

QI PLAN – GOALS AND OBJECTIVES – FY 2025

Sanilac County Community Mental Health Authority

October 1, 2024 – September 30, 2025

Goal Number & Priority	Domain	Department	Reporting Staff	Report(s) Due	Standard/Rationale	Measure/Goal	Report Format	Progress/Outcome
1	Effective-ness Satis-faction	All Programs	Admin Supervisor – Contracts/Data	12/2024 02/2025 05/2025 08/2025	Region 10 Initiative FY 2021 Goal FY 2022 Goal FY 2023 Goal FY 2024 Goal	Sanilac CMH will continue to participate in the Follow Up After Hospitalization PIP with Region 10. <ul style="list-style-type: none"> Monitor the key objectives, activities and tasks, complete quarterly updates and submit to QIC and Region 10 PIHP. 	Verbal Report	
2	Effective-ness Efficiency	All Programs	Recipient Rights Officer	Monthly	Administration FY 2025 Goal	Recipient Rights Office will do monthly in-services with contracted AFCs, to improve the relationship between home staff and the Rights Office. Part of the RRO role is to be "consultative". RRO will have a question/answer session with home staff to work on answering questions when they arise and to assure them that they can call RRO whenever they are concerned about a situation. RRO will report monthly on the sites that received in-services the previous	Verbal Report	<u>10/2024</u> : On 10/02/2024, RRO Tezak attended the monthly staff meeting at Custer Street AFC and spent an hour going over questions/answers with the staff.

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						month, starting in November, for the October in-services.		
3	Satisfaction	All Programs	Human Resource Manager	12/2024 03/2025 05/2025 08/2025	Administration FY 2020 Goal FY 2021 Goal FY 2022 Goal FY 2023 Goal FY 2024 Goal	Over the 2025 fiscal year, the HR department will enhance our visibility to local and regional educational entities to promote and enhance our employee candidate pool. 1. Over the first quarter the HR department will revisit the list of local and regional educational entities and schedule activities with a minimum of 4 entities for the remainder of the fiscal year. 2. Over the second and third quarters the HR department will participate directly or obtain appropriate staff to participate in presentations/job fairs to the scheduled locations.	Verbal Report	

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						<p>3. At the end of the fiscal year, the HR department will provide an analysis of the events and the impact it has had on the Agency’s employment pool.</p>		
4	Satisfaction	All Programs	Human Resource Manager	01/2025 06/2025	Administration FY 2021 Goal FY 2022 Goal FY 2023 Goal FY 2024 Goal	<p>The HR Department will track Exit interview feedback, New Staff Orientation Luncheon feedback, generic staff feedback received throughout the year and mini-exit interviews when staff transfer to new positions and also at random from current staff. The information will be compiled, using one tracking system, to watch for trends that show high ratings and also areas of improvement for the Agency. This will be shared with administrative staff, minimally, at the end of the fiscal year.</p> <p>1. The Department will create a report to share/track feedback.</p>	Verbal Report	

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						2. Share feedback to Administration, minimally, at least twice per year. 3. Implement any necessary changes throughout the year and share with QI Committee any generic improvement that resulted due to the data.		
5	Effective-ness Access Efficiency	IT and Data Department	CIO	04/2025 07/2025	FY 2024 Goal	The IT and Data Department will work on linking with MiHIN to improve access, coordination and efficiencies with documentation for shared individuals. The IT and Data Department will look for additional HIT and HIEs in the area that will increase our ability to streamline access, coordination, and efficiency in processes and reduce duplications and staff time in sharing of documents.	Verbal Report	

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6	Access	Supported Employment	CPO COO	03/2025 09/2025	Expansion of Community Inclusion FY 2024 Goal	Sanilac CMH will expand supported employment programming. <ul style="list-style-type: none"> By 12/31/2024, establish fluid supported employment (SE) tracking processes that capture number of individuals served; obtained employment; moved across the service array of JTI-CE-Community engagement. By 12/31/2024, incorporate SANCO assessment tool within SE process for further growth and individual feedback. By 12/31/2024, increasing JTI educational class options on-site and at Personal Growth Center. Continued Expansion of community integration employment opportunities by 01/31/2025. By 03/31/2025, Supported Employment Specialist 	Verbal Report	

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						increase capacity from maintaining a half caseload to sustaining a full caseload.		
7	Efficiency Satisfaction	Clinical Programs	COO	12/2024 03/2025 06/2025 09/2025	FY 2023 Goal FY 2024 Goal	Creating a productivity standard for the clinical departments: <ul style="list-style-type: none"> Create a productivity policy and train staff on expectations by 12/31/2024. Implementation on the policy through the identified clinical programs by 01/01/2025. 	Verbal Report	

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8	Effectiveness Efficiency Satisfaction Access	CCBHC Program	CIO	01/2025 05/2025 09/2025	CCBHC NOF PDI Grant FY 2023 Goal FY 2024 Goal	<ul style="list-style-type: none"> • Sanilac CMH will create and monitor performance measures, CQI measures, and other data elements to assist with program decisions and trend outcomes of the CCBHC program. <ul style="list-style-type: none"> ○ <u>Performance Measures:</u> <ul style="list-style-type: none"> ▪ Number of individuals receiving services: ▪ Types of services receiving: ▪ Diagnoses of individual served: ▪ Physical Health Measurements: <ul style="list-style-type: none"> • BMI: • Age: • BP: • Weight: ▪ MH Functioning Rating: ▪ Substance Use: ▪ Employment Status ▪ Housing Status: ▪ LOCUS score/Children’s Assessment ▪ Tobacco Use ▪ Trauma Screening Results 	Verbal Report	

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						<ul style="list-style-type: none"> ▪ Suicide Screening Results ▪ Veteran/Active Duty ○ CQI Measures <ul style="list-style-type: none"> ▪ Deaths by Suicide or Suicide Attempts ▪ Fatal and Non-Fatal Overdoses ▪ 30-day hospital readmissions for psychiatric or substance use reasons ▪ All-cause mortality 		
9	Effectiveness Access Satisfaction	Public Relations Education	Public Relations/ Communications Supervisor	03/2025 06/2025 09/2025	FY 2025 Goal	<p>Sanilac CMH’s Public Relations and Education Department will focus on the following Quality Improvement Goals:</p> <ol style="list-style-type: none"> 1. Enhance community engagement and raise awareness about our programs. <p><u>Metrics:</u></p> <ol style="list-style-type: none"> a. Track the number of community events or outreach programs held. b. Measure attendance or participation at these events. 	Verbal Report	

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						<p>c. Monitor the increase in website traffic or social media engagement (likes, shares, comments) related to awareness campaigns.</p> <p><u>Success Indicator:</u> A measurable increase in community participation, engagement rates, and awareness as reflected in surveys or digital analytics.</p> <p>2. Expand the Mental Health First Aid program throughout the county.</p> <p><u>Metrics:</u></p> <ul style="list-style-type: none"> a. Track the number of Mental Health First Aid training sessions conducted. b. Measure the number of participants completing the program. c. Monitor the number of partnerships established with local organizations to promote the program. 		

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						<p><u>Success Indicator:</u> An increase in the number of sessions, participants, and partnerships, along with positive feedback from trainees.</p> <p>3. Streamline Sanilac CMH’s image while ensuring consistent messaging across all platforms.</p> <p><u>Metrics:</u></p> <ul style="list-style-type: none"> a. Conduct regular reviews of marketing materials, social media, and website content to check for consistent branding and messaging. b. Survey staff and community partners for feedback on message clarity and brand recognition. c. Track any external media mentions to ensure the CMH’s image is accurately represented. 		

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						<p><u>Success Indicator:</u> Consistent and recognizable messaging across all platforms, positive survey feedback on brand perception, and alignment of external communications with internal messaging.</p>		

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