

## **UNIVERSAL MENTAL HEALTH SERVICES STRATEGIC PLAN SUMMARY 2020**

**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.

In January and February of 2019, two strategic planning sessions were held. The participants in these sessions were the Department Directors, Regional Directors, the Early Intervention Coordinator and the Executive Vice President/Agency Director. The Executive Vice President/Agency Director requested that each person bring their long- and short-term goals to the meeting. Following these planning sessions, the Executive Vice President/Agency Director, 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 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 limits) in order to give the persons, we serve the highest level of opportunity to success in their program.

**Review of 2019 goals:**

The goals listed on the 2019 Strategic Plan were reviewed by this team.

**Goals for 2020:**

Continue to streamline our agency process	Continued Goal
Continue to become affiliated with PHP's	Continued Goal
Continue to provide quality services in manners that ensure the best outcomes for persons we serve	Continued Goal