WELCOME

2023 EMPLOYEE ANNUAL MEETING

September 28, 2023

FY23 AGENCY GOALS:
1. 988 IMPLEMENTATION
A. AFTERHOURS CONSULTATION

CY2023 agency focus:

- RESOLVE TO EVOLVE: ASK 4 HELP

  - **A**= ACKNOWLEDGE NEED FOR HELP

  - **S** = SELF-CARE: ASKING FOR HELP

  - **K**= KINDNESS: STAY INVOLVED

  - "IF YOU GET OVERWHELMED ASK FOR HELP. IF YOU GET TIRED LEARN TO REST; JUST DON'T QUIT!"

CCS MISSION STATEMENT: TO PROMOTE HEALTHY INDIVIDUALS AND FAMILIES IN THE COMMUNITIES WE SERVE.

FY24 AGENCY GOALS:
1. CONSUMER OUT REACH
2. SUICIDE AWARENESS
3. COMMUNITY & LEGISLATIVE OUTREACH
4. GOAL FORWARDING

FY24 AGENCY GOALS:
GOAL 1. CONSUMER OUT REACH

August 18th: BLC Patio Day for renters – <u>Clean, Sober, and Safe</u>

August – September 2023: September Suicide & 988 Awareness

November – December 2023: Holiday Hope

January – February 2024: You are Enough (You Matter)

May 2024: Mental Health Awareness – Break the Stigma

FY24 AGENCY GOALS: GOAL 2. SUICIDE AWARENESS

Agency Screeners: CAMS (Collaborative Assessment & Management of Suicidality) & AMSR (Assessing and Managing Suicide Risk.

Huron Suicide Prevention Coalition: Post-vention 05/15/23

State: Suicide Prevention Conference August 10-11, 2023 in Sioux Falls, SD

FY24 AGENCY GOALS:
GOAL 3. COMMUNITY & LEGISLATIVE OUTREACH

June/July 2023: County/City letters with CY22 data

August 2023 – June 2024: Legislator Outreach, Board Members, Community Stakeholders

November 2023: Outreach to the newly elected Legislators

March 2024: Thursday, 03/14/2024 – Pie Day at the Capital

WHEN A DREAM
becomes a reality!

A DREAM written down with a date becomes a GOAL.

A GOAL broken down into steps becomes a PLAN.

A PLAN backed by flexible actions becomes REALITY!

FY24 Agency Goals:

GOAL 4. Goal Forwarding:

STUBBORN about our Goals but flexible about our methods.
(Setting BIG, audacious, scary goals!)

Service Area Goal:
(Forwarded goals)

Employee Goal:
(Employee's goal will reflect what he/she will do to assist the Supervisor in reaching the Service Area goal.)

FY24 SERVICE AREA GOALS: BUSINESS OFFICE

- TAKE OWNERSHIP OF SCHEDULING ASSESSMENTS INSTEAD OF HAVING TO BE PROMPTED, (AGAIN, SUGGEST A ROTATING SCHEDULE)

- DEVELOP A CHECKLIST TO BE USED AT THE TIME AN EXISTING CLIENT IS CHECKING IN

  - BO PERSONNEL WILL BE EVALUATED ON CUSTOMER SERVICE

  - CHECKLIST COMPLIANCE AND

  - ASSISTING BILLING WITH ANY COPAYS OR SELF-PAY COLLECTIONS.

- INTERNAL QUALITY ASSURANCE WEEKLY REVIEW ROTATION (PEERS CHECKING PEERS) TO MAKE SURE THAT #2 IS BEING ADHERED TO.

BFD CELEBRATION: BUSINESS OFFICE

SIOUX FALLS
POTTERY PAINTING & LUNCH

FY24 SERVICE AREA GOALS: ADMIN SUPPORTS

FINANCIAL/BILLING:

Financials:

- monthly financials are completed on a timely basis

- County (budget) letters with county specific data + Opioid information.

- Develop rapport with and engage the Providers cooperation in meeting financial goals.

  - Instead of the supervisors having this conversation with their Service Area look for a new way to educate those Direct Providers about what is or isn't working well.

FY24 SERVICE AREA GOALS: ADMIN SUPPORTS

FINANCIAL/BILLING:

BILLING SPECIFIC:

- ASSIST WITH REDUCING BAD DEBT

ACCOUNTING SPECIFIC:

- TAKE "LEAD" AND IMPROVE REPORT PROCESS WITH ACCUMED

PAYROLL SPECIFIC:

- THAT THERE IS A CHECK & BALANCE SYSTEM CREATED BETWEEN HR AND PAYROLL (WHETHER THESE TWO COMPONENTS ARE BEING DONE BY ONE PERSON OR MORE THAN ONE PERSON) SO THAT AN EMPLOYEE PAYCHECK IS APPROPRIATE FOR THEIR CURRENT STATUS (PAID/NOT PAID, CHANGE IN HOURS, CHANGE IN DUTIES/SALARY, AND ETC.)

ACCOUNTS PAYABLE SPECIFIC:

- ADHERE TO MONTHLY TIMELINESS TO ASSIST IN TIMELY FINANCIALS

FY24 SERVICE AREA GOALS: ADMIN SUPPORTS

HUMAN RESOURCES:

- TIMELY JOB POSTINGS

- NEW EMPLOYEE ON-BOARDING PROCESS FROM SCHEDULING THEIR STARTING DAY – 90 DAY ADVANCEMENT OF EMPLOYMENT STATUS, PHOTOS, WEBSITE SCRIPT, ETC.

- IMPROVE NEO SCHEDULING PROCESS

- BUILD A STRONGER FOUNDATION AND SCHEDULE AND/OR PROVIDE <u>BASIC</u> HR TRAININGS THAT ARE GENERALLY DONE EVERY YEAR: HIPAA, EASE UPDATES

- ASSIST WITH NE DURING THE FIRST 90 DAYS IF THE PROBATION PERIOD NEEDS TO BE EXTENDED, IF VACATION/SICK LEAVE NEEDS TO BE TAKEN, AND LETTING THE EMPLOYEE (MAYBE THE SUPERVISOR KNOW) WHAT WILL OR WON'T BE PAID.

FY24 SERVICE AREA GOALS: ADMIN SUPPORTS

PROPERTY MANAGEMENT:

- Capital improvements to the apartments.

- Assessing each room in every building.

  - Create a list of items that need to be addressed and a tentative schedule for when.

  - Create a calendar for planned walk-throughs to make sure the items addressed (like table and chairs) are being adhered to.

- Creating process so that when an item is being addressed that we make sure it was addressed properly

FY24 SERVICE AREA GOALS: IT

- Eliminate equipment related barriers for providers by checking different equipment areas monthly instead of once a year and addressing any concerns they may have. Schedule:

  - July- Personal general check-up. CYBER SECURITY
    August-Check iPhone updates

  - September- Check computer updates
    October-Check client info on computers
    November- Check Cell phone cases/protectors
    December- Check Stylus
    January- Check client info on computers / CYBER SECURITY
    February- Check client info on cell phones

  - March- Power cords

  - April- Charging chords for iPhone

  - May- check client info on cell phones
    June- check overall general condition itself/screens/keys/mouse/etc.

BFD CELEBRATION:
IT

SIOUX FALLS
SMASH ROOM & DINNER IN
BROOKINGS @ YESSICA'S

FY24 SERVICE AREA GOALS: HURON OUTPATIENT

- CREATE A CALENDAR FOR AGE APPROPRIATE MH RECOVERY GROUPS
  - CREATE A PLAN FOR PROMOTING THOSE GROUPS
- KEEP SCHEDULES UP TO DATE FOR 6 WEEK PERIOD OF TIME
- ELIMINATE A WAITING LIST
- MEET WEEKLY CONTACT NUMBERS
- SOC
  - FILL OPEN WOLSEY/WESSINGTON & MILLER POSITIONS
  - EDUCATE AREA SCHOOL/PARENTS ABOUT WHAT SOC IS

FY24 SERVICE AREA GOALS: MADISON OUTPATIENT

- ACCEPTING NEW SUPERVISOR (ATTITUDE & RESPONSIBILITY)

- CONTINUE MEETING PRESENT GOALS (WHATEVER ANGELA HAS THEM EARNING TICKETS FOR)

- SOC

  - FILL OPEN COLMAN/OLDHAM-RAMONA/RUTLAND POSITION

  - HOWARD: ATTEMPT TO RE-ENGAGE BEFORE REQUESTING A CHANGE IN SOC CONTRACT

  - PARTICIPATE IN SCHEDULED SOC-SPECIFIC MEETINGS

FY24 SERVICE AREA GOALS: IMPACT

- PARTICIPATE IN ASSERTIVE CASE MANAGEMENT TRAINING.
  - IDENTIFY STRENGTHS AND WEAKNESSES FOR FY25 GOAL PLANNING
- USE ASSERTIVE CASE MANAGEMENT TO SUPPORT SUD CO-OCCURRING RECOVERY GROUP
- USE ASSERTIVE CASE MANAGEMENT TO SUPPORT "GOOD RENTERS" GROUP
- IDENTIFY HOW CLINICAL SUPERVISOR CASE MANAGEMENT IS DIFFERENT THAN TEAM CASE MANAGEMENT.
  - MAKE RECOMMENDATIONS TO CEO
- IDENTIFY HOW NURSING/MEDICAL CASE MANAGEMENT IS DIFFERENT THAN TEAM CASE MANAGEMENT.
  - MAKE RECOMMENDATIONS TO CEO

BFD CELEBRATION: IMPACT

SIOUX FALLS
ESCAPE/SMASH ROOM, DAVE & BUSTERS, & LUNCH

FY24 SERVICE AREA GOALS: PSYCH SERVICES

- IDENTIFY WAYS THAT PSYCH SERVICES CAN BE MORE ACCESSIBLE TO CLIENTS,

- THERE IS A CLINICAL NEED FOR PRESCRIBERS TO BE MORE ACCESSIBLE FOR CASE CONSULTATION LED BY CLINICAL DIRECTOR. PROPOSAL IS ONCE A MONTH FOR 30 MINUTES.

- MEET CONTACT HOURS

BFD CELEBRATION: PSYCH SERVICES

SIOUX FALLS
GREAT SHOTS & LUNCH

FY24 SERVICE AREA GOALS: SUD SERVICES

- Co-occurring:
  - representation at IMPACT meetings
  - running a co-occurring specific group
- Drug Court Participants:
  - applying appropriate interventions per client's stage of change
  - What happens after graduation (this is for the MH side as well), there are a few that relapse as they go from daily accountability to no services or limited. How can this look differently?
  - DUI Court
- Prevention:
  - Be more visible
  - Promote monthly topics/events/goals
  - PRIME classes

BFD CELEBRATION: SUD

SIOUX FALLS COMEDY SHOW & DINNER
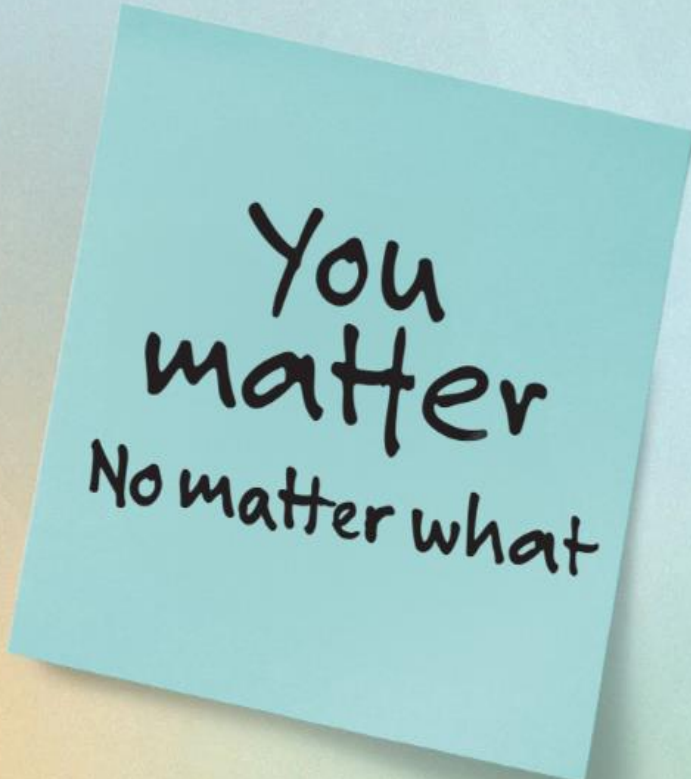
CY2023 agency focus:
YOU ARE ENOUGH (YOU MATTER)

HTTPS://YOUTU.BE/NSUUDRN4TMC

JUST IN CASE NO ONE TELLS YOU TODAY…

YOU'RE WORTH HAVING AROUND.
YOU'RE WORTH COMMITTING TO.
YOU'RE WORTH APPRECIATING.
YOU'RE WORTH LOVING.
YOU ARE ENOUGH.

YOU MATTER!!!

YOU MATTER
no matter what

Whatever you're going
through, know that
someone cares.

SD BEHAVIORAL
HEALTH

Notecards

This 6x4 notecard lets you share a positive message
to someone who might need one.

kind people
are my kind
of people