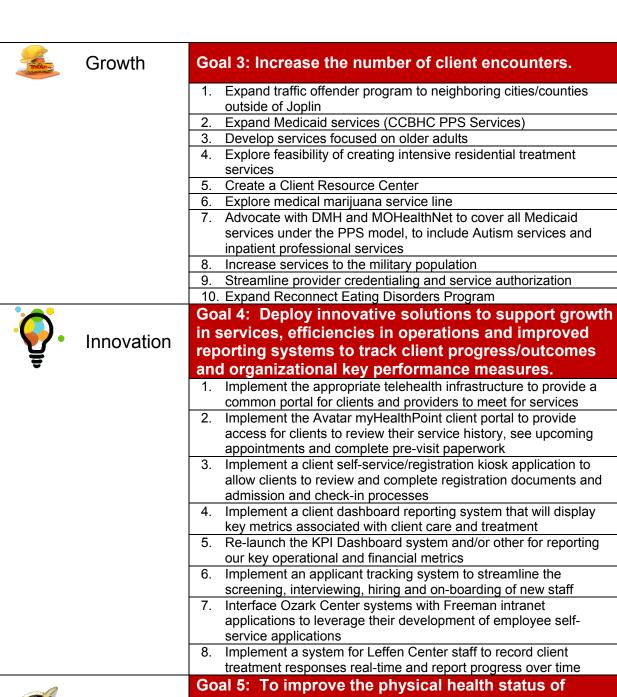
Our Vision	Individuals experiencing mental health and substance use challenges, developmental disabilities or the effects of trauma or abuse, will develop the skills essential to a life with dignity and purpose.		
Our Mission	To serve those in need of behavioral health services through contemporary, innovative, evidence-based, trauma-informed, quality, behavioral health care.		
Our Values	<ul> <li>Welcoming</li> <li>Exceptional</li> <li>Data-driven</li> <li>Engaged</li> <li>Trustworthy</li> <li>Collaborative</li> <li>Culturally aware</li> <li>Passionate</li> <li>Responsive</li> </ul>		

## **OUR GOALS AND STRATEGIES**

G-400	People	Goal 1: Obtain and retain a retention goal of 80%.
The Day of Care	Financial	<ol> <li>Develop a new employee onboarding program for every position</li> <li>Develop program specific employee competencies</li> <li>Create leadership development/supervisory training for new leaders/supervisors</li> <li>Identify succession plans for key position</li> <li>Improve or maintain good morale</li> <li>Encourage Crowder College to initiate the Associate of Arts degree to allow expansion of services through increasing community support services</li> <li>Goal 2: Address "right sizing" of center programs using a Program Validity Audit tool.</li> </ol>
•		<ol> <li>Identify/List areas of performance related to programs</li> <li>Develop a final listing of performance metrics</li> <li>Develop scales of performance for each performance indicator</li> <li>Format/Design form to capture data</li> <li>Author policy guiding the use of the form</li> <li>Pilot use of the Program Viability Audit</li> <li>Deploy/Deactivate the Audit as appropriate</li> </ol>





## Service

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.

- 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
- Identify innovations in care coordination for children and youth with Autism Spectrum Disorders and other developmental disorders

Quality/ Safety	<ul> <li>Goal 6: Improve data collection and analysis as evidenced by more timely completion of quarterly and annual quality and risk reports.</li> <li>1. Research viable software systems for data entry, storage, and reporting</li> <li>2. Improve peer review process</li> <li>3. Increase timely internal reporting of CCBHC clinic led metric measures</li> <li>4. Enhance QA team product visibility for the Administrative team</li> </ul>
Service	<ol> <li>Goal 7: Expand and sustain positive local, state, and national partnerships.</li> <li>Expand community partnerships by engaging new stakeholders</li> <li>Sustain current partnerships</li> <li>Use our talents and expertise to maximize our impact on public health in our community</li> <li>Become an educational center for intra-agency, local, regional, and state level trainings</li> <li>Develop research opportunities to expand client treatment options</li> </ol>
Facilities	<ul> <li>Goal 8: To improve the image of Ozark Center as evidenced by efficient, trauma-informed, safe, secure facilities.</li> <li>1. Enhance the image of Ozark Center through facility replacement or improvements at Turnaround Ranch</li> <li>2. Evaluate options to purchase or build a facility to house all Business Center operations</li> </ul>