

Alexandria CSB FY10 Strategic Plan Summary

| | |
|--|---|
| <p><u>Goal 1. Quality</u> Provide consistently high quality services within available resources</p> | <p><u>Objective 1.1:</u> Achieve CARF accreditation for all programs except Detox by the end of calendar year 2010. <i>Corresponds to City Council Goal 2.</i></p> <p><u>Objective 1.2:</u> On an ongoing basis, ensure that all facilities meet licensing and other regulatory standards, as demonstrated in licensing on-site inspections; and that consumer environments are welcoming and clinically appropriate, as evidenced by consumer and community feedback. <i>Corresponds to City Council Goals 2, 6.</i></p> <p><u>Objective 1.3:</u> Maintain or improve overall consumer and stakeholder satisfaction with services, as measured by satisfaction surveys or other instruments. <i>Corresponds to City Council Goals 2, 7.</i></p> <p><u>Objective 1.4:</u> Continuously implement evidence-based and best practices for all clinical and administrative services. <i>Corresponds to City Council Goals, 2,4,6,7.</i></p> <p><u>Objective 1.5:</u> On an ongoing basis, ensure that the agency maintains a high level of staff satisfaction as evidenced by biennial staff satisfaction survey, exit interviews, and other opportunities for staff evaluation and discourse. <i>Corresponds to City Council Goal 5.</i></p> <p><u>Objective 1.6:</u> By the end of FY 2009 develop a Recovery Work Group charged with enhancing recovery-best practice and peer advocacy. <i>Corresponds to City Council Goals 2,7.</i></p> |
| <p><u>Goal 2. Efficiency</u> Deliver efficient, cost-effective, and ethically grounded services</p> | <p><u>Objective 2.1:</u> On an ongoing basis, evaluate opportunities for increased program efficiency and implement efficiency improvement strategies as appropriate, as reported in division reports. <i>Corresponds to City Council Goal 5.</i></p> <p><u>Objective 2.2:</u> Complete planning and implementation of electronic health record by the end of FY 2010 and on an ongoing basis plan and implement other enhancements to the automated management information system. <i>Corresponds to City Council Goals 2,5,6.</i></p> <p><u>Objective 2.3:</u> Diversify sources of funding and seek to maximize revenue reimbursement through billing all appropriate payer sources. <i>Corresponds to City Council Goal 5.</i></p> <p><u>Objective 2.4:</u> During Fiscal Years 2010 and 2011 evaluate the effects of budget cuts on services offered across the CSB and the difficulties encountered by supervisory staff in managing these reductions. <i>Corresponds to City Council Goals 2,5,6,7.</i></p> |

Alexandria CSB FY09 Strategic Plan 10/22/09 Update

Goal 3. Needs Assessment & Advocacy

Provide appropriate behavioral health services to meet the most critical needs of City of Alexandria residents

Objective 3.1: By the end of the third quarter of FY 2010, implement the Safe Haven program.

Corresponds to City Council Goals 2,6,7.

Objective 3.2: On an ongoing basis implement plans to address highest priority unmet affordable housing needs by participating with local affordable housing committees, commissions, *the Housing and Shelter Collaborative Realignment Planning Committee*, and other groups addressing this issue.

Corresponds to City Council Goals 1,2,6,7.

Objective 3.3: By the end of FY 2010, show substantial improvement in meeting the priority identified behavioral health needs of children served through the Alexandria Community Policy and Management Team (ACPMT), with the goal of reducing dependence on out-of-home care as evidenced by a 10% decrease in the number of youth in residential treatment facilities.

Corresponds to City Council Goals 2,4,5,6,7.

Objective 3.4: By the end of FY 2010, develop and implement a plan for the realignment of children's treatment and prevention services across the City in collaboration with other child-serving City agencies with the goal of providing the support youth need to be successful in the community.

Corresponds to City Council Goals 4,5,7.

Objective 3.5: By the end of FY 2010, develop and implement a plan for the realignment of geriatric services across the City in collaboration with other City agencies with the goal of improving access and efficiency to Alexandria's seniors.

Corresponds to City Council Goals 2,5,6,7.

Objective 3.6: On an ongoing basis review available needs determination information to identify the unmet needs of underserved populations such as children, immigrants and elderly persons and construct plans to meet those priority needs.

Corresponds to City Council Goals 2,5,6,7.

Objective 3.7: Advocate for Alexandrians with behavioral health needs through participation in local and inter-jurisdictional planning.

Corresponds to City Council Goals 2,5,7.

Objective 3.8: Implement changes arising from mental health law reform efforts and enhance Jail Diversion efforts.

Corresponds to City Council Goals 2,5,6,7.

Objective 3.9: By the end of FY 2010, implement short-term residential substance abuse treatment program.

Corresponds to City Council Goals 2,5,6,7.

Objective 3.10: By the end of Fiscal Year 2010, identify the needs of individuals with developmental disabilities and Autism spectrum disorders.

Corresponds to City Council Goals 2,4,7.

Alexandria CSB FY09 Strategic Plan 10/22/09 Update

| | |
|---|---|
| <p><u>Goal 4. Public Information & Education</u> Educate the community about CSB services within available resources</p> | <p><u>Objective 4.1:</u> As appropriate, participate in community activities to promote awareness of CSB services and educate the public about behavioral health issues. <i>Corresponds to City Council Goals 2,7.</i></p> <p><u>Objective 4.2:</u> Participate in the <i>Partnership for a Healthier Alexandria</i> initiative through calendar year 2010. <i>Corresponds to City Council Goals 2,7.</i></p> |
|---|---|