

NEW PERSPECTIVE SERVICES, INC

2013-2015 STRATEGIC PLAN

DECEMBER 2012

MISSION STATEMENT:

New Perspective Services mission is to make a difference in the lives of the children and families we serve by empowering them with resources, guidance and support.

GOAL/VISION:

New Perspective Services strive to provide our family and youth with quality supportive services in an environment that will nurture their success and full potential. It is our goal to provide services that will help children who suffer from behavioral health/ mental health conditions by empowering them with resources, guidance, and support through collaboration with community providers.

STRATEGIC PLAN PURPOSE:

New Perspective Services Strategic Plan is a living document that will lay the foundation of the direction of this organization. The Strategic Plan differentiates between core business (ongoing goals) and vision for the near future (strategic directions). More specifically, we carry out our mission through ongoing goals, which include:

(1) ensuring excellence in client services; (2) promoting client's success; (3) sustaining fiscal stability and management effectiveness; and (4) providing leadership in the area of Children Behavioral Health Case Management issues. Short-term (3-year) strategic directions include: (1) advancing referral source; (2) coordinating youth enrichment and academic support services; (3) expanding our program and services; (4) creating and expanding our funding resources and (5) promoting best business practices in all areas within the Agency.

The objectives and strategies presented in the current strategic plan were derived from employees, management and Board of Directors insight and knowledge of where the agency will need to move forward to expand our Agency, as well, as impact and empower change within the youth and families that we serve.

AGENCY WIDE GOALS AND OBJECTIVES

FY 13-15

Goal # 1: Ensure Excellence in Client Service

- Monitor the client to staff ratio to ensure it does not exceed 1: 20
- Provide Employees with professional development training opportunities pertaining to client related issues
- Continue monthly compliance with Peer Case Record Reviews
- Ensure services provided are meeting the needs of the population of children we serve
- Continue monthly Supervision Session
- Implement a Staff Recognition Program to promote excellence in all area of client services to include:
 - A.) delivery of customer service,
 - B.) effective communication,
 - C.) compliance with case opening requirements,
 - D.) client's Medicaid file compliance,
 - E.) timelines service notes documentation;
 - F.) Effective coordination of care for clients needing additional support/ wrap around services
- Continue to review and improve our Quality Assurance Program

Goal # 2: Promote Client Success

- Complete client's initial Targeted Case Management Assessments within 15 days of case opening,
- Make referrals for clinical services within 10 days of conducting the child's initial Targeted Case Management Assessment Screening.
- Provide clients with opportunities to promote education and behavioral health awareness (may be done through Tutoring Services, Youth Rally/ Summit, etc.)
- Increase client's participation in the recipient satisfaction survey process.

Goal #3: Sustain Fiscal Stability and Enhance Management Effectiveness

- Meet Case Open Goal
- Increase Referral for Services by 25% each year
- Expand our Case Management program and services
- Seek grants and contracts opportunities
- Improve community awareness of the Agency through attending events and networking opportunities
- Development and Implement an Outreach program (this may also be done through the tutoring services, youth rally/ summits and partnering with local programs within the area)
- Increase the turnaround on billing services by obtaining the appropriate authorization for services and timely billing of services provided. (Services will be billed weekly)
- Provide Leadership (& engage in partnerships) on local and state level

FY13-14

Goal # 1: Improve the Agency's Program Development

- Seek and obtain Accreditation from COA
- Seek to new location to expand services, awareness and accessibility of our programs.
- Improve efforts to expand and diversify the experience level of our Board of Directors
- Review community service needs and research efforts to offer those targeted services to the children within our community.

Goal#2: Expand and diversify our Human Resource:

- Seek efforts to hire a culturally diversify employee team and
- Contract a clinician to conduct our initial clinical screenings and evaluations
- Hire a part-time Quality Assurance Specialist

