

OGCC Behavioral Health Services

Strategic Plan 2018-2023 UPDATE

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Mission Statement

OGCC Behavioral Health Services, Inc. is dedicated to enhancing the mental health of individuals and families within the community. Primary emphasis is placed on providing services to individuals with mild to serious emotional disorders, and severe and persistent mental illness. Our organization is committed to treating all Individuals with dignity and improving their quality of life.

Vision

To be the behavioral health provider of choice for families and individuals in the Metro Atlanta area.

Organizational Overview

OGCC Behavioral Health Services, Inc. was established in 2007 to provide a wide range of Behavioral Health Services to individuals and their families in the least restrictive setting, to support personal recovery, and enhance their quality of life.

We recognize the impact behavioral health problems have on individuals, as well as their families. Our program provides Individuals with a safe, supportive and therapeutic environment and is designed to address individual and family needs.

Our treatment programs range from short-term counseling longer-term therapy and community support, in order to rebuild self esteem and enhance personal effectiveness. In all cases, Individuals will find a staff they can trust with the expertise to help them understand their many feelings, to offer information, and to instill hope.

Our program is flexible and designed to meet the specific needs of each individual. We

provide a comprehensive assessment and develop an individualized treatment plan with each consumer and their family. Our program uses a number of approaches including individual, group and family therapy, as well as medication management. We also provide patient and family education.

Our program is designed to treat individuals who are experiencing a wide range of psychiatric symptoms, behavioral difficulties and diagnoses including **but not limited to:**

Depression

Anxiety Disorders

Bipolar Disorder

Eating disorders

Substance abuse

Attention Deficit Disorder

Co-Occurring Disorders

Self-harmful Behaviors

Suicidal Behaviors

Post-traumatic stress

We use evidence based practices within our treatment services such as Cognitive Behavioral Therapy. We utilize many tools to evaluate or consumer's progress and status which includes but is not limited to tools such as the CAFAS, LOCUS, Beck Depression Inventory and the Anxiety Inventory. Sessions are provided in the most therapeutically appropriate environment for the consumer including the home, community, non traditional settings, individual and group environments as necessary.

Services include;

- Screenings and Diagnostic Assessment
- Community Support Services
- Psychotherapy, which may include both individual and group sessions.
- Family services, which may include family psychotherapy, parent training, brief individual therapy with other family members, help with specific tangible needs such as transportation, housing, or medical attention.
- Crisis intervention.
- Substance Abuse Counseling, Prevention and Screenings
- Skill building with an emphasis on interpersonal and problem-solving skills and practical skills of everyday living.
- Behavior modification.
- Nursing assessments and Re-Assessments
- Medication management
- And referrals as needed

<p style="text-align: center;">Strategic Goal 1: Maintain CARF accreditation</p>

Rationale:

- Continue to effectively compete in a changing environment of increased interaction among public, private and non-profit sectors
- Funding sources and regulatory entities are increasingly emphasizing accreditation status

Objective #1

Continue to refine policies, procedures and practices to ensure compliance with the COA 8th Edition

Target Date: July 2023

Date Achieved: on-going

Comments:

Objective #2

Complete Self-Study

Target Date: July 2020

Date Achieved: 11/2012

Comments:

Objective #3

Achieve re-accreditation

Target Date: March 2019

Date Achieved: pending

Comments:

Retaining our accreditation status is a means of preserving public confidence, helps the organization maintain consistency with procedures and processes, and better risk management and performance and quality improvement.

Responsibility: CEO

All Staff Members
Advisory Board

Strategic Goal 2:

Strengthen the agency's team based, employee-oriented environment

Rationale:

Position agency to attract and retain a quality and stable workforce

Objective #1

Expand recruitment of licensed and masters level clinicians.

Target Date: January 2019

Date Achieved: 5/2018

Comments:

The agency would has employed more licensed clinicians with diverse and extensive skills sets to better handle the changing population on Individuals. Licensed clinicians are providing better direction to master level clinicians on day to day treatment and crisis interventions.

Objective #2

Continue to conduct staff surveys at a minimum once a year, to address such issues as staff satisfaction, benefits, training, etc.

Target Date: Annually

Date Achieved: 8/2018

Comments:

Surveys will be administered annually. The 1st survey during this strategic plan cycle will be administered in July 2013.

Responsibility: Office Administrators

Strategic Goal 3:

Strengthen and expand agency infrastructure

Rationale:

- Agency growth will require infrastructure expansion

Objective # 1

Strengthen data management and improve technology systems

- Consider contracting with more experienced EMR network for documentation and communications.

Target Date: January 2023

Date Achieved: pending

Comments:

The use of Sharenote is very beneficial but the organization would like to look into a

data base, documentation system that covers all of our growing needs that includes billing, assessment, treatment plan templates; as well as progress notes (i.e. Care Logic or a crated, agency-specific web-based program).

Objective # 2

Assess the facility space needs of OGCC BHS, INC

Target Date: January 2023

Date Achieved: July 2018

Comments:

Billing department has separated office space; intake office has been established; QA Specialist's office has been increased. OGCC BHS will continue to evaluate our office space and business needs; as it relates to service provisions and effective work relations.

Strategic Goal 4:

Increase financial resources to support current operational needs & future growth

Rationale:

To minimize risk and establish a foundation for growth

Objective #1

OGCC would like to explore the cost and effectiveness to purchase a building in the nearby service area.

Target Date: January 2023

Date Achieved: pending

Comments:

Objective #2

Increase building and maintenance reserves by \$5,000 each month

Target Date: January 2018

Date Achieved: January 2018

Comments:

The CEO may explore purchasing a (stand alone) building to house all of the organization's operations. This would be to better serve the community with more indoor and outdoor space. This will also allow the agency to expand its services.

Responsibility:

CEO
Advisory Board of Directors

Strategic Goal 5:

Ensure that services are Individual-driven in that services address the interests, rights and needs of each individual consumer.

Rationale:

To provide quality and effective services to Individuals

Objective # 1

Assess the need to expand agency community programs

Target Date: annually

Date Achieved: on-going

Comments:

Our consumer demographics are constantly changing in age and service needs. I would like to evaluate annually the need for different programs or new service opportunities such as serving the developmentally disabled or expanding our substance abuse arena to include DUI training

Objective # 2

Increase training budget, which allows for OGCC BHS contractors and employees to attend more outside trainings

Target Date: July 2013

Date Achieved: January 2019

Comments:

Currently most trainings are done in house or through the division of mental health. The CEO would like to be able to send staff/ contractors to various conferences and out side trainings to stay current on cutting edge best practices.

Objective # 3

Expand Substance Abuse Treatment program

Target Date: January 2023

Date Achieved: August 2019

Comments:

End of Strategic Plan