

FY 2010 STRATEGIC PLAN

GOALS	OBJECTIVES	INTERVENTIONS	OUTCOMES
<i>1. Maintain Financial Stability</i>	A. Add one new payer source this fiscal year, or add new services (new money) to an existing source.	<ol style="list-style-type: none"> 1. Review any new contracts (Managed Care or partnerships) to see if it would be good for the Center. 2. Research for new opportunities of services to provide. 3. Act quickly on new opportunities 	<ol style="list-style-type: none"> 1. A contract and partnership was created with Ft. Valley State University to provide MH/SA screenings, education, service referrals and to provide faculty with MH/SA information, consultation and training. 2. Bill for Assessments, Treatment Plans, Individual and Family Therapy in the STAR Program. 3. A contract was signed with the Federal Probation Department to serve their probationers for substance abuse.
	B. Ensure our Billing and collection systems are accurate.	<ol style="list-style-type: none"> 1. Review all “not billed”, “missing” and “aging reports” on a routine basis to catch any billing problems. 2. Insure that IT is aware of any programming issues in a timely matter and make as priority. 3. Develop checks and balances of our major payer sources. (Reconciliation) 4. Develop system of tracking for Magellan and Cenpatico authorizations. 5. Insure eligibility and authorizations are verified 	<ol style="list-style-type: none"> 1. A process for the Billing department has been established (monthly) to review all billing reports to catch billing problems and to re-bill all claims that are sitting in the system. 2. Issue of errant voided entries resolved (HIPAA

FY 2010 STRATEGIC PLAN

		<p>before service is rendered.</p> <p>6. Co-Pays to be paid at time of service.</p>	<p>code changes)</p> <p>3. A reconciliation process has begun with the Developmental Disabilities services. The MCOs will be the next challenge.</p> <p>4. STAR has tracking system and Outpatient is still a work in progress.</p> <p>5. SCS/Medicaid is being completed daily. Magellan is work in progress.</p> <p>6. Co-pays are collected at the windows after service has been rendered and before scheduling next appointment.</p>
	<p>C. Reduce/be mindful of expenditures. Be aware of Budgets.</p>	<p>1. Program Managers need to review budgets and expenditures monthly.</p> <p>2. Reduce unnecessary expenditures.</p> <p>3. Maintain your budgets, i.e. revenues and expenditures.</p>	<p>1. WROP, STAR/MiCasa and DD are reviewing budgets and expenditures monthly.</p> <p>2. MiCasa began using local transit instead of Phoenix Center vehicles. Furniture is being donated instead of purchasing new. All program supervisors are reviewing Purchase Orders</p>

FY 2010 STRATEGIC PLAN

			<p>before signing.</p> <p>3. A review of budgets, revenue and expenditures are being done monthly in the revenue cycle improvement committee. Action is starting to take place in areas of deficit.</p>
	<p>D. Establish and follow through with one fundraising event by Tri-County BH, Inc.</p>	<ol style="list-style-type: none"> 1. Encourage Board members to have a goal of completing one fundraiser event, donation drive or grant by 6/30/10. 2. Staff participates as needed. 	<p>1. No progress yet due to membership being oriented to services and Phoenix Center. However, Tri-County will be receiving \$5,000 from Flint Energies from a proposal submitted last year. Also, over \$3,000 will be donated to Tri-County through the Combined Federal Campaign.</p>
	<p>E. Increase Productivity for those not meeting established standards.</p>	<ol style="list-style-type: none"> 1. Increase volume of services to Child & Adolescents through new partnerships. 2. Supervisors track monthly productivity and take steps to coach staff in meeting these goals on an individual basis. 3. Increase CSI enrollments with consumers in Assisted Living. 	<ol style="list-style-type: none"> 1. Partnering with BOE to open new consumer cases for CSI. 2. Tracking monthly productivity by each staff member for supervisors. 3. Work in progress.

FY 2010 STRATEGIC PLAN

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2. Enhance staff development to respond to changing needs of agency	A. Implement an effective “on-the-job” training program for staff	1. Supervisors or subject matter experts will develop a step-by-step training manual(s) to assist new employees.	1. Star developed a step-by-step training manual for the Clerk-2 position. MiCasa is in process of developing training manual for staff.
	B. Increase on line training	1. Develop more on line training for staff.	1. Developmental Disabilities converted four required training classes from face to face training to on-line (computer training) for the staff.
	C. Streamline training classes	1. Reduce the number of duplicate and redundant training classes	1. In process of reviewing and revising training classes.
	D. Promote licensure/credentialing	1. Provide supervision and direct service hours per Composite Board guidelines 2. Encourage continued education units that staff or supervisor have identified to enhance job performance and maintain licensure	1. Forms completed pending PI approval. Protocol is in place. 2. In process in all programs.

FY 2010 STRATEGIC PLAN

	<p>E. Add advanced training classes for staff already familiar with basic computer use.</p>	<ol style="list-style-type: none"> 1. Create training videos on specific tasks in Client Information program. 2. Make available via Center Server Intranet and Center Website 	<p>1. Currently reviewing training Video tapes to leverage with intranet training efforts.</p>
	<p>F. Educate staff on Person-Centered Treatment</p>	<ol style="list-style-type: none"> 1. Certified Peer Specialist will train all staff on Person-Centered Treatment and Tracking System 	<p>1. CPS will be working with Human Resources to schedule Person-Centered Treatment and Tracking System during new hire orientation.</p>

FY 2010 STRATEGIC PLAN

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<p>3. Maximize information technology to streamline all work processes.</p>	<p>A. Add advanced training classes for staff already familiar with basic computer use.</p>	<ol style="list-style-type: none"> 1. Create training videos on specific tasks in Client Info program. 2. Make available via Center Server Intranet. 3. Make available via Center Web Site. 	<p>1. Currently reviewing training Video tapes to leverage with intranet training availability efforts. Other tasks scheduled as staff resources are available.</p>
	<p>B. Utilize internal PCBHS Intranet to provide vital center info to all staff. Create intranet pages to serve as a “Bulletin Board” for current Phoenix Center issues, projects, or announcements.</p>	<ol style="list-style-type: none"> 1. Set intranet page as home page for all users so they will see page every time they use the web. 2. Post updates to newsletters and any Center activities. 	<p>1. Newsletters are being posted. Other tasks scheduled as staff resources are available.</p>
	<p>C. Add additional pages on www.phoenixcenterbhs.com to make forms available for adept clients to print and fill out prior to office visits.</p>	<ol style="list-style-type: none"> 1. Research business processes that can be converted to paperless digital formats such as application for services, authorization to release information, and etc. 	<p>1. Currently working on automating release of client records process (as legal requests via authorization process) to reduce the significant staff time requirements to accomplish this manually.</p>
	<p>D. Continue to find ways to convert paper processes to digital formats</p>	<ol style="list-style-type: none"> 1. Research business processes that can be converted to paperless digital formats such as Timesheets and leave requests. 	<p>1. No specific progress at this point.</p>

FY 2010 STRATEGIC PLAN

	<p>E. Ensure a more reliable e-mail and messaging solutions are in place.</p>	<ol style="list-style-type: none"> 1. Research solutions from Google. 2. Research solutions with Microsoft Exchange Server. 	<p>1. Google has unresolved security issues; Microsoft has made improvements resulting in smoother availability.</p>
	<p>F. Virtualized Servers to improve uptime and seamless backups and recovery.</p>	<ol style="list-style-type: none"> 1. Research and implement Server and database Virtualization to leverage current server hardware to reduce future need of hardware purchases and upgrades as well as reduce electrical and power costs. 	<p>1. Currently in process of testing 3 virtualized servers with 1 hard server. "So far so good"</p>

FY 2010 STRATEGIC PLAN

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<i>4. Improve communication with all stakeholders</i>	A. Educate internal stakeholders on Person-Center care	1. Review all brochures, handouts, manuals, etc. to include Person-Centered care.	1. Clinical Care Committee is reviewing brochures, handouts, manuals, etc. in preparation for CARF.
	B. Develop methods to inform external stakeholders about Phoenix Center	1. Utilize local news media, link to Chamber of Commerce in Houston, Peach and Crawford Counties and Robins Air Force Base via Websites, email and Phoenix Center Newsletters.	1. Communications have taken place with positive responses, but no actual results. Follow-up will be done by Jan 15, '10