

OUR MISSION

The Mission of Mid-Ohio Psychological Services, Inc. is to provide a full continuum of quality, cost effective mental health and substance abuse services to the residents of Central and Southern Ohio in a client centered, hospitable fashion, meeting both the clients' and the community systems' needs.

OUR VISION

Mid-Ohio Psychological Services, Inc. is a culturally and socially responsive agency striving to develop a comprehensive program based on the needs of the community where all persons experiencing substance abuse and mental health issues may achieve their full potential.

GOALS

Quality of Service

Obtain CARF certification

1. Review/revise policy and procedure (essentially completed)
2. Apply (currently working on)
3. Complete survey (planned for February/March)

Show improvement on QA indicators

1. Improve feedback mechanism to clinicians and monitor corrective action (completed)
2. Revised indicators/procedures (completed)
3. Develop goals/objectives for QA (completed)
4. Integrate performance indicators into employee review and team review process.

Maintain current scope of practice

1. Ensure continued funding for services (Medicaid and other payer sources)—(Completed for FY05)
2. Maintain certification

Maintain ODMH and ODADAS certification

1. ODMH will re-certify on 5/9/05 CARF accreditation will allow us to have "Deemed Status"
2. ODADAS will re-certify on 5/31/06
3. Continually modify policy and procedure to comply with ever changing standards

Staffing

Maintain or improve current level of staff turnover--Over the last two completed years, MOPS has had an average staff turnover of 16.5%. Over the last 2 ½ years, 18 people have left the agency including 8 support staff and 10 clinical staff. Of the 8 support staff, 7 were here less than one year and 1 was here for over 1 year. Of the 10 clinical staff, 3 were here less than 1 year and 7 were here for over 1 year.

1. Improve support staff screening to ensure “goodness of fit” before hiring.
2. Stabilize treatment programs to ensure that clinical staff are not dislocated (especially when partnering with other agencies)—ensure that clear transition paths are identified when programs are terminated.
3. Facilitate integration of clinical staff into the local community to reduce turnover associated with geographical issues.

Ensure competitive staff compensation/benefits

1. Explore compensation packages for other non-profit organizations
2. Survey staff regarding compensation packages
3. Identify within the budget what can be added to the compensation packages
4. Make recommendations to the agency board

Improve staff moral

1. Complete staff satisfaction survey
2. Identify mechanisms to respond to staff concerns

Create systematic training mechanism for staff

1. Identify staff training needs (for licensure)
2. Survey staff regarding training needs
3. Identify within the budget what training can be provided to meet these needs
4. Conduct training/monitoring mechanism

Fiscal Stability

Obtain 2 months operating cash reserves

1. Reduce accounts receivable through more efficient billing/collections
2. Reduce “bad debt” through payer accountability in collections
3. Manage expenses

Continue meeting financial obligations

1. Monitor consistently asset/liability status
2. Monitor expenses.

Continue passing Medicaid and Financial audits

1. Continue to comply with agency procedures for financial management
2. Continue to internally monitor compliance with agency procedures
3. Run financials monthly in real time/Run limited reports weekly

Growth

Maintain annual growth between 10-50%

1. Add at least one and no more than 4 clinical staff a year without agency board approval
2. Restrict advertising/promotion
3. Add no additional clinical staff capacity to Fairfield County per informal agreement with ADAMH Board

Ensure staffing patterns can accommodate growth rate

1. Conduct regular surveys of clinical staff regarding client loads/monitor through QA
2. Add new staff when wait time for intake for out of county clients exceeds 30 days

Expand range of clinical services (groups and other services) to meet community demand

1. Conduct referral source survey to clarify community needs
2. Conduct informal interviews of referral sources to clarify community needs
3. Add services accordingly

Promote Agency to the Community

1. Update logo/signage
2. Publicize web page
3. Participate in interviews with local media

Increase Awareness/Coordination With Other Agencies Within the Community

1. Participate in CHC
2. Participate in Children, Adult and Family First Council
3. Participate in Community Corrections Board