

North Central Missouri Mental Health Center
Fiscal Year 2023 Annual Strategic Plan
Goals and Objectives

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

Objective A: Educate staff and clients on telehealth services and increase response on Consumer Satisfaction Survey question "I get sufficient time with my clinician with using telehealth equipment" to 90%.

Person(s) Responsible – Dept Directors/Team Leaders
Target Date – 06/30/2023

Objective B: Increase number of groups provided by 5 groups.

Person(s) Responsible – Dept Directors/Team Leaders
Target Date – 06/30/2023

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

Objective A: Seek out and provide 3 community presentations specifically tailored to veterans.

Person(s) Responsible – ACI Coord/ACI Outreach Specialist
Target Date 06/30/2023

Objective B: Seek out and provide 3 community presentations specifically tailored to farmers.

Person(s) Responsible – ACI Coord/ACI Outreach Specialist
Target Date 06/30/2023

❖ **Goal 3 – Personnel: Educate staff and enhance staff wellness.**

Objective A: Streamline and restructure orientation procedure.

Person(s) Responsible – Executive Assistant

Target Date – 06/30/2023

Objective B: Provide staff training regarding generational cultures and stigmas.

Person(s) Responsible – Training Committee

Target Date – 06/30/2023

❖ **Goal 4 – Operating Procedures: Enhance current systemic procedures.**

Objective A: The System Administrator and the IT Specialist will conduct an annual test for business continuity/disaster recovery. The test and analysis will be written.

Person(s) Responsible – System Administrator/IT Specialist

Target Date – 12/31/2022

Objective B: Develop an after-hours schedule for services based on previously completed staff survey.

Person(s) Responsible – Clinical Director

Target Date – 06/30/2023