

Walker Family Services

Strategic Plan 2015-2018

Our Mission

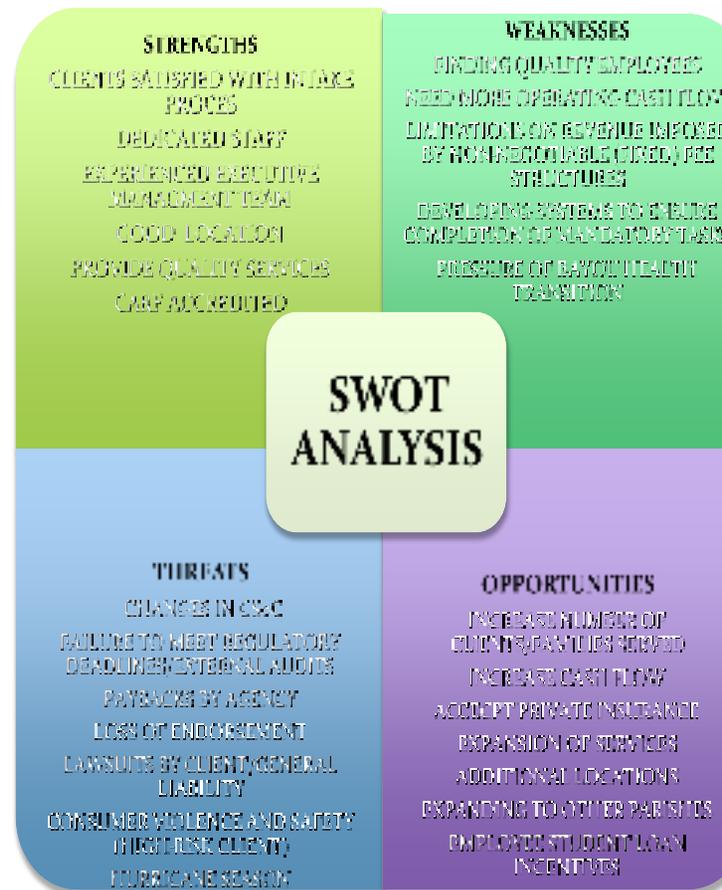
At Walker Family Services, we strive to provide our clients with the highest quality of care. We work with children, teens, and adults and believe it is essential to collaborate with families, and local community providers to develop and provide effective mental health prevention services and programs. We aim for excellence in all facets of care and we use compassion and respect as our guide.

Our Vision

Our vision is to become the behavioral health outpatient treatment center of choice by providing services that will allow our clients to become functional and independent across all aspects of life including home, school, work, and community. Walker Family Services is committed to promote and improve the mental well-being of our community.

Our Priorities

- Ensure the safety, quality and effectiveness of services resulting in positive client outcomes.
- Ensure the future financial viability of services.
- Recruit and retain culturally competent and professional clinical staff.



The CEO approved the strategic plan to guide the organization between 2015 and 2018. The plan has four goals.

Goal 1

Walker Family Services Will Demonstrate Improved Client Outcomes as Indicated in Treatment Plans

Objective 1 – Transform the service delivery system to a recovery-focused, community-centered model, with the goal of increasing level of functioning and well-being over time.

Objective 2 – Staff are highly trained, competitively compensated and have the resources necessary to be successful in their job duties to provide effective services.

Objective 3 – Walker Family Services Counseling Services is prepared for success in the transformed mental health care environment.

Goal 2

Walker Family Services Will Attain the Financial Resources and Develop the Infrastructure Necessary to Fulfill Our Mission

Objective 1 – Solidify the current and future financial position of the organization.

Objective 2 – Accept private insurance.

Objective 3 – Provide employees with incentives.



Goal 3

Walker Family Services Will Improve its Organizational Capabilities

Objective 1 – The CEO will Increase program funding and revenue.

Goal 4

Walker Family Services Will Identify Service Need Areas and Expand its Services

Objective 1 – The CEO Will Identify Service Need Areas and expand program services.

Objective 2 – The CEO Will Conduct analysis of services that are highly intensive and are less likely to be cut or revised in dramatic ways by the state.

Objective 3 – The CEO Will Analyze the demographics of the Service Area annually and expand to other parishes.

Objective 4 – The CEO Will Maintain Relationships with External Stakeholders and obtain state licensing.

Objective 5 – The CEO Will Analyze the Regulatory and Legislative Environment through inclusion of stakeholder meetings and key community partnerships.

Goal 5

Walker Family Services Will Increase the Use of Technology

Objective 1 – Walker Family Services will incorporate the use of technology to support efficient operations of the program and improve the quality of service delivery through EHR.

Outcomes for goals will be provided annually

It is a great honor to present the Walker Family Services strategic plan to our employees, clients, stakeholders, and CARF. This plan represents the collective thinking of Walker Family Services' Management Team and input from our staff, clients, and stakeholder (satisfaction and outcome surveys and quarterly Management Team Meetings), and is designed to carry us through the next three fiscal years, which ends in 2018. Employees, Clients, and Stakeholders will have the ability to review this annually at the Annual Forums, newsletters, or the agency's websites. In this plan, the organization has identified three strategies that form the foundation for Walker Family Services Counseling Services work:

- ❖ Grow and expand **Walker Family Services**;
- ❖ Manage **Walker Family Services** core programs with fiscal responsibility to ensure efficiency, impact, and sustainability; and
- ❖ Expand to meet future mental health care needs

The strategic direction and goals included in this plan are our response to understanding what client's, employees, and stakeholders value most about the organization, and current opportunities and challenges for offering a high quality system of support in the community for people with disabilities. The five-year period of this strategic plan will be a time of assessing and deepening our approaches to our work. We will take more of a leadership role in engaging a broader array of community partnerships. With a fresh perspective on the mission, understanding what works well, and the environment in which the organization operates, Walker Family Services will pursue the following strategic direction:

- ❖ ensure that services are working effectively.
- ❖ access client and community needs to identify efficiency in service delivery.
- ❖ assist clients with co-occurring disorders access community services.
- ❖ ensure clients, families, staff, other stakeholders are satisfied with services.
- ❖ explore the feasibility of expanding the organization's visibility in other communities.
- ❖ building shared collaborations and legislative relationships to advocate on behalf of clients and promote mental health services.