


ISK Strategic
Priorities and
Goals
*FY 2021-2024
Status Report*





Customer
Service and
Individuals
Served

Increase access to
Services

Build and implement
Psychiatric Urgent Care
and same-day Access
programs

Be a valued community
partner

Provide evidence-
based and best
practices

- ISK further implemented Certified Community Behavioral Health Clinic (CCBHC) as a demonstration site, opening up access to a broader population of Kalamazoo and Michigan residents no matter residency or insurance, for all with a mental health and/or substance use disorder diagnosis
- Same Day Access provides quick and effective access to care
- ISK Behavioral Health Urgent Care and Access Center construction is under way and anticipated to be open in July 2023
- Increased and continued collaboration with community partners, such as law enforcement, Western Michigan University School of Medicine, Family Health Center Federally Qualified Health Center (FQHC), and others
- ISK continues to implement evidence-based models of treatment and prioritizes staff training and development in further enhancing the implementation and practice in these models

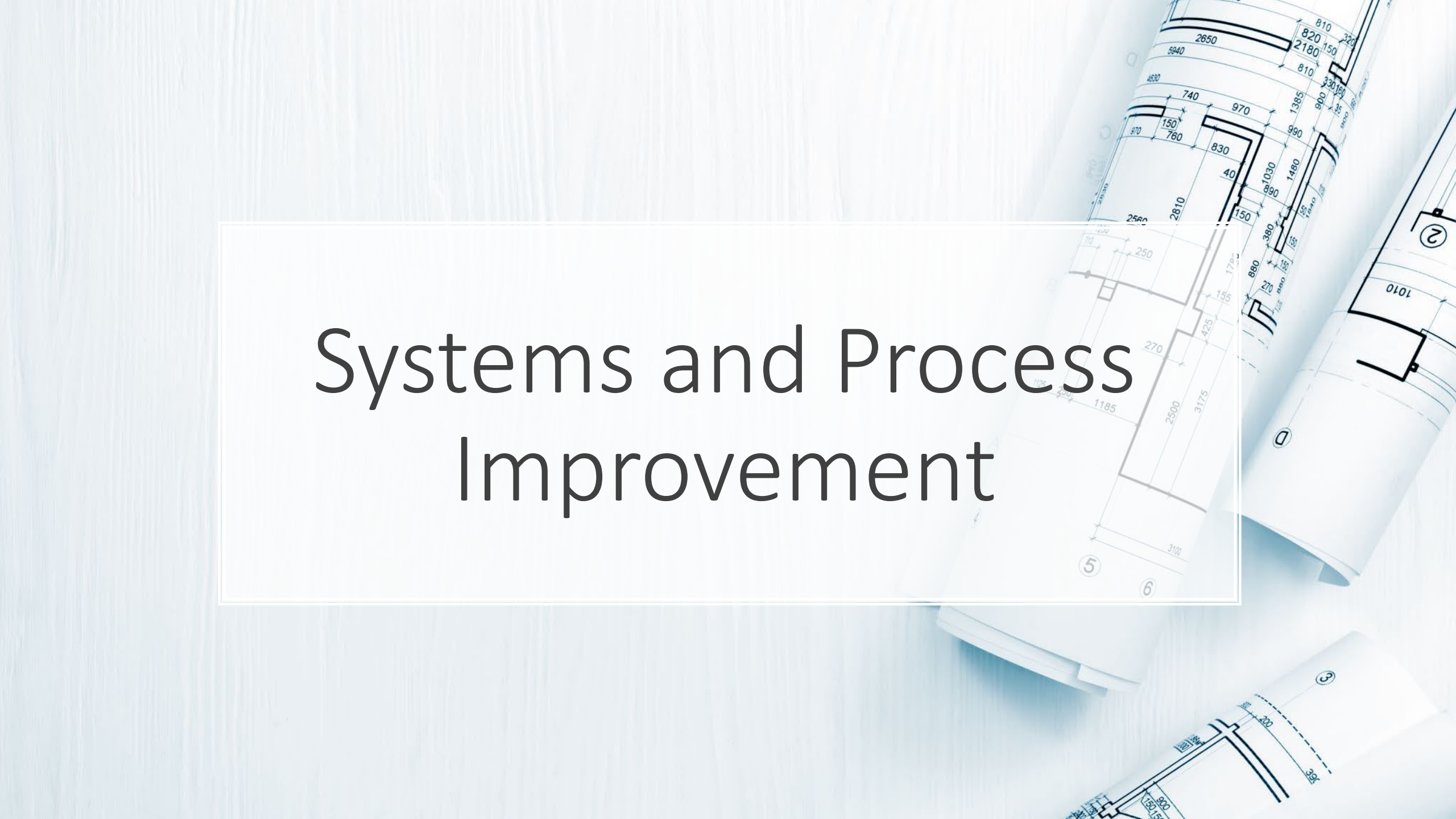


Financial

125,058	154,568	95,054	124,500
125,487	56,845	97,511	125,000
124,000	110,000	99,011	154,000
150,000	150,000	99,216	95,000
35,000	101,090	101,684	154,200
	101,962		110,000
			89,000
			50,000
			700

Be the best
value service
network for
stakeholders,
including
payers and
customers

- Financial models for Standard Cost Allocation and the Certified Community Behavioral Health Clinic PPS1 is implemented
- ISK continues to explore and implement grant opportunities to both further enhance service delivery and expand revenue opportunities for the organization
- Maximizing funding diversity across payor sources

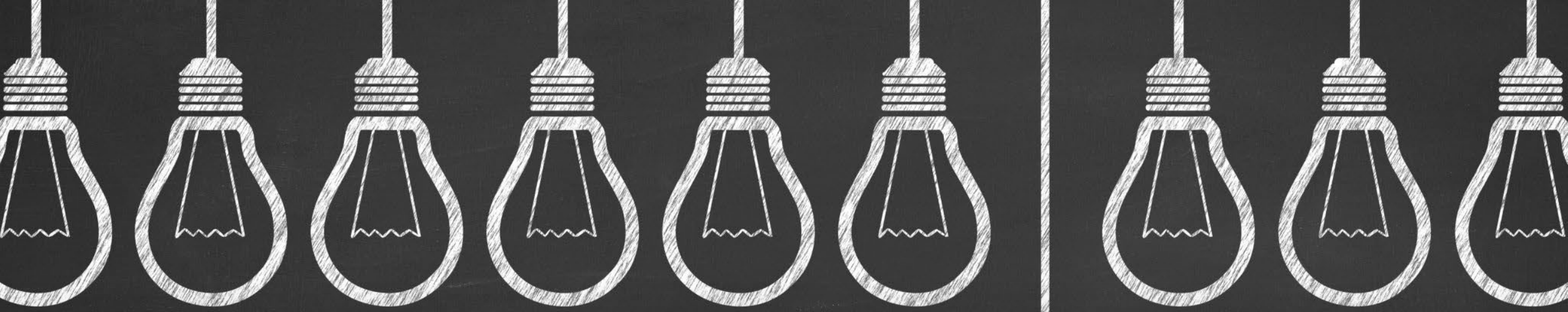
The background of the image consists of several rolled-up architectural blueprints. The blueprints are white with black lines and numbers, showing various technical drawings and dimensions. A semi-transparent white rectangular box is centered over the blueprints, containing the text "Systems and Process Improvement".

Systems and Process Improvement

Demonstrate
operational
excellence,
increasing
efficiency and
reducing
redundancy

Have a data-
guided culture that
supports planning,
service
development and
outcomes.

- ISK adopted and implemented a new Electronic Health Record (EHR) system
- Internal processes continue to be evaluated for increased efficiencies in practices and to reduce duplication of operations and documentation requirements
- An annual data analytics plan has been developed and is being operationalized
- Data analytics has moved to the forefront of priority for assurances with data integrity, accuracy, and use of data to further guide and promote the organization



Learning and Staff Development



Be an
inclusive,
equitable,
supportive
and trauma-
informed
workplace for
all

- Aggressive recruitment and retention initiatives to come in line with broader market standards and meet the needs of the community served
- Growth and emphasis through the Justice Equity Trauma Team (JETT) to lead the organization in focus and growth in diversity and trauma informed practices
- Prioritization of diversity, equity, and inclusion at all levels of the organization to make people of various backgrounds feel welcome and ensure they have support to perform to the fullest of their abilities in the workplace.
- Improved onboarding and training content and processes for staff to be welcomed into the organization and strive for excellence in service delivery
- Emphasis on continuous quality improvement and learning at staff, program, and organizational levels