

ISK Strategic Priorities and Goals

FY 2021-2024

Domain	Strategic Priority	Objective
Customer Services/ Individuals Served	I. Increase access to services	A. Develop and implement outreach activities to increase engagement with underserved communities, particularly brown and black populations and impoverished people. B. Increase number of individuals served, particularly minority communities.
	II. Build and implement Psychiatric Urgent Care and same-day Access programs.	A. Complete construction of centrally located facility for Psychiatric Urgent Care and same-day Access.
	III. Be a valued community partner	A. Increase number of shared initiatives in partnership with community partners.
	IV. Provide evidence-based and best practices	A. Formalize partnership with WMU School of Medicine—Department of Psychiatry. B. Train staff in and increase the number of Evidence-Based Practices implemented across ISK. C. Implement updated COVID protections to keep employees and guests as safe as possible.
Financial	IV. Be the best value service network for stakeholders, including payers and customers.	A. Develop financial systems consistent with CCBHC PPS and billing requirements and Milliman Standard Cost Allocation Methodology. B. Continue to diversify funding sources, including grants, third-party payors.
Systems and Process Improvement	V. Demonstrate operational excellence, increasing efficiency and reducing redundancy.	A. Each departmental unit will increase efficiency by identifying and re-designing at least one business process.
	VI. Have a data-guided culture that supports planning, service development and outcomes.	A. Ensure IT systems can meet requirements of Primary Care integration, Care Coordination and other organizational initiatives. B. Implement PCE as Electronic Health Record and business application. C. Develop and implement reports that are readily available to end-users. D. Increase IT data interface with new partners.
Learning and Staff Development	VII. Be an inclusive, equitable, supportive and trauma-informed workplace for all.	A. Develop aggressive recruitment and hiring policies and practices to recruit and retain a diverse workforce. B. Implement policies and practices to ensure a inclusive and equitable workplace (JETT). C. Ensure sufficient workforce (number of employees and skills of employees) to serve the community D. Provide on-going training to all employees on Trauma-informed care/supports and self-care. E. Revise new employee training for each position, to ensure all employees have the information, skills and on-going training to be successful in their positions and advance within ISK.