

2022

Key Actions

01



SERVICE DELIVERY SYSTEM

02



MEASUREMENT OF IMPACT

03



SYSTEM WORKFORCE

04



COMMUNICATION AND
ENGAGEMENT

05



ORGANIZATIONAL ALIGNMENT



01: Service Delivery System

strategy

1.1

Needs Assessment: Monitor and identify unmet and emerging needs across Franklin County’s diverse communities and integrate findings into ADAMH’s annual investment planning to best meet those needs.

2022 KEY ACTION

STATUS

- Develop ongoing community engagement activities with key partners across Franklin County to report on updates and collect refreshed community perspectives representative of the diverse populations served by ADAMH.

- Introduce a public dashboard for communicating the status of mental health and wellness community indicators and ADAMH investment performance metrics in ADAMH’s evaluation framework.

strategy

1.2

Service Innovations: Expand evidence-based services and other innovations to best meet the needs of individuals and families in Franklin County through the acquisition of resources and provision of technical assistance to support the ADAMH network of service providers.

2022 KEY ACTION

STATUS

- Develop a comprehensive community-based call center infrastructure with integration with 988 as the designated phone number for individuals and families in crisis needing to connect with mental health and addiction crisis services.

- Launch expanded community-based mobile response teams for youth and adults.



01: Service Delivery System

2022 KEY ACTION

- Break ground on construction of the new Franklin County Mental Health and Addiction Crisis Center.
- Develop biennial investment plans for each ADAMH system of care investment category to guide targeted activities related to researching evidence-based practices, grant solicitations, and overall ADAMH investment strategies.

STATUS

strategy

1.3

System Navigation: Develop reliable methods of navigation to help individuals and families access the services necessary to best meet their unique needs.

2022 KEY ACTION

- Develop or adopt a technology solution to see the inventory of ADAMH network providers and who has real-time availability for services.

STATUS

strategy

1.4

Provider Diversity: Diversify the ADAMH network of service providers to better align to emerging needs and the demographic composition of Franklin County.

2022 KEY ACTION

- Evaluate and update requirements for contracting with ADAMH to expand opportunities for entry into the ADAMH network.

STATUS



01: Service Delivery System

2022 KEY ACTION

- Develop comprehensive outreach and education strategy for introducing revised requirements to potential providers.

STATUS



02: Measurement of Impact

strategy

2.1

Evaluation Framework: Maintain an efficient evaluation framework to guide data collection, analysis, and reporting through structured information governance and alignment to ADAMH's priorities and goals.

2022 KEY ACTION

- Incorporate ADAMH evaluation framework data collection requirements broadly, and uniformly, across applicable provider contracts.

STATUS

strategy

2.2

Community Indicators: Leverage community collaborations and existing data resources to monitor and respond to key community indicators of mental health and wellness.

2022 KEY ACTION

- Establish collaborations with external organizations to share data related to select community indicators consistent with ADAMH's established evaluation framework.

STATUS

strategy

2.3

Disparity Analysis: Expand the collection, analysis, and use of demographic and background data to assure equity in access, utilization, and outcomes for individuals and families receiving ADAMH-funded services.

2022 KEY ACTION

- Introduce comprehensive equity analyses into ADAMH data collection, analysis, and reporting on each evaluation framework indicator.

STATUS



02: Measurement of Impact

strategy

2.4

Value-based Contracting: Implement value-based contracting strategies to better assure effective stewardship of levy resources and improve provider performance and outcomes for individuals and families receiving ADAMH-funded services in Franklin County.

2022 KEY ACTION

- Incorporate value-based contracting requirements for each ADAMH system of care investment category across applicable ADAMH provider contracts.

STATUS



03: System Workforce

strategy

3.1

Workforce: Collaborate with community-based service providers, hospital systems, licensing boards, schools, and colleges and universities to respond to mental health and addiction-related workforce issues in Franklin County.

2022 KEY ACTION

STATUS

- Create a Franklin County mental health and addiction services workforce development council composed of a diverse group of stakeholders.

strategy

3.2

Workforce Diversity: Support methods for identification, development, and retention of a diverse workforce to meet current and emerging staffing needs.

2022 KEY ACTION

STATUS

- Establish a series of networking events to connect the ADAMH provider network and academic/career counselors.
- Develop an ADAMH provider network salary and fringe benefits survey to capture relevant and current data providers can use to determine how their organizations' pay structures compare to others in their industry.



03: System Workforce

strategy
3.3

Career Pathways: Develop and promote career opportunities and advancement pathways across the mental health and addiction service continuum in Franklin County.

2022 KEY ACTION

STATUS

- Develop comprehensive outreach and education strategy for connecting prospective employees with employers on workforce opportunities.
- Develop a resource webpage for Franklin County mental health and addiction services career pathways, training resources, networking events, job boards, scholarships opportunities, effective workplace practices and recruitment toolkits for students, members of the workforce, and employers.
- Establish a community mental health and addiction cohort pilot to place students into ADAMH provider agencies concurrently with their studies.



04: Communication and Engagement

strategy

4.1

Collaborations: Engage and form strategic collaborations to enhance ADAMH's ability to meet current and emerging needs for mental health and addiction services for individuals and families in Franklin County.

2022 KEY ACTION

- Develop ongoing community engagement activities with key partners across Franklin County to report on updates and collect refreshed community perspectives representative of the diverse populations served by ADAMH.

STATUS

strategy

4.2

Advocacy: Expand legislative awareness and advocacy efforts at local, state, and federal levels to support equitable access to high-quality mental health and addiction services in Franklin County.

2022 KEY ACTION

- Create a policy and advocacy agenda inclusive of community input and ADAMH priorities.

- Establish a recurring meeting cadence with elected officials and their staff to engage on relevant policy and advocacy matters.

STATUS



04: Communication and Engagement

strategy
4.3

Strategic Communications: Produce and disseminate strategic communications to ADAMH board members, staff, community and system stakeholders, and the public to provide information that addresses accountability and impact associated with ADAMH's priorities and goals.

2022 KEY ACTION

- Develop and launch a series of multi-media, multi-cultural campaigns to increase awareness of mental health and addiction resources in the ADAMH network of providers and how to access help.

- Introduce a public dashboard for communicating the status of mental health and wellness community indicators and ADAMH investment performance metrics in ADAMH's evaluation framework.

STATUS



05: Organizational Alignment

strategy

5.1

Accountability: Assure organizational accountability through clearly defined policies, procedures, processes, and other supports that help all staff achieve ADAMH's current and future priorities and goals.

2022 KEY ACTION

STATUS

- Develop digital desk manuals for all ADAMH critical knowledge areas to support ADAMH's mission, vision, goals, and priorities, and incorporate the areas into staff performance evaluation process.

strategy

5.2

Organizational Structure: Maintain an organizational structure in which the table of organization, departmental structures, and staff positions appropriately support ADAMH's mission, vision, strategic priorities, and goals.

2022 KEY ACTION

STATUS

- Introduce position analysis/justification procedures.
- Review and update ADAMH's table of organization to assure functional alignment with ADAMH priorities and goals.



05: Organizational Alignment

strategy

5.3

Organizational Culture: Build an organizational culture in which ADAMH’s core values are equally applied to and adopted by all staff.

2022 KEY ACTION

STATUS

- Develop and implement an annual ADAMH staff engagement survey to identify opportunities for change and support needed improvement plans.

strategy

5.4

Organizational Resources: Strengthen organizational resources to provide equitable access and opportunities to enhance knowledge and develop skills for all staff, thereby enriching the organization through the identification and support of emerging leaders in ADAMH and Franklin County.

2022 KEY ACTION

STATUS

- Establish a staff training committee to support staff development and curate an ADAMH training resource library.
