

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

Show improvement on QA indicators

1. Monitor feedback mechanism to clinicians and corrective actions
2. Create mechanism for linking feedback mechanism to the supervisory team
3. Create mechanism for challenging record review/peer review errors
4. Continue to revise indicators/procedures
5. Integrate performance indicators into employee review and team review process.

Study QA Committee

1. Quantify inter rater reliability for peer review/record review
2. Clarify peer review/records review standards based on reliability study.
3. Fully Integrate AOD program into QA activities.
4. Identify method for increasing "Client Retention" (although we didn't discuss in meeting, this was forwarded to this committee from the "Financial Committee).

Create Mechanism for comparing the quality of our agency to other agencies

Maintain current scope of practice

1. Ensure continued funding for services (Medicaid and other payer sources)
2. Maintain certification (CARF/ODMH/ODADAS)
3. Continually modify policy and procedure to comply with ever changing standards

Public Awareness Program (with growth committee)

1. Create mechanism to help the community know that we exist
2. Create mechanism to help referral agencies and the general public know what services we offer and how to access them.

Staffing

Maintain or improve current level of staff turnover—

1. Maintain staff screening to ensure “goodness of fit” before hiring.
2. Create a mechanism for communicating our agency’s “Quality Values” to new and existing staff to ensure current level of quality is maintained during growth

Year	% Turnover	Total	Clinical	Support	Less 1 Year	More 1 Year
2003	28	12	6	6	8	4
2004	13	6	5	1	2	4
2005	13	6	2	4	4	2
Total		25	14	11	14	11

Ensure competitive staff compensation/benefits

1. Explore compensation packages for other non-profit organizations
2. Identify within the budget what can be added to the compensation packages

Improve staff moral

1. Complete staff satisfaction survey
2. Utilize mechanisms to respond to staff concerns
3. Improve supervisory staff accountability
4. Create mechanism for rewarding staff for good performance
 - i. Multi-Item reward (select from options)
 - ii. Tied in to QA compliance/Productivity/Support Staff success

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

Maintain at least one month and work towards obtaining 2 months operating cash reserves

1. Maintain efficient billing/collections to minimize Accounts Receivable
2. Maintain low level of “bad debt” through payer accountability in collections
3. Continue to manage expenses
4. Develop clear plan to increase revenues
 - i. Unit Rate increase for CSP
 - ii. Unit Rate increase for MS services
 - iii. Increase production without adding support staff
5. Consider increasing credit line to cover one months operating costs

Continue meeting financial obligations

1. Continue to monitor consistently asset/liability status
2. Continue to monitor expenses.
3. Create a “Quick Picture” financial summary that includes up to 10 indicators of financial health (ie. Current cash position, production, AR) for the current period, last period, last year, and budget.

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
4. Communicate with Auditor regarding required materials and gather ahead of audit—ask for clear time frame for the audit.
5. Present to the agency board our financial management procedures (to do at the next board meeting).
6. Review P&P regarding financial management and ensure that it adequately reflects our daily work.
7. Create procedure for managing electronic fund transfers.

Growth

Maintain annual growth between 10-30% (5 year cumulative growth of 100%)

1. Add at least one and no more than 4 clinical staff a year without agency board approval
2. Restrict advertising/promotion—promotion for new clients should focus on Franklin County

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

Develop, implement, and market AOD Services in response to referral source survey

1. Create detailed program description
2. Notify appropriate referral sources of programs existence
3. Implement AOD program

Identify potential outreach to non-public schools

Promote Agency to the Community

1. Publicize web page
2. Participate in interviews with local media
3. Participate in ADAMH Board Activities for Mental Health Awareness (i.e. fair booth, campaign activities)

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
4. Participate in Intersystem Meetings