North Central Missouri Mental Health Center  
Fiscal Year 2021 Annual Strategic Plan  
Goals and Objectives

**Goal 1 – Persons Served: Enhance the agency’s ability to provide client-centered care.**

Objective A: Increase MyStrength enrollment and utilization by an average of five (5) members per month.

- Financial Impact – NONE
- Person(s) Responsible – CPRC Director
- Target Date – 06/30/2021

Objective B: Research updated website options for ease of access to information for consumers and community members.

- Financial Impact – NONE
- Person(s) Responsible – Accessibility Committee
- Target Date – 06/30/2021

**Goal 2 – Other Stakeholders: Gather input from stakeholders.**

Objective A: Distribute school mental health needs surveys, and identify/implement at least one need from collected data.

- Financial Impact – NONE
- Person(s) Responsible – Children & Youth Director / ACI Outreach Specialist
- Target Date 06/30/2021

Objective B: Distribute needs assessment survey for local emergency room departments, and identify/implement at least one need from collected data.

- Financial Impact – $200.00
- Person(s) Responsible – ERE Liaison / ACI Coordinator
- Target Date 06/30/2021
Goal 3 – Personnel: Educate staff and enhance staff wellness.
Objective A: Cultural Competency – Educate staff regarding military and veteran resources and cultural considerations.
   Financial Impact – $200.00
   Person(s) Responsible – Training Task Force
   Target Date – 06/30/2021

Objective B: Provide staff training regarding social determinants of health.
   Financial Impact – NONE
   Person(s) Responsible – Training Task Force
   Target Date – 06/30/2021

Goal 4 – Operating Procedures: Enhance current systemic procedures.
Objective A: Establish baseline for tracking performance requirements (client and community contacts) for outreach positions and IPS ES.
   Financial Impact – NONE
   Person(s) Responsible – Clinical Director
   Target Date – 06/30/2021

Objective B: Research feasibility for a VOIP/VPN phone system and service among Trenton, Chillicothe, Brookfield and Bethany offices.
   Financial Impact – NONE
   Person(s) Responsible – Clinical Director / Executive Assistant
   Target Date – 06/30/2021