



Quality Assurance-Balancing the Scorecard

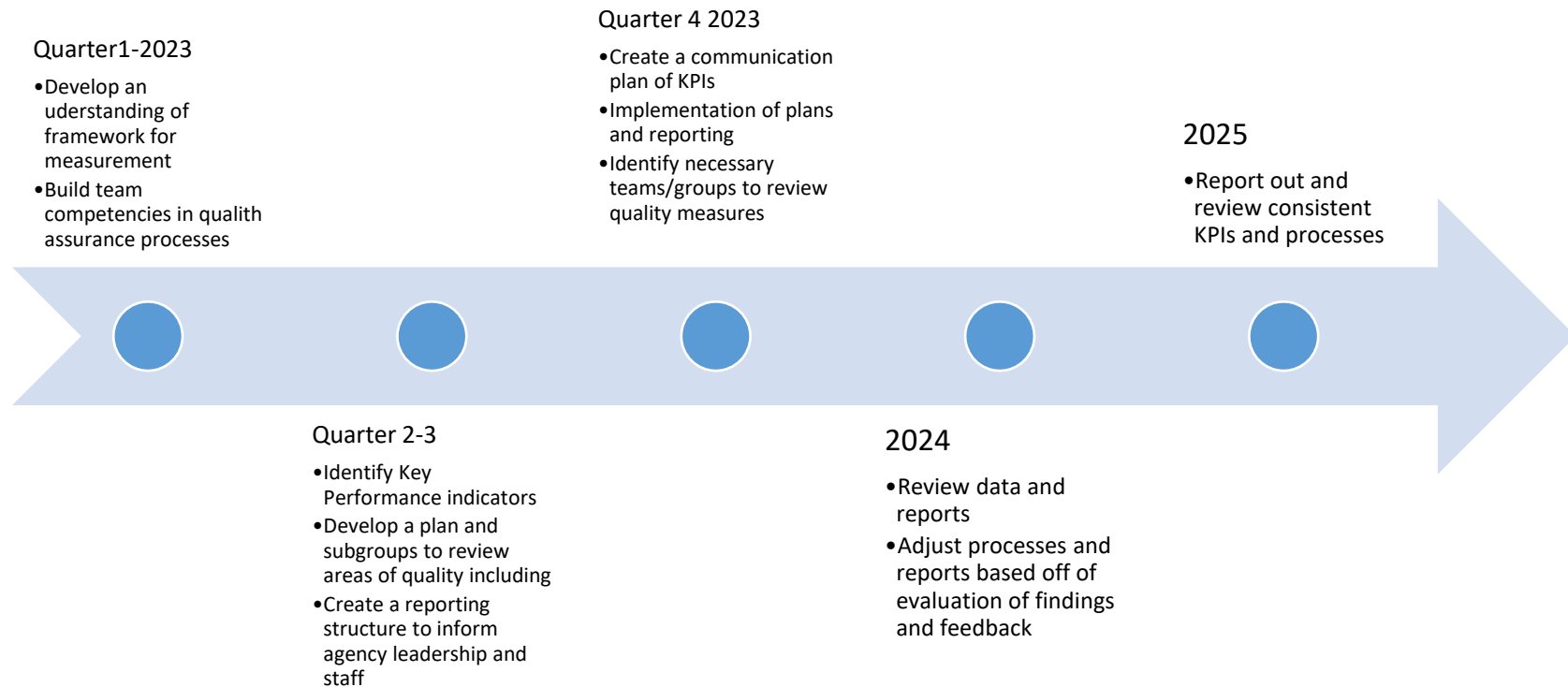
Goals:

- Develop an understanding of a framework which filters decision-making and focuses the group on assuring and improving quality of services.
 - May include but not limited to completed training on Results Based Accountability.
 - Share with the entire staff the frameworks identified and understood by the SI group.
- Create a balanced scorecard for the agency to allow for strategic measurements of services we provide to our communities.
 - Identify Key Performance Indicators that illustrate the effectiveness of our work.
 - Evaluate the performance of the agency in the following areas: financial, client, internal business, and innovation and learning.
- Develop agreed upon mechanisms to ensure the quality of our services and improve the services we offer to our communities.
 - May include the development of or changes in groups, committees, or other necessary positions to identify and review practices or develop reports for the agency.
- Create and evaluate a consistent plan with quality assurance and improvement measures for the agency to utilize annually.
 - Based on the initial findings, must include actionable steps to improve service delivery and the overall health of the agency.

TEAM: Jen Whetstone, Jesse Thill, Karen Grossell, Kim Kolstad, Kim Page, Megan Toney, Michelle Monerson, Shonna Schauf, Sally Poepping



Timeline:





Employee Engagement

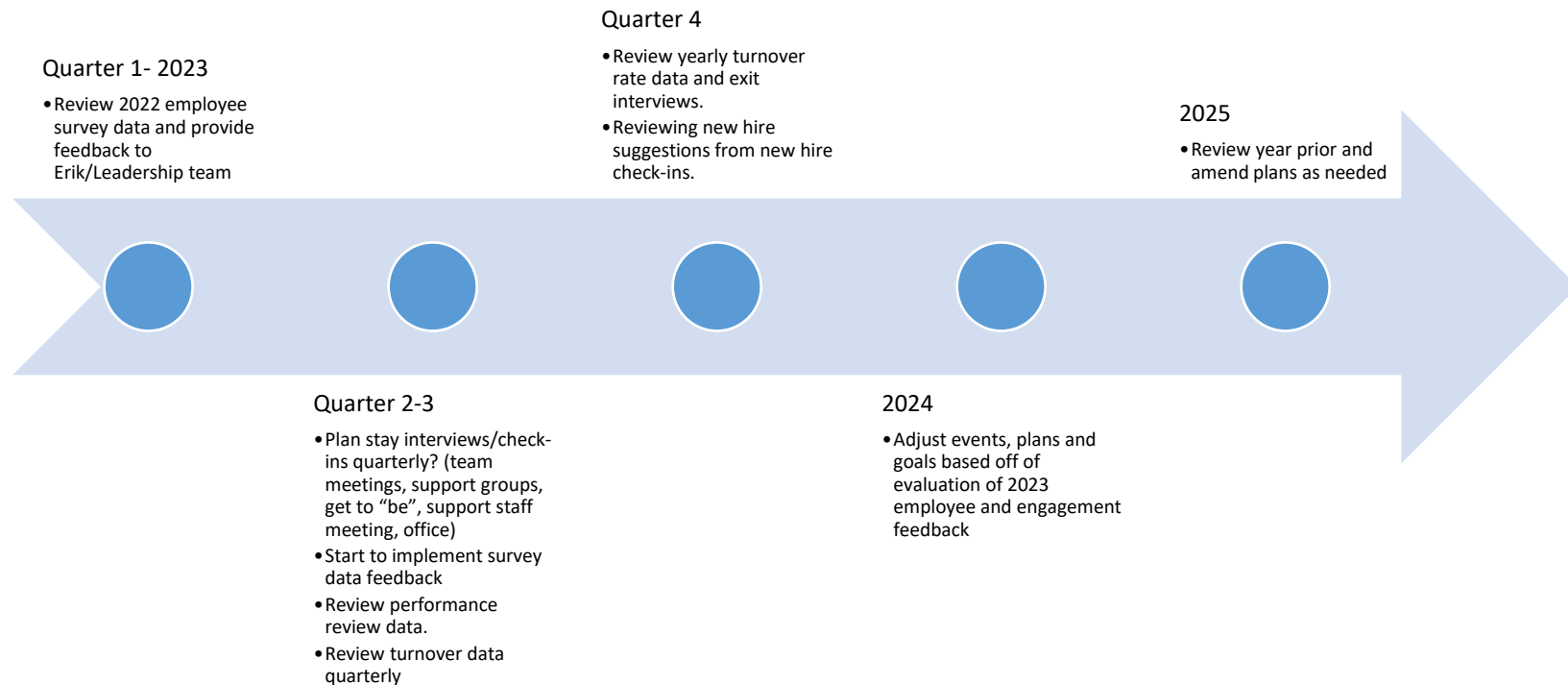
Goals:

- Increased staff engagement (one's work, environment, etc.?)
 - This will be measured yearly by reviewing employee survey (December)/performance reviews (June) results and by reviewing: Nectar Shoutout over time, staff meetings/huddles, etc.
 - Employee survey satisfaction of at least 85% and 65% participation.
- Continue to work on increasing trust and communication across departments by reviewing survey results.
- Attract and retain employees.
 - This includes maintaining a turnover rate of 20% or less within the organization.
 - This will be measured and reviewed on a quarterly and yearly basis to be a guideline of our overall retention success within the agency over the next years of the committee.
 - Evaluate ways to attract new employees and use bamboo reports and employee referrals to determine if there is an increase over time, which would decrease our turnover rate.
- Building a community across all locations, feeling connected to one another within the agency.
 - Ways of measurement to be explored including a survey structure.

Team Members: Heidi Linder, Kaitlyn Bjerkevedt, Amber Rusert, Kelli Larson, Angie Weilandt, Jennifer Shea, Emily Erickson



Timeline:





Outreach/Marketing group

Goals:

- Create and implement an awareness/fundraiser structure to include but not limited to at least an event in each one of the communities where we have offices.
- Develop marketing materials to improve our brand in each of our communities including updating our online presence in social media.
- Develop and implement an education platform to help engage our communities in learning about and partnering to improve the mental health of those in need.

TEAM: Christy Ferrington, Tim Hunter, Alia McAllister, Jennifer Miles, Rebecca Larson, Rebecca Gilmore, Jada Hermann, Ryan Buhler



Timeline:

Quarter1-2023

- Planning-Creation of a calendar for annual outreach (identify overlapping events)
- Create Sponsorship letter
- Create a budget necessary to accomplish goals
- Identify target audiences

Quarter 4 2023

- Create measures and evaluate the work.

2025

- Review year prior and amend plans

Quarter 2-3

- Plan mental health awareness month events
- Finalize major fundraiser details
- Develop client engagement plan
- Finalize and implement plan

2024

- Adjust events and materials based off of evaluation of 2023 findings and feedback



Access To Services

Goals:

- Eliminate all waitlists for Comprehensive Evaluations.
- Create an effective and efficient process framework to ensure access to services for those we serve.
 - This includes policies related but not limited to: No shows, scheduling practices, and late arrivals.
 - Define a way to prioritize individuals with the highest level of need to access services rapidly.
- Develop and implement alternative services to support individuals waiting to receive services during times of high demand on the agency.
 - This includes but is not limited to groups, crisis services, and skills.
- Evaluate the need to build staff capacity in departments as the needs of clients change over time.
 - The group will explore hiring and contracting needs to meet specific needs as they arise.
- TEAM: Karen Grossell, Tim Hunter, Michelle Monerson, Sally Poepping, Jen Whetstone, Katherine Meyers, Dan Konkel, Kim Page, Barb Van Cor, Kristina Wright, others as necessary



Timeline:

