2022-2026 Strategic Plan

Erika Clark Jones, CEO
Strategic Plan

- 2020 Levy
- Organizational Assessment
- Community Needs Assessment
- Strategic Planning Facilitation
Community Trends

21% of FC 1.3 million residents will experience mental illness in a given year

10% will abuse or be dependent on drugs or alcohol

47% overdose deaths climbed 47% in 2020 to over 800 deaths in Franklin County

23% We anticipate a 23% increase in the need for MH and SUD services over the next 10 years
Community Needs

Key Takeaways

- Unmet service needs exist across the continuum
  - Prevention and treatment have the largest overall service needs
  - Prevention, family supports, recovery supports, and treatment services have the largest unmet need
- Resources and connections to services not accessible
- Opportunity to improve perceptions of low service quality
- Collaboration across the community is important to ensure multiple access points
<table>
<thead>
<tr>
<th>Community Members</th>
<th>Prevention Services</th>
<th>Family Supports</th>
<th>Recovery Supports</th>
<th>Housing Services</th>
<th>Treatment Services</th>
<th>Crisis Services</th>
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<tbody>
<tr>
<td>Bisexual, queer, pansexual, or questioning their sexual identity</td>
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<td>Black/African-American families</td>
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<td>Individuals with a disability</td>
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<td>Individuals speaking English as a second language</td>
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<td>Families with children/youth</td>
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<td>First- and second-generation immigrants</td>
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<td>Justice involved adults</td>
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<td>Individuals with lower education</td>
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<td>Individuals with lower income</td>
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<td>Multi-racial individuals</td>
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<td>Retired</td>
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<td>Transgender individuals</td>
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<td>Unemployed individuals</td>
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<td>Veterans</td>
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Mission, Vision and Core Values

Mission

The ADAMH Board of Franklin County leads the planning, funding, and evaluation of community-based recovery-oriented mental health and addiction prevention, treatment, and support services for residents of Franklin County.

Vision

All individuals and families in Franklin County can achieve optimal mental health and wellness, free from stigma, with equitable access to quality community-based services and supports.

Our Core Values

- **Accountability**
  being responsible for our actions and performance

- **Collaboration**
  working with partners to help individuals and families

- **Compassion**
  willing to help others in need

- **Diversity**
  recognizing uniqueness in everyone

- **Equity**
  being just, impartial, and fair

- **Humility**
  willing to learn from our mistakes

- **Inclusion**
  recognizing, appreciating, and listening to all perspectives

- **Innovation**
  willing to look for new & better ways to help individuals & families

- **Integrity**
  being truthful and honest

- **Stewardship**
  managing the resources entrusted to our care
## Strategic Priorities

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<th>Service Delivery System</th>
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<tr>
<td>02</td>
<td>Measurement of Impact</td>
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<td>03</td>
<td>System Workforce</td>
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<td>04</td>
<td>Communication and Engagement</td>
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<td>05</td>
<td>Organizational Alignment</td>
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2022 Priorities

Crisis Care Continuum

Call Center
988 with ‘care traffic control’ technology infrastructure and coordination with 911

Mobile Response
Introduction of community-based teams with peers

Crisis Center
A central destination for adults with mental health, addiction crisis needs needing facility-based crisis stabilization services
2022 Priorities Service Delivery System

Building the roadmap for future investments:

- Prevention
- Housing
- Treatment
- Recovery Supports
- Family Supports
Value-based Contracting

- Expand access to quality care and continue to improve delivery of existing services
- Support innovations in service delivery and technologies
- Position client outcomes as central to the assessment of efficiency and effectiveness
- Continue partnership between provider and payer to realize optimal behavioral health for all clients
Community Dashboard

- Prevalence of mental health disorders and addiction
  - Unmet need for services
  - Mental health and addiction-related crisis calls
  - Suicide death rates
  - Overdose death rates

- Performance on standardized metrics specific to ADAMH investments
  - Service and client volumes
  - Satisfaction
  - Client outcomes
Workforce Development

Identifying Needs and Opportunities

• Seeking industry input
  • Workforce development committee
  • Surveying the network
• Forming strategic partnerships
2022 Priorities

Communication and Engagement

Promoting value of community-based services and how to access care
Organizational Structure

- Staffing plan that appropriately supports ADAMH’s mission, vision and strategic priorities
ADAMH Team Updates

Finance and Business Operations
Patrick McLean
Chief Financial Officer

Advocacy and Engagement
Monica Cerrezuela, Director, Policy & Legislative Affairs

D Malone, Director, Faith Based & Community Engagement

Public Affairs
Charles Newman, Digital Communications Coordinator

Planning and Evaluation
Ben Tryon
Data Manager

Casey Bolitho, Outcomes & Reporting Manager

Clinical Services
Meg Griffing
Interim VP, Clinical Services

Human Resources
Carolina Trindade
Sr. Director, Human Resources

McKayla Elliot
SOR Program Manager

Public Affairs
Thank You