

IHR Counseling Services

2018 Strategic Plan Outline

Clinical Program

Plan for Improvement:

1. The Clinical Program will expand with education and marketing efforts.
2. Improve on Crisis follow-up to increase engagement to further services.
3. Expand services at the Livingston County Jail with the goal of reducing recidivism rates.
4. Expanded services with the SASS Program to reduce re-hospitalizations and recidivism rates to the program.
5. Focus on the quality of services/interventions provided with measurable outcomes.

Psych Rehab Program

Plan for Improvement:

1. The Psych Rehab Program will expand efforts regarding engagement efforts with most complex cases.
2. Maintain psychosocial groups within a community setting.
3. Increase skill building as it relates to independent living abilities.
4. Maintain meaningful outcome data to measure the programs overall effectiveness.

Substance Abuse Program

Plan for Improvement:

1. The Substance Abuse Program will maintain a role as part of the team in the Livingston County Drug Court.
2. Expand the Vivitrol Program to the Jail population to reduce overdoses and increase engagement upon discharge from a jail setting.
3. Develop impact panels and expand presentations regarding recovery stories.
4. Continue case coordination with other providers and the community.
5. Increase outcome measures related to recovery successes.

Psychiatric Department

Plan for Improvement:

1. The Psychiatric Department will identify appropriate referrals with the focus on severity.
2. Continue case coordination with the medical physicians including ongoing educational efforts.
3. Completion of formal discharge summaries with clients returning to their medical physician.
4. Increased effort regarding medication compliance with clients served in the Psychiatric Program.

Prevention

Plan for Improvement:

1. The Prevention Program will continue to address drug a& alcohol prevention programs in the schools including opioid addiction.
2. Continue to offer Operation Snowball events such as Operation Snowflurry and Operation Snowflake to Livingston County children.
3. Increase the marketing efforts as it relates to the IHR's Prevention Program.
4. Expand education efforts regarding the area Drug Take Back Program.

Administrative/Clerical

Plan for Improvement:

1. The Clerical Staff will increase efforts to improve efficiencies with scheduling, billing, and accounts receivables.
2. Increase clerical training to understand and implement IHR's overall mission.
3. Maintain strong customer service practices.
4. Develop and implement standard procedures for Crisis Referrals and General Referrals to the agency.

2018 Strategic Plan

Summary

IHR will continue to position itself for new opportunities with various stakeholders including the medical field, court services, jail system, schools, and business community. As an agency our strength continues to be our ability to be flexible and make adjustments as needed. IHR will continue to explore other funding avenues to increase revenue in order meet the needs of the community. IHR will develop and implement a more robust orientation and training program including an Orientation Training Manual for staff. The Training Manual will address proper expectations and competency in all areas.

1. IHR will focus on maintaining a consistent workforce with a competitive salary structure and supportive supervision.
2. IHR will increase its overall educational and marketing efforts with presentations in the community.
3. IHR will develop and implement mechanisms to collect data for each program to measure outcomes.
4. IHR will maintain a strong case coordination with all IHR referrals. The purpose is to close the gap with IHR's recommendations. (explaining the Why) The case coordination will also serve to maintain accountability to IHR's outcomes.
5. IHR will maintain professional documentation to meet the standards of best practices. IHR will routinely measure competency and compliance with staff.
6. IHR will implement structural changes to increase efficiency by merging several departments into one large Clinical Department. The Clinical Department will contain the Clinical Staff, Crisis Team, Psych Rehab Staff and the Psychiatric Staff.
7. IHR will develop and implement various ways to address the quality of services for each program and intervention provided.

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