Strategic Planning 2010/11: SAMH East

**Present:** Cindy Starling, Christy Sparks, Lacey Comer, Louis Tremblay, Betsy Freeman, Michael Bruce, and Carrie Cordell.

1. **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?**
2. Public relations – Improved outreach. Getting our agency name in the local phone book.
3. Adding our agency name and program descriptions to drug treatment websites on the web and SAMHSA National Directory.
4. Joining with other agencies (DJJ) for case staffing to build better collaboration and more accurate sharing of participant information (Feedback on Referrals).

We think it is important for sustainability.

1. **What challenges have we met well in the past two years and what helped us meet them?**
2. The ability to be client centered – CARF accreditation process.
3. Initiation of Co-Occurring training and plans to become co-occurring capable.
4. New record formats – moving from cardboard folders to plastic binders for px records
5. East region has done much better with timely input of data for reporting by ensuring all information is entered prior to the 5th of each month deadline for most months.
6. Improvement of getting receipts to fiscal department by initiating a system in which each party must sign off on what is being sent/received.
7. Having a Coordinator’s budget and monitoring expenditures – Saving $ where possible.
8. **What challenges have we failed to meet in the past two years and why have we failed to meet them?**
9. A significant challenge remains our copier and fax machine at the Raby building. It is slow and eats into productivity time when making copies. Money is an issue in not resolving this challenge.
10. Location of quarterly meetings. Poor staff attendance and participation at the meetings. Recommendation is to rotate where the meetings are held and incorporate staff trainings.
11. Direct deposit of employee payroll checks. We are uncertain why this has remained an issue. It is continually voiced each year as a concern. It would save time and money.
12. **Tell us how you welcome new participants to our program?**
13. Tell them we are glad they are here, be friendly, shake their hand upon meeting them.
14. Make the office inviting and client-centered.
15. Explain the process, show respect, and explain we are here to help them.
16. **What ideas do you have to improve our ability to engage participants as a system?**
17. Continue our current practices.
18. Go see px’s in their homes and at school.
19. Involve the parents and involve other agencies who have an interest such as DJJ (kids who are on probation).
20. Offer Ride-Solution (public transportation)tickets/vouchers.
21. **Do you believe our program is culturally diverse? If so, how do we demonstrate this and/or how could we improve?**
22. We are trained on how to be culturally diverse/aware. We demonstrate this by offering interpreters for services when needed. Include px’s individual cultural practices/preferences as a part of the assessment process and address/incorporate them in the individual treatment plan as appropriate.