



UNIVERSAL MENTAL HEALTH SERVICES STRATEGIC PLAN SUMMARY 2025

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) ensures the expectation of the members we serve/guardians, other stakeholders, and personnel are identified and considered throughout the process. Strategic planning session was held (as part of the CQI Committee meeting) to determine the strategic plan for the year. The participants in these sessions include the following persons:

CEO

CFO

Regional Directors

Department Directors

Early Intervention Director

Clinical Director

CQI Director

Compliance Manager

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, Compliance Manager and Senior Management Members, met to review the proposed goals and from these, determined the strategic plan for 2025.

Each of our meetings begin 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 from persons served

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 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 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 persons we serve to have a choice of the persons working with them (within legal/required limits) in order to give the persons, we serve, the highest level of opportunity to succeed in their program.

Review of 2024 goals:

The goals listed on the 2024 Strategic Plan were reviewed by this team.

2025 Goals:

1. Increasing proficiency in meeting the service needs of the persons we served across the state
2. Recruiting and retaining staff across the state
3. Continue to streamline our agency processes