STRATEGIC PRIORITY: Engaged and Empowered Workforce

Goal 1. ACCMHS will provide a safe workplace culture built on trust and effective communication.

Objective A: ACCMHS will engage staff as participants in process/quality improvement teams.
Objective B: ACCMHS will implement a communication process between staff, Management, and Board.
Objective C: Employees will report high engagement and satisfaction.
Objective D: ACCMHS will enhance the recognition process for staff.

Goal 2. ACCMHS will retain adequate staffing levels to meet service needs.

Objective A: Staff to consumer ratio and caseload weight (mix) will mirror established national or state standards.
Objective B: ACCMHS will create and implement an organization staffing plan. Note: plan will outline creative design of teams, positions, and optimal use of resources.
Objective C: Staff will receive adequate education/training to complete job duties.
Objective D: 90% of open positions will be offered to the ideal candidate within 45 days of position posting.
Objective E: Annual turnover rate will be 10% or less.

Goal 3. Provide a comprehensive, competitive, and fiscally sustainable benefit package for ACCMHS staff.

Objective A: A multi-disciplinary team will identify strategies to improve current benefit package.
Objective B: Competitive market-driven salary structure will be identified.

STRATEGIC PRIORITY: Innovative, Efficient, and Effective Business Practices

Goal 1. ACCMHS will use data to inform operational and clinical decisions.

Objective A: ACCMHS will provide tools (i.e., technology) and enable staff to do their job effectively and efficiently.
Objective B: ACCMHS will improve maturity of business and clinical processes that need to be more fully defined and/or implemented consistently, such as discharge process, intake process, IT operations, budget and training policies, contracts, etc.
Objective C: ACCMHS will identify a portfolio of measures/reports to inform operational/fiscal and clinical decisions.
Objective D: ACCMHS will use technology solutions to monitor performance of measures within the portfolio, as well as to better understand the health and needs of individuals served.
Objective E: ACCMHS will regularly publish selected data to the Board, Management, and staff in a defined schedule.

Goal 2. ACCMHS will increase collaboration with other community partners.

Objective A: ACCMHS will be a meaningful and active participant in community meetings and initiatives.
Objective B: ACCMHS will improve relationships with community partners thru undertaking of collaborative initiatives to improve quality of care and health of the community.
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STRATEGIC PRIORITY: Accessible and Effective Care and Services

Goal 1. ACCMHS will assure timely access to quality care for all eligible people.

Objective A: ACCMHS Access systems will quickly differentiate eligibility of individuals requesting assistance and if unable to serve, provide a warm handoff with other providers when possible and appropriate.

Objective B: Care will be provided on a timely basis.

Objective C: ACCMHS will provide swift and streamlined access systems, including positioning staff in additional locations.

Objective D: ACCMHS staff will advocate for improved transportation in the community.

Objective E: ACCMHS Management will complete a feasibility study to determine any additional populations (mild/moderate, private insurance enrollees, migrant population, Native Americans, etc.), that could be served in a fiscally sustainable way.

Goal 2. ACCMHS will provide effective services and promote a healthy community.

Objective A: Individuals served will report high satisfaction with services.

Objective B: ACCMHS Management will identify clinical services and supports that need to be implemented or enhanced and engage in Plan, Do, Study, Act cycles and/or provide education to staff to improve array of services and quality of services.

Objective C: ACCMHS Management will complete a feasibility study to determine which services, EBP, or best/promising practices can be implemented in a fiscally sustainable manner.

STRATEGIC PRIORITY: Enhance Financial Resources Management

Goal 1. Public resources are used efficiently and effectively

Objective A: ACCMHS will build an adequate risk reserve.

Objective B: ACCMHS Management will complete a feasibility study to determine any feasible methods to diversify revenue (grants, private insurance, etc.).

Goal 2. ACCMHS will deliver services within accepted industry parameters.

Objective A: ACCMHS will implement clinical and business practices to ensure the right service is provided at the right time, in the right amount based on medical necessity.

Objective B: Select services will be within two standard deviations from state average cost per unit.

Objective C: ACCMHS average cost per case will not be higher than two standard deviations (95% threshold) based on state average cost per case.