

**Mental Health Resources, Inc
FY 22-23 AGENCY STRATEGIC Workplan**

MHR Activity	Strategy	Start Date	Date of Completion	Action taken	Responsible Dept. /Responsible Staff	Current Status
1. Integrate departmental software to its full potential	<p>Integrate Multiview Accounting software with new EHR</p> <p>Performyard will transition out and evaluations will be completed within Paylocity</p>	April 2021	<p>Multiview still ongoing</p> <p>PerformYard expired in May 2022</p> <p>Will transition to Paylocity evaluation system</p>	<p>Multiview Accounting software building implementation once we acquire new EHR</p> <p>Employee evaluation system will be conducted on paper until we demo and switch to Paylocity's evaluation program.</p>	<p>Brad Rikel (ED), Susan Fackler (Payroll Director), Breeann Flores (Accounting Director), Claudia Cordova (HR Director), David Brown (IT Director)</p>	Active
2. Cooperation with ongoing health orders	<p>Continue to update policies and procedures to remain in compliance with health orders</p>	March 2020	Ongoing	<p>Continue to stay updated on health orders as they continue to change for everybody.</p>	<p>Brad Rikel (ED), Justin Nutt (DED), Claudia Cordova (HR), Emily Gum (EA),</p>	No longer applicable
3. Renovate 21st street location	<p>Work with contractors to complete project</p>	Oct 2019	<p>Ongoing with Project completion date expected to be 2022</p>	<p>Meeting with ProInsure to oversee progress until completed</p>	<p>Brad Rikel (ED) Emily Gum (EA) Bree Flores (Acct) Justin Nutt (DED) Select Board Members</p>	Active

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4. Update and continue ongoing CARF Certification standards.	<p>CARF certification was achieved for three years.</p> <p>Update all agency plans</p> <p>Continue ongoing performance measures</p> <p>Continue educating staff on standards and ongoing quality improvement processes to adhere to CARF standards.</p>	Jan 2022-June 2022	Ongoing	<p>Internal quarterly reviews for the end goal of an annual review in preparation for recertification.</p> <p>All agency plans continue to be updated as needed</p> <p>Continue to seek options to implement performance measures of programs- new EHR issues</p> <p>Continue educating staff on standards and ongoing quality improvement processes to adhere to CARF standards.</p> <p>Policies continue to be revised and updated by the MHR Policy committee.</p> <p>Bonem Home was closed but we will continue with outpatient CARF accreditations (addendums signed)</p>	Brad Rikel (ED), Justin Nutt (DED), Liz Frederick (QI Director, CARF team leader), Lacy Keith (Director of Clinical Programs),	Active
5. Implementation of WRAP program in all servicable counties	Await State approval to move forward	Aug 1, 2020	Dec 2022	Once approved applications must be submitted.	Brad Rikel (ED), Justin Nutt (DED)	On Hold awaiting code approval from CMS
6. Start Dan C. Trigg Memorial Hospital contract	Establish a new contract for services.	July 1, 2023	Ongoing	Begin communication to eventually create a contract. Staffing required to proceed.	Brad Rikel (ED)	Projected

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7. Implement the last 2 pieces of the New Electronic Health Record Implement the newest EHR- Arize	Implement Client Portal and Televideo platform entire EHR	May 25, 2022	11/01/2022	All staff trained on the Client Portal and Televideo platform newest EHR after building and testing completion.	Brad Rikel (ED) Justin Nutt (DED) David Brown (IT Director), Monica Banuelos (E.H. R. Trainer) Lacy Keith (Director of Clinical Programs), Bree Flores (Accounting Director) Candy Avila (Billing Director) Emily Gum (exec. assist)	Active
8. Develop internal MAT services program	Recruit and train an internal MAT services prescriber	April 1, 2022	ongoing	Prescriber hired Started program 05/2022	Justin Nutt (DED) Claudia Cordova (HR Director) Candy Avila (Billing Director)	Active
9. MHR will partner with BHSD to implement the 988 project	Develop the feasibility of a pilot site	07/17/2022	TBD	Research and analysis of budgeting needs along with training. Community implementation pieces.	Brad Rikel (ED) Justin Nutt (DED) Lacy Keith (Director of Clinical Programs), Bree Flores (Accounting Director)	Active

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10. Position MHR for financial stability and growth by increasing revenue, diversifying funding and decreasing expenses.	<ul style="list-style-type: none"> • Keep up on Day to Day financial transactions • Monitor Investments • Investment advisor meeting weekly. • Administrative cash flow meeting weekly. <ul style="list-style-type: none"> • Projected Growth • Debt Free • Financial Committee meeting monthly (with Board attendance) • Allow time for analyzing and planning <ul style="list-style-type: none"> • Decrease Expenses • Bring training on site and available to all interested staff. 	03/01/2020	Ongoing	<ul style="list-style-type: none"> • Adding a new administrative position - provides support and stability to Payroll, Human Resources, and Accounting Director from being crosstrained on daily duties. • Multiview, new accounting program, implimented on 7/1/2020. • Paylocity, new PR and HR program, implimented 3/1/2020. • Contant search of revenue opportunities. • Social Media presence has increase, spreading awareness of Mental Health and sharing MHR services, contact information. <ul style="list-style-type: none"> • Grants are constantly being sought for general operating funds. • Budget and forcasting reviewed Quarterly. 	Bree Flores (Accounting Director) Claudia Cordova (HR Director) Candy Avila (Billing Director) Brad Rikel (ED) Justin Nutt (DED) Emily Gum (exec. assist) Susan Fackler (Payroll Director)	Active

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11. MHR will continue to work to gain employees.	<p align="center">Increase benefits</p> <p align="center">Electronic application/onboarding</p>	03/01/2020	Ongoing	<p>401K match was increased Implimented sign on bonus Student Loan Repayment (HRSA) Bonuses (Production, Retention) Health, Gap, Dental, Vision, Life offered to FT employees (out to bid annually for cost savings) Provided EAP to staff and thier families Providing PTO to part time employess (07/01/22)</p> <p>Open Position postings (Indeed through Paylocity) Remote access for out of state providers.</p> <p>Regular review and necessary adjustments of starting wages. Compensation committee created for wage review. (includes Board attendants) COLA considered annually.</p>	<p>Bree Flores (Accounting Director) Claudia Cordova (HR Director) Candy Avila (Billing Director) Brad Rikel (ED) Justin Nutt (DED) Emily Gum (exec. assist) Susan Fackler (Payroll Director) Select Board Members</p>	Active