



Wellplace Strategic Plan Overview 2017-2018

Business Operation Goals	
Area	Goals
Service Needs / Admissions / Business Development / Growth	<p>Explore additional credentialing opportunities to provide services for additional companies.</p> <p>Continue to work on expanding services for DWMHA.</p> <p>Pursue CARF accreditation for EAP standards to position company.</p> <p>Increase revenue from EAP/after-hours contracts.</p> <p>Identify EAP expansion possibilities to pursue</p> <p>Expand call center screening services for integrated health care projects out of county</p>
Community Relations / Advocacy	Actively engage with and support key mental health initiatives
Finance	Meet budget projections monthly.
Expansion of Services	<p>Explore additional credentialing service opportunities..</p> <p>Pursue CARF accreditation for EAP standards to position company.</p> <p>Increase revenue from EAP/After Hours contracts.</p> <p>Identify EAP expansion possibilities to pursue</p> <p>Expand call center screening services for integrated health care projects out of county</p>
Facility Needs / Equipment	<p>Expanded backup systems in place</p> <p>Facilities adequate and with proper upkeep to address the needs of staff</p>

Program Performance Goals	
Area	Goals



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<p>Effectiveness of Services</p>	<p>Stakeholders will be proficient in navigating the systems and understanding essential processes</p> <p>Accurately determining eligibility and level of care specific to SUD</p> <p>Consistently meet all DMHMA contract standards.</p> <p>Policies and procedures standardized for new lines of business</p> <p>Maintain excellence and timeliness in completion of credentialing activities.</p>
<p>Efficiency of Services</p>	<p>Abandonment rate will meet thresholds.</p> <p>Screening tool will meet accreditation standards and be completed within established time frames.</p> <p>Data collection and tracking processes will be efficient and useful for management follow up.</p>
<p>Health / Safety</p>	<p>Maintain secure work place</p> <p>Maintain clean environment with supplies needed readily available.</p> <p>Ensure current and viable disaster / emergency plan in place.</p>
<p>Access to Services</p>	<p>Improve consumer attendance at initial appointments.</p> <p>Ensure consistent implementation of eligibility criteria</p> <p>Consumers receive needed resources.</p>
<p>Satisfaction with Services</p>	<p>Consistent and accurate satisfaction data.</p> <p>Positive customer service culture</p> <p>Staff knowledgeable of subpopulation needs and effective engagement strategies.</p>



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Indicator	Target
1. Grievances and Appeals Resolution at First Level: (UM)	90%
2. Average Speed of Call Answer:	less than 30 seconds
3. Call Abandonment Rate	≤ 5%
4. Call Busy Rate	≤ 1%
5. Service Accessibility Rate (phone lines, computer systems, TTY machine, and translation line)	≥ 98%
6. No Person Placed on Hold Before Ascertaining if a Crisis Call	100%
7. Customer Service Hold Time	≤120 seconds (after non-crisis determination)
8. Clinical Screening Hold Time	≤5 minutes (before being offered a call back)
9. Clinical Call Backs Occurring Same Day (UM)	100%
10. Consumer Satisfaction Rating (UM)	≥ 95%
12. Provider Satisfaction Rating: (UM)	≥ 95%
13. JAC Case Processing Time	less than 72 hours
14. Wraparound Case Processing Time:	less than 72 hours
15. MMPBI Access Domain	The percent of new persons starting any needed on-going service within 14 days of a non-emergent assessment with a professional: 95%
16. MMPBI Outcomes Domain – Number 13: The annual number of substantiated recipient rights complaints per thousand persons served,	Number of Recipient Rights Violations
17. MMPBI Outcomes Domain – Number 14: The semi-annual number of sentinel events per thousand Medicaid beneficiaries served:	No target identified
18. Routine Appointments within 14 days (UM)	100%