session, the CEO, Continuous Quality Improvement Director, and the Senior Management Team met to review the proposed goals and from these, determined the strategic plan for the Agency. Each of these meetings began by the members reviewing our mission statement:

Mission Statement: “Universal MH/DD/SAS is dedicated to helping individuals and families affected by mental illness, developmental disabilities and substance abuse in achieving their full potential to live, work, and grow in the community.”

Data Used:

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

- Data received from the Satisfaction Surveys for Persons Served
- Data received from the Satisfaction Surveys for Stakeholders
- Data received from the Satisfaction Surveys for Personnel
- Information received from comment boxes placed in each office lobby.
- Information received from discharge interviews with persons served.
- Internal financial reports developed by Universal MH/DD/SAS Controller regarding budget and available capital funds.
- Reports received from clinical updates, service rates, qualification, and training requirements.
- Information received from Benchmarks regarding Medicaid Reform and changing attitudes in the behavioral health arena.
- Summaries of findings from DHHS and MCO’s regarding audit results and internal audit results
- Demographics reports created by our fully integrated software package.

Financial Information:

Areas identified in financial review demonstrated the following:

- Universal MH/DD/SAS remains a financially stable agency.

Service Area Needs/Demographics:

In the area 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 the review of the PCP’s/ISP’s, culture of persons served, personal preferences and remoteness of the areas in which persons are served from, assist us with determining the following factors:

- Training Needs
- Employment Needs

- Salary Needs

We do encourage the people we serve to have a choice of the persons working with them (within legal limits) to give the persons, we serve the highest level of opportunity to success in their program.

Review of 2022 goals:

The goals listed on the 2022 Strategic Plan were reviewed by this team. The goals that were met include:

1. Work to ensure a valuable partnership with each of the PHP's
2. Increasing EI services in specific areas
3. Providing services that result in successful audits

Goals for 2023:

Increasing proficiency in meeting the service needs of our members across the state	New Goal
Using technology to replace paper as a means of streamlining our operations	Revised Goal
Recruiting and retaining staff across the state	New Goal
Increasing the participation of the persons we serve in the development of their goals	New Goal
Increasing the in-person ongoing trainings for staff	New Goal