**Strategic Planning 2010/11**

**Questions/Responses**

**DFCSP and FAC**

**August 31, 2010**

Present: Leslie, Kim, Jessica, Karen, Isaac, David, Joy, Janie, Emma, Tracey, Cathy

Not able to attend: Mary, Nellie, and Stacia

**What is the most important outcome that you would like to see emerging from this strategic planning process? Why do you think it is so important?**

It is an opportunity to reflect on our performance, successes, and brainstorm solutions to problems and challenges. A positive outcome would be more training and more culturally diverse service capability.

**What challenges have we met well in the past two years and what helped us meet them?**

We successfully integrated adult and adolescent services into our building and working group. Flexibility, teamwork, communication skills, professionalism, and interpersonal respect helped us to meet this challenge.

Family Action did well with our Outcome Measures despite a drop in referrals and having only two positions. Teamwork and our intern contributions helped us do this.

We performed well on ALL of our performance audits/monitoring visits. Our commitment to excellence helped us achieve this. Joy and Janie were a big help too.

SAMH also did well with productivity. Our team spirit and front desk folks helped with this along with new management reports from Data.

We established an additional reception area in the building to accommodate the integration of adult and adolescent services.

We began and continue to address the challenge of accommodating adults and adolescents with co-occurring disorders. Peggy provided valuable resources toward this goal.

We improved our communication across programs and reception areas of the building.

We improved attention to safety and security by more frequent discussions in staff meeting and communication with Herman and Roy.

We improved our waiting room appearance with the addition of matching and new chairs. Sam and Herman helped in this area.

We improved confidentiality by adding curtains and blinds in Suite 1 in order to prevent the identification of participants from outside the building.

We expanded our Adult Fee-Pay Services significantly.

**What challenges have we failed to meet in the past two years and why have we failed to meet them?**

Our new name recognition in the community remains problematic.

Integrating co-occurring disorder goals and objectives into our service plans has not yet been fully implemented.

**Tell us how you welcome new participants to our Program?**

We make it a point to greet everyone who walks into our waiting room in a friendly and welcoming manner.

When talking with new (and existing) participants, we elicit their feedback in order to improve our service delivery.

We try to provide an inviting atmosphere in our lobby with magazines and staff attention to participant needs.

If people walk in or call on the phone for services we don’t provide, we offer assistance and information about other services.

**What ideas do you have to improve our ability to engage participants as a system?**

We want to make the atmosphere in the Suite 2 reception area more welcoming.

Extreme makeover office edition for the building

Safe toys for the Suite 4 lobby

Stickers and other rewards, incentives for young participants

**Do you believe our program is culturally diverse? If so how do we demonstrate this and/or how could we improve?**

Not as much as we used to be. We used to have more minority staff than we do now. We share this value as a group and discuss ways to provide culturally sensitive services for our participants. We constantly look for resources in this area. Our frank and honest discussion of our limitations and commitment to learning about multicultural issues in the areas of race, gender, sexual orientation, religion, socioeconomic status, etc. helps us grow in this area.