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| Our Vision | Individuals experiencing mental health and substance use challenges, developmental disabilities or the effects of trauma or abuse, will develop the skills essential to a life with dignity and purpose. |
| Our Mission | To serve those in need of behavioral health services through contemporary, innovative, evidence-based, trauma-informed, quality, behavioral health care. |
| Our Values | <ul style="list-style-type: none"> • Welcoming • Exceptional • Data-driven • Engaged • Trustworthy • Collaborative • Culturally aware • Passionate • Responsive |

OUR GOALS AND STRATEGIES

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|  | People | Goal 1: Obtain and retain a retention goal of 80%. |
| | | 1. Develop a new employee onboarding program for every position |
| | | 2. Develop program specific employee competencies |
| | | 3. Create leadership development/supervisory training for new leaders/supervisors |
| | | 4. Identify succession plans for key position |
| | | 5. Improve or maintain good morale |
| | | 6. Encourage Crowder College to initiate the Associate of Arts degree to allow expansion of services through increasing community support services |
|  | Financial | Goal 2: Address “right sizing” of center programs using a Program Validity Audit tool. |
| | | 1. Identify/List areas of performance related to programs |
| | | 2. Develop a final listing of performance metrics |
| | | 3. Develop scales of performance for each performance indicator |
| | | 4. Format/Design form to capture data |
| | | 5. Author policy guiding the use of the form |
| | | 6. Pilot use of the Program Viability Audit |
| | | 7. Deploy/Deactivate the Audit as appropriate |

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|  <p>Growth</p> | <p>Goal 3: Increase the number of client encounters.</p> <ol style="list-style-type: none"> 1. Expand traffic offender program to neighboring cities/counties outside of Joplin 2. Expand Medicaid services (CCBHC PPS Services) 3. Develop services focused on older adults 4. Explore feasibility of creating intensive residential treatment services 5. Create a Client Resource Center 6. Explore medical marijuana service line 7. Advocate with DMH and MOHealthNet to cover all Medicaid services under the PPS model, to include Autism services and inpatient professional services 8. Increase services to the military population 9. Streamline provider credentialing and service authorization 10. Expand Reconnect Eating Disorders Program |
|  <p>Innovation</p> | <p>Goal 4: Deploy innovative solutions to support growth in services, efficiencies in operations and improved reporting systems to track client progress/outcomes and organizational key performance measures.</p> <ol style="list-style-type: none"> 1. Implement the appropriate telehealth infrastructure to provide a common portal for clients and providers to meet for services 2. Implement the Avatar myHealthPoint client portal to provide access for clients to review their service history, see upcoming appointments and complete pre-visit paperwork 3. Implement a client self-service/registration kiosk application to allow clients to review and complete registration documents and admission and check-in processes 4. Implement a client dashboard reporting system that will display key metrics associated with client care and treatment 5. Re-launch the KPI Dashboard system and/or other for reporting our key operational and financial metrics 6. Implement an applicant tracking system to streamline the screening, interviewing, hiring and on-boarding of new staff 7. Interface Ozark Center systems with Freeman intranet applications to leverage their development of employee self-service applications 8. Implement a system for Leffen Center staff to record client treatment responses real-time and report progress over time |
|  <p>Service</p> | <p>Goal 5: To improve the physical health status of adults with serious mental illnesses who have or are at risk for co-occurring primary care conditions and chronic diseases.</p> <ol style="list-style-type: none"> 1. Integrate Primary Care services 2. Make integrated care the standard of practice at Ozark Center 3. Develop effective population health management care for all Ozark Center clients 4. Identify innovations in care coordination for children and youth with Autism Spectrum Disorders and other developmental disorders |

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|  | <p>Quality/ Safety</p> | <p>Goal 6: Improve data collection and analysis as evidenced by more timely completion of quarterly and annual quality and risk reports.</p> <ol style="list-style-type: none"> 1. Research viable software systems for data entry, storage, and reporting 2. Improve peer review process 3. Increase timely internal reporting of CCBHC clinic led metric measures 4. Enhance QA team product visibility for the Administrative team |
|  | <p>Service</p> | <p>Goal 7: Expand and sustain positive local, state, and national partnerships.</p> <ol style="list-style-type: none"> 1. Expand community partnerships by engaging new stakeholders 2. Sustain current partnerships 3. Use our talents and expertise to maximize our impact on public health in our community 4. Become an educational center for intra-agency, local, regional, and state level trainings 5. Develop research opportunities to expand client treatment options |
|  | <p>Facilities</p> | <p>Goal 8: To improve the image of Ozark Center as evidenced by efficient, trauma-informed, safe, secure facilities.</p> <ol style="list-style-type: none"> 1. Enhance the image of Ozark Center through facility replacement or improvements at Turnaround Ranch 2. Evaluate options to purchase or build a facility to house all Business Center operations |