

Agency Goal	Number of Action Steps
Develop comprehensive data strategy	40
Investment in Staff/Volunteers	102
Outreach and Marketing	72
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Agency Goal	Team	Number of Action Steps
Develop comprehensive data strategy	Access & Eligibility	11
	Community Care Coordination	24
	Program Operations (DoCM)	4
	Program Operations (SHINE)	1
Investment in Staff/Volunteers	Access & Eligibility	27
	Community Care Coordination	28
	Program Operations (DoCM)	17
	Program Operations (SHINE)	30
Outreach and Marketing	Access & Eligibility	6
	Community Care Coordination	29
	Program Operations (DoCM)	16
	Program Operations (SHINE)	21
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Agency Goal	Owner	OBJECTIVE List	No. Of Action Steps
Develop comprehensive data strategy	Amy Thomas	Establish and improve program outcomes for Veterans Care	5
		Improve data collection and reporting of the Communiyt Care Coordination team by consolidating data collection and reporting across systems as well as collect reportable data relatable to healthcare plans and other healthcare entities.	5

Develop comprehensive data strategy	Amy Thomas	Establish and improve program outcomes for all CCC programs	14
	Cindy Roberts	Improve technology used by staff to improve efficiency and streamline processes: Part 1	1
		Improve technology used by staff to improve efficiency and streamline processes: Part 2	1
		Improve technology used by staff to improve efficiency and streamline processes: Part 3	1
		Improve technology used by staff to improve efficiency and streamline processes: Part 4	1
		Improve technology used by staff to move to more effective Cloud based system and have consistency with other PSAs: Part 3	1
		Improve technology used by staff to move to more effective Cloud based system and have consistency with other PSAs: Part 4	1
		Improve technology used by staff to move to more effective Cloud based system and have consistency with other PSAs: Part 5	1
		Improve technology used by staff to move to more effective Cloud based system and have consistency with other PSAs: Part 6	1
		Improve technology used by staff to move to more effective Cloud based system and have consistency with other PSAs: Part 7	1
		Streamline the Quality Assurance (QA) process that helps determine quality & quantity of “daily work” for screeners and eligibility staff (the deep dive) and improve consistency of process (QA tool already in place for EHL)	2
	Janet Kreischer	eCIRTS – Phase 1	1
		eCIRTS – Phase 2	1

Develop comprehensive data strategy	Janet Kreischer	NEW Implement electronic version of Community Outreach Form in location all staff will complete? Would need to determine if having electronic version (Excel file on shared drive, Google form, etc.) will be useful/better. We do have a fillable pdf of the Community Outreach Form available, in case that information is useful.	1
		OM, CIRTIS clean up, track monitoring data, training participation tracking, TC satisfaction surveys	1
		See targeting data analysis in prior Goal	1
Investment in Staff/Volunteers	Amy Thomas	Improve staff workload to assist with increased access to community supports for veterans	7
		Reestablish social connectedness opportunities across the CCC team	4
		Improve staff support by engaging staff and volunteers in knowledge of overall agency services and Community Care Coordination Programs by improving in-person and remote onboarding across CCC programs.	7
		Increase long-term employee commitment by increasing awareness of services, programs and functions through cross training options	7
		Improve relationships and partnerships with other CCC programs to share strategies to support service delivery.	3
	Cindy Roberts	Improve MLTC program Approval Rate in order to increase # of clients approved for MLTC: Part 1	4
		Cross Training	1
		Establish key performance benchmarks for each division, so any outliers or issues can be identified and addressed in a timely and consistent manner	2
		Help teams deal with their own (and clients') grief, anger, compassion fatigue, isolation, social/racial injustice or confrontations, et	7
		Hire additional Medicaid staff to fill newly funded positions that will improve our ability to serve clients and meet DoEA requirements: Part 1	1
		Hire additional Medicaid staff: Part 2	1

	Cindy Roberts	Improve MLTC program Approval Rate in order to increase # of clients approved for MLTC: Part 2	1
		Improve staff's expertise on programs, resources and eligibility requirements, as well as updates on changing processes or resources that are time limited and not in Refer, et to ensure clients receive access to all the programs they're eligible for and none that they aren't eligible fo	6
		Update Office SOPs to increase consistency across staff and to use as a training resource for new staff & refresher for current staff	4
	Janet Kreischer	Ensure and improve quality of work production through development, review, and revision of Standard Operating Procedures (SOPs).	10
		NEW Cross Training to ensure coverage of duties (SHINE referrals, registrations, outreach and zoom counseling, etc .)	7
		NEW Cross Training to ensure coverage of duties with DoCM	5
		NEW Retain volunteers	6
		NEW Streamlining weekly meetings for time efficiency	6
		NEW Training/Staff Development to meet professional and personal needs (note: include compassion fatigue)	5
		NEW Training/Staff Development to meet professional and personal needs	8
Outreach and Marketing	Amy Thomas	Increase access for Veterans to additional community services.	5
		Promote awareness of the benefits of evidence-based programs among healthcare providers	3
		Recruit at least 24 new volunteers and maintain relationships with existing volunteers	7
		Recruit physicians to refer patients to the Healthy Aging Workshops, PEARLS and other health insurer eligible services	2

Outreach and Marketing	Amy Thomas	Review current client served target populations in CCC team and define new populations.	4
		Ensure financial sustainability of Community Care Team Programs through medicare, health plans and health care organizations.	8
	Cindy Roberts	Improve communication about outreach needs and efforts with A&E teams so they have a better understanding of the agency's goals and efforts and what they can relay back to the Outreach Committee from their work to help achieve them	3
		Increase public awareness of Elder Options' A&E Office programs, so frail individuals are able to access resources and programs, when needed	3
	Janet Kreischer	Increase community engagement through better access to local resources between each Lead Agency and their respective IFAS, APS, EOC, and health department	7
		Increase the number of sites in rural areas by 3 sites for increased service coverage	6
		Increase volunteers by at least 1 in each of the identified areas for increased service coverage	8
		JK – Talk to KM and AT – have staff know what to gather, beginning Jan 1 so they can fill in the info for reporting, beginning 01.01.2021	2
		NEW Analyzing the targeting data for DoEA provided by EO and Provider staff (mapped outreach events, DoEA performance measures, etc .)	2
		NEW Implement new targeting tool to gather information required by DoEA	2
		NEW Monitor and provide technical assistance on outreach for providers to ensure DoEA requirements are met	3
		NEW Utilize TV and Social Media outlets to advertise services available	7
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Grand Total			214