

EXCEPTIONAL BEHAVIORAL HEALTH SERVICES  
2024 – 2027 STRATEGIC PLAN

### Exceptional's Mission

At Exceptional Behavioral Health Services, our mission is to support individuals living with any Substance Abuse and/or Mental Illnesses. We want to help them lead exceptional lives by developing their minds to perform on an exceptional level. In doing so, the transition back to normalcy will be an exceptional experience for both the client and the agency.

### Exceptional's Goal

Our goal is to focus on promoting the development of a comprehensive, coordinated system of services that will enable those with mental illnesses or substance abuse issues to maximize their functionality to live safely and successfully in the community.

### Exceptional's Philosophy

At Exceptional Behavioral Health Services, we observe a person-centered philosophy and practice. A plan of service for persons receiving services is developed through a person-centered planning process.

### Strategic Priorities (2024-2027)

- Ensure safety, quality, and effectiveness of services
- Strengthen financial sustainability
- Recruit and retain culturally competent and professional clinical staff
- Expand outreach and partnerships
- Enhance service offerings based on community needs
- Maintain CARF accreditation and regulatory compliance

## Exceptional Behavioral Health Services

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### Goals & Objectives

1. **Improve Client Outcomes** – Reduce crisis episodes, improve emotional well-being, and increase community engagement.
2. **Strengthen Financial Viability** – Increase revenue, accuracy of billing, and referrals.
3. **Obtain Additional Funding Sources** – Secure grants and private funding to maintain capital stability.
4. **Enhance Stakeholder Satisfaction** – Improve client, employee, and community partner relationships.
5. **Expand Services & Community Reach** – Maintain at least 75 clients by 2025 and assess new service needs.
6. **Maintain a Safe and Healthy Environment** – Reduce critical incidents and enhance emergency preparedness.
7. **Utilize Technology for Efficiency** – Implement new client scheduling and information access systems.

engagement  
optimization efficiency  
leadership implementation objectives growth  
outreach priorities useful words innovation execution  
collaboration planning accountability  
mission vision goals  
strategic performance  
evaluation benchmarking