

Recommended Strategic Initiative and work Plan.

- ∩ **Third Party Revenue Streams**-Conduct and assessment of the requirements and associated cost for implementing a system that allows for third-party reimbursement and program development.
- ∩ **Electronic Medical Records**- Conduct feasibility assessment of the process, cost and benefits of implementing an electronic medical records as required for third-party reimbursements and the MS. Department of Mental Health
- ∩ **Organization culture and decision making**- Develop and implement a plan with corresponding metric for Board of Directors, Executive Management and Staff that fosters a culture characterized by shared decision-making defined by departments and organizational structure, improved communication on why decisions were made and staff's impact on the decisions, dissemination of resource allocations through a year-end annual report and celebrate effective-decision making within the organization.

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We welcome your feedback on our strategic plan and direction. Please send your comments to M. Trost Friedler, Executive Director, at friedler@hhjackson.org.

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- ∩ **Development Opportunities**-Develop and implement a funding and marketing plan that includes a female transitional campaign, increase participation from the Alumni Association including yearly family events, expanding services through national level grant opportunities, EAP Contracts with corporation operating within Mississippi, expand outreach programs and increased private development outside the recovery community.
- ∩ **Staff Professional Development**-Conduct an organization assessment and expand external and internal annual staff training that reflects best practices, for employees throughout the organization, including an evaluation of new knowledge and skills gained, staff participation and satisfaction.
- ∩ **Credentialing**-Conduct an assessment of the credentialing needs of Harbor House in terms of degrees and certification and implement a plan consistent with established standards for third-party reimbursements and the MS. Department of Mental Health.



2014 – 2017 Strategic Plan
Our Pledge to You

Our **mission** is to offer a continuum of high quality, affordable and effective chemical dependency treatment services and programs for adults and their families, including those who cannot afford private treatment.

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Our Values

- ☞ We provide access to treatment in a community setting.
- ☞ We promote a client- and family-centered therapeutic environment.
- ☞ We provide a continuum of care.
- ☞ We operate using management practices and decision-making processes that are transparent.
- ☞ We invest in our most important asset ... our employees.
- ☞ We partner with health care, social service and vocational providers to augment our capabilities.
- ☞ We utilize data and information to make informed decisions.
- ☞ We play a leadership role in public and provider education on substance abuse.
- ☞ We serve as responsible stewards of organizational resources.

Our Vision

- ☞ Our actions are guided by our mission.
- ☞ We are responsible for creating for our clients a supportive, safe and nurturing environment.
- ☞ We utilize a client-centered treatment approach that is based on 12-Step recovery programs and evidence-based techniques.
- ☞ We believe that chemical dependency is a treatable disease affecting individuals biologically, psychologically, spiritually, emotionally and socially.
- ☞ We believe that addiction affects individuals and families differently and that treatment plans need to take into account these differences.
- ☞ We believe that employees, clients, families and other stakeholders must be treated with respect and dignity.
- ☞ We believe that clients are ultimately responsible for their care, treatment and personal growth.
- ☞ We are committed to examine continuously the services that we provide, the way in which they are provided and the outcomes that are achieved.
- ☞ We embrace diversity.

Our Strategy

Based on an internal analysis of the agency's strengths, weaknesses, opportunities and threats and an external analysis of the competitive environment and industry trends, Harbor House is pleased to report that it will strive to accomplish the strategies noted below-2014 to 2017.

Theory of Change

- ☞ **Primary Care**
To provide clients with a comprehensive array of residential, clinical and educational services over a six (6) week period
- ☞ **Transitional Services**
To provide clients with the social, vocational and life skills and supports necessary for a productive life
- ☞ **Recovery Support Services**
To provide recovering individuals access to community-based treatment and support for sustained-positive adjustments and life of sobriety
- ☞ **DUI Diagnostic Assessment Services**
To determine the appropriate treatment for DUI offenders based on a diagnostic assessment
- ☞ **Provider Services**
To collaborate with health care partners by providing ancillary services that are responsive to local community needs.
- ☞ **Community Awareness & Education**
Expand partnerships agreements with area-wide health care and educational institutions.