



Strategic Plan 2020 – 2023

Goal 1	Priorities
<p>We will design our services to meet the specific needs of the “whole person” for persons with complex and co-occurring disorders using interventions that are both innovative and grounded in best practice</p>	Emphasize trauma informed practices in every aspect of service delivery
	Design interventions and seek funding to better serve transition age youth in all programs to better address the challenges and barriers typically faced by this age group
	Deepen our behavioral services to provide effective treatment models for individuals with Autism Spectrum Disorder and other behavioral challenges
	Further enhance our service models and be recognized as an industry leader in delivering person-centered solutions for persons with complex health needs to safely age in place with dignity and support
	Strengthen and expand our use of peer recovery models in all programs that serve persons with mental health challenges
Goal 2	Priorities
<p>We will employ a compassionate, diverse, engaged, highly-qualified workforce</p>	Create a robust, comprehensive training plan utilizing internal and external resources
	Implement recruitment strategies that support the needs of The Center and the people served
	Understand the factors that increase staff satisfaction and retention and implement practices designed to retain and promote talent
	Establish practices that create a safe and inclusive workplace that values and celebrates the contributions of a diverse workforce
Goal 3	Priorities
<p>We will expand our data-informed practice in order to measure outcomes that improve quality</p>	Create key performance indicators that measure service outcomes using myEvolv
	Routinely use KPI data to improve quality of services for persons served
	Create agency wide practices for measuring Customer Satisfaction



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Goal 4	Priorities
<p>We will fully embrace the state initiative to reform behavioral health services to improve both access and quality of care</p>	Expand the volume and scope of services provided by our outpatient clinic
	Evaluate potential strategies to deliver SUD services
	Strengthen integration of physical and behavioral health services
	All programs will understand the impact of social determinates of health on overall wellbeing of persons served and design interventions to positively impact these essential factors
Goal 5	Priorities
<p>Our Business Practices will be exceptional and flexible to meet the growing needs of The Center</p>	Expand and develop financial practices that promote efficiency, accuracy and provide operational leaders with tools to best support responsible financial management
	Create practices that support the annual review and revision of agency policy and procedures and assure employees have access to documents as required by their position and responsibilities
	Maintain and implement state-of-the-art technology that supports operational best practice in our field
	Develop and implement work remote practices that support the business needs of the organization
Goal 6	Priorities
<p>The Edinburg Center will seek partnerships with organizations that will promote innovation, advocacy and growth</p>	Be active and engaged members of the communities that we serve by strengthening connections with organizations to establish mutually beneficial relationships
	Strengthen partnerships with organizations and individuals who are effective advocates for our work
	Seek partnerships with organizations and individuals that will strengthen The Edinburg Center and assure that we have the resources necessary to continue our mission