

**Strategic Planning Analysis Summary
1-Year Strategic Plan (FY21)**

The Strategic Planning assess our overall external and internal environmental demands in a manner that is supportive of our mission. Our annual strategic plan considers:

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| 1. Our Clients | 5. Organizational Capabilities | 9. The Legislative Environment |
| 2. Other Stakeholders | 6. Service Delivery Needs | 10. Social Determinants of Health |
| 3. The Competitive Environment | 7. Relationships and Stakeholders | |
| 4. Financial Threats | 8. The Regulatory Environment | |

1.Convert Maxwell to a Family Program accommodating eight women and children	<ol style="list-style-type: none"> 1. Update and “childproof” the facility 2. Hire and credential Primary Therapist 3. Develop daily treatment schedule 4. Bill Medicaid for residential services (new funding for Maxwell) 5. Dr. Croley to see new admissions 	
2.Enhance/expand family-based treatment services	<ol style="list-style-type: none"> 1. Consider adding a new assessment tools to our family treatment model – parenting and child assessments to be performed at admission. Additional treatment services may offered/added to treatment plan based on assessment. 2. Review staffing needs or modifications to implement new services 3. Define the desired outcome 4. Select assessment tools. 	
3.Obtain NARR Level II certification for Serenity Recovery Housing Apartments	<ol style="list-style-type: none"> 1. Obtain NARR Level II certification for Recovery Housing 2. Explore additional funding opportunities to cover services provided to families at Serenity 	
4.Evaluate roles and responsibilities of Executive/Management staff to determine the most effective and efficient administrative	<ol style="list-style-type: none"> 1. Review job descriptions and workloads of key executive/management staff and adjust as needed 2. Reassign responsibilities if need indicates 	

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<p>structure for the agency</p>	<ol style="list-style-type: none"> 3. Determine direct staff supervisory needs and executive/management staff most qualified/appropriate to provide employment supervision 4. Transition supervisory responsibility as indicated 	
<p>5. Implement new Electronic Health Records that allows for easy billing, collection of data elements, performance indicators and performance measures.</p>	<ol style="list-style-type: none"> 1. Reduce staff time and financial cost of billing Medicaid 2. An EHR that will generate reports for identified performance measures and management 3. Train staff on use of new EHR 	
<p>6. Increase activities designed to promote diversity, cultural competency, and inclusion throughout the agency</p>	<ol style="list-style-type: none"> 1. Establish a committee comprised of diverse staff (race, religion, culture, gender, etc.) to plan and promote activities to increase staff awareness around issues of diversity and cultural competency 2. Provide, at a minimum, biannual programs (training, presentations, interactive activities) for all staff highlighting cultural differences and similarities designed to promote understanding and inclusion 3. Make a concentrated effort to increase diversity in our client population, staff, and board 	
<p>7. Improve or enhance access to educational, economic and job opportunities for persons served transitioning out of residential treatment in Fayette County into a rural community.</p>	<ol style="list-style-type: none"> 1. Move the job readiness program from a large group model at the community center to smaller groups and/or individual instruction at each facility to create a more person-centered approach 2. Revise the job readiness assessment tool to provide a mechanism for interpretation, analysis, and person-centered options 3. Increase documentation in WITS regarding job readiness activities and client outcomes 4. Increase treatment team participation in assisting the client with developing a person-centered job readiness plan 	

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<p>8. Identify gaps and opportunities in preparation for the review of new performance measures for continued relevance and/or necessary changes.</p>	<ol style="list-style-type: none"> 1. input from persons served, personnel and other stakeholders 2. Consider conditions in the environments in which people are born, live, learn, work, play and age that affect a wide range of health, functioning and quality of life outcomes and risk when seeking input from the above 3. Create data collection tool for persons served at the beginning of services, appropriate intervals during services, end of services, point in time following services 4. Identify what the collected data is meant to measure 5. Establish timeframes for analysis of data and communication of the results 	
<p>9. Pursue ASAM Residential Provider Level of Care Certification for Level 3.5.</p>	<ol style="list-style-type: none"> 1. Purchase the ASAM Level of Care Certification Manual to become familiar with the standards and expectations of the agency 2. Complete an agency “self-assessment” to determine areas of need, strengths, and challenges 4. Complete the ASAM LOC survey application and schedule site-visit and survey before May 2021 	<p>Chrysalis House received the provisional LOC from the Department of Medicaid Services in April 2019</p>