

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.

2008-2009 GOALS

Quality of Service

Develop and utilize standard of care model

1. Develop web page declaring agency's standard of care
2. Train staff to use standard of care model
3. Integrate standard of care into peer review preprocess

Develop and utilize care management system

1. Develop instrument to assess level of care needed for clients
2. Assess level of care of clients utilizing the care management scale

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

1. Participate in ADAMH board's client satisfaction survey process
2. Develop consistent utilization of Outcome Measures to compare to State averages
3. Referral Source Satisfaction
 - a. External ADAMH Board
 - b. Internal Done During Visits To Referral Agencies
4. Create "Dashboard" Report
 - i. 3-4 Categories
 1. Outcomes/Satisfaction
 2. Financial/Stability
 3. Wait-time/Retention

Maintain current scope of practice

1. Maintain certification (CARF/ODMH)
2. Continually modify policy and procedure to comply with ever changing standards
3. Obtain Certification for JSO and ASO programs.
4. Obtain APPIC Certification.

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
2006	19	10	4	6	5	5
2007	18	11	6	5	7	4
2008	17	11	5	6	3	8
Total		56	28	28	29	27

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 every other year
2. Utilize mechanisms to respond to staff concerns
3. Continue Kudos process
4. Identify and engage staff in informal social experience

Create systematic training mechanism for staff

1. Continue e-training and clinical staff training at least 2 times a year
2. Sponsor Sex Offender “Symposiums” at least 2 times a year
3. Survey staff regarding training needs/interests

Create formalized intern program

1. Register with APPIC for providing pre-doctoral internship for psychologists and develop training curriculum
2. Recruit at least 2 pre-doctoral interns

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. Identify “non-unit of service” funding streams
 1. Outcomes
 2. Working with ADAMH Board to increase unit rate for non-Medicaid services.
 3. APICC Certification – increase availability of services in Franklin County using interns.
 - ii. Increase overall production without increasing fixed expenses

Continue meeting financial obligations

1. Continue to monitor consistently asset/liability status.
2. Continue to monitor expenses.
3. Continue to monitor cash balances.
4. Continue to use “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. The agency will be ready for the financial audit by August 31st and have it completed by November 30th.
 - a. Communicate with Auditor regarding required materials and gather ahead of audit—ask for clear time frame for the audit.
 - b. Work on ways to facilitate a more timely audit including requesting a timeline for the audit.
2. Continue to comply with agency procedures for financial management
 - a. Develop additional policies and procedures to comply with upcoming audit standard changes.
3. Continue to internally monitor compliance with agency procedures
 - a. Review P&P regarding financial management and ensure that it adequately reflects our daily work.
 - i. Create procedure for managing electronic fund transfers.
 - ii. Test this on a regular basis.
4. Run financials monthly in real time/Run limited reports weekly

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. Develop promotional activities for new clients in Franklin County
 1. Continue Mailings and Promotion of the Agency
3. Add no additional clinical staff capacity to Fairfield County per informal agreement with ADAMH Board beyond specific grant programs

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
3. Develop and recruit staff to complete evaluations.

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

Expansion of Agency Sites

1. Franklin County
 - i. Look for Opportunities Outside of Medicaid Services
 - ii. Add Case Management Services for JSO
 - iii. Expand Children Services Contracts
2. Delaware County
 - i. Offer HBT and PIP Services
3. Licking County
 - i. Consider Opening an Office

Agency Promotion

Promote Agency to the Community and Schools

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)
4. Agency Activities in the Community—5K Run
 - Annual Event – April 25, 2009
5. Training/E-Training
6. Presentations
7. Outside Agency Visits

8. Radio Spots
9. Display Opportunities

Increase Awareness/Coordination With Other Agencies Within the Community

1. Participate in Community Health Consortium (CHC)
2. Participate in Children, Adult and Family First Council
3. Participate in Community Corrections Board
4. Participate in Intersystem Meetings
5. Participate in Child Advocacy Center (CAC)
6. CAPP
7. JSO Coalition

P:Goals 2008