

**Tri-County Community Mental Health Center
Strategic Goal Plan 2021-2022**

	Goals and Strategies	Lead	Projected Completion Date	Updates/Outcomes
1	Request funding for specific projects from at least two local funding sources such as city, town, or county	Teresa Curry Crystal Pressley	6/30/2022	
2	Enhance PSS role throughout the treatment process; more active role in transitions to new therapists	Christie Ewing Lisa Hammond	ongoing	
3	Increase family therapy building on the availability to use telehealth to keep families engaged	Center Leadership MHP's	ongoing	
4	Streamline the Center's process for managing patient's insurance in order to make sure Center is getting maximum benefit	Crystal Pressley Tammy Johnson	Study process by 12/31/2021	
5	Ask all self-pay patients about SC Hopes and their willingness to participate in the Government Performance and Results Act (GPRA)	Clinic Directors GPRA	Ongoing throughout fiscal year	
6	Implement structured group curriculums based on identified patient needs/symptoms to make it easier for clinicians to deliver	Teresa Linn	At least one curriculum by 12/30/21	
7	Implement structured wellness groups	Nurse Manager Clinic Directors	One in each clinic by 6/30/2022	
8	Work with state office and local community to establish a MH court in one of TCCMHC's counties	Teresa Curry Allison Ferrell	Meet with community leaders by 11/30/2021	
9	Centralize intake process for all three clinics	Center Leadership	Meeting to discuss implementation by 10/1/2021	

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10	Create an intake team and have mobile crisis as a part of that team	Center Leadership Mobile Crisis	Meeting to discuss implementation by 10/1/2021	
11	Enhance the role of mobile crisis throughout the Center and the community	Center Leadership Mobile Crisis	Meeting to discuss implementation by 10/1/2021	
12	Develop and implement a contract with a local lab to process lab work for patients	Teresa Curry Mariano Razon Simi Sachdev	Process in place by 10/1/2021	
13	Develop and implement “support” groups for families to assist them with understanding family member’s diagnosis, expectations for treatment, etc.	Teresa Linn Clinic Directors	At least one “support” group held by 12/31/2021	
14	Enhance care coordination services	Teresa Curry Marti Landrum	Meeting held to discuss how we can better collaborate by 11/1/2021	
15	Order additional toys and manipulatives for clinics and playrooms	Crystal Pressley Clinic Directors	Wish list in by 8/31/21	
16	Review the “opening” paperwork process to consider doing a portion prior to meeting with therapist and a portion that can be done at the end of the session	Center Leadership	Review by 11/1/2021	
17	Kid-friendly programming in the waiting room	Center Leadership	Discuss and implement by 12/30/2021	
18	Activities in the adult waiting room and the children’s waiting room such as crossword puzzles, word searches, and coloring books	Clinic Directors	Discuss and implement by 12/30/2021	

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19	Enhance and improve the visibility of the IPS program so that more patients get employed	Lonnie Wade Celeste Ward	Ongoing	
20	Medical Director spends some time each month in the other two clinics	Simi Sachdev	Ongoing	
21	Brighten up clinics with pictures and consider adding items with color to make more welcoming atmosphere	Crystal Pressley Clinic Directors	New pictures picked out and ordered by 12/30/2021	
22	Do we need an engagement specialist to handle no-shows, work with patients on compliance? Is there a better way to handle scheduling so that MHP's schedules are not so crowded?	Center Leadership	Ongoing	
23	ADHD support group for parents	Teresa Linn Clinic Directors	Implement by 12/30/2021	
24	Update/refurbish/refurnish telepsychiatry rooms—too cold and sterile	Crystal Pressley Clinic Directors	Review proposed changes to décor by 12/30/2021	
25	More Designated Examiners	Center Leadership	Training completed by 11/30/2021	
26	Complete training needs assessment for all staff	Center Leadership	Annually	
27	Work with Wellness Committee to plan a Staff Appreciation Day offsite	Wellness Committee Center Leadership	Day scheduled for 9/13/21	
28	Wellness Committee schedules activities outside of work day so that staff can get to know each other better	Wellness Committee	ongoing	

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29	Restart the Nursing Committee meetings; meetings at least quarterly which include the med techs and FNP	Nurse Manager Center Leadership	Monthly by 10/30/2021	
30	Highlight one staff member each month to help everyone get to know each other better	Wellness Committee	ongoing	
31	“Adopt” a co-worker to provide support and encouragement to monthly—draw names	Wellness Committee	Ongoing	
32	Allow non-exempt staff to work over and earn comp time—some functions are easier when office is closed	Center Leadership	Discussions with plan by 10/30/2021	
33	Discussions with the Executive Director with snacks	Center Director	monthly	
34	Establish a non-profit like other Centers have that will allow Center to do more for staff	Center Leadership TCCMHC Board	Discussions immediately with decision by 10/1/2021	
35	More licensure supervision opportunities	Center Leadership	ongoing	
36	More recognition for those nominated for Employee of the Year—consider gift cards	Center Leadership	ongoing	
37	Update all Center brochures and share with community partners	Center Leadership Management Team	Updated by 9/1/2021	
38	Advertise our programs and services to make sure everyone is aware of what we offer; put our brochures everywhere including stores and restaurants	Center Leadership All Staff	ongoing	
39	Attend all health fairs and events when invited in order to improve community relationships and help reduce stigma	Center Leadership All Staff	ongoing	

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40	Increase mental health presence in faith-based communities; monthly/quarterly newsletters to churches in communities	Center Leadership All Staff	ongoing	
41	Community Gardens	Christie Ewing Lisa Hammond	Discuss at PAC meeting 8/21	
42	Share job opportunities' materials at all fairs/events attended and with all local colleges and universities	Center Leadership Krysten Hyduke	ongoing	
43	Make sure all staff know SCDMH and TCCMHC policy; continue quizzes for CARF and beyond	Center Leadership All Staff	ongoing	
44	Develop a system for tracking PAP applications	IT Specialist Med Techs	In progress	
45	Spotlight on safety-make sure everyone understands its importance and related rules	Safety Committee Chair All staff	ongoing	