

## Region II Network and QI Work Plan and Goals

2024-2025

### 1. Priority: Increase Crisis Assessments Requested by Law Enforcement

- **Goal:** Inform all law enforcement agencies of the availability of mental health therapists for assessments.
- **Strategy:** Visit all Sheriffs and police departments, send mailings with contact information, and distribute updated EPC fact sheets.
- **Performance Indicator:** Increase crisis assessments by 8 from the baseline of 35 in 2023.

### 2. Priority: Results-Based Accountability Performance Measures

- **How Well Do We Do It?**
  - **Goal:** Achieve positive responses to general satisfaction and staff sensitivity to trauma.
  - **Strategy:** Distribute consumer surveys annually and review results for improvement opportunities.
  - **Performance Indicator:** Positive response rates to satisfaction and trauma sensitivity.
- **Is Anyone Better Off?**
  - **Goal:** Positive responses to improvement in symptoms and quality of life.
  - **Strategy:** Review consumer survey results and identify areas for improvement in consumer care.
  - **Performance Indicator:** Positive responses to improved symptoms and quality of life.
  - **Goal:** Ensure timely access to services for all stakeholders.
  - **Strategy:** Regularly review consumer survey results to identify areas for improvement in the timely access to services. Implement necessary changes based on feedback to enhance service delivery timelines.
  - **Performance Indicator:** Increase in the percentage of positive responses related to timely access to services in consumer surveys.

### 3. Priority: Trauma-Informed Care in All Programs

- **Goal:** Increase trauma-informed care across all programs.
  - **Strategy:** Self-administer trauma-informed care surveys and assess results.
  - **Performance Indicator:** Maintenance or increase in trauma-informed care scores.

### 4. Priority: Information Availability for Network Providers

- **Goal:** Maintain the Bulletin Board on the Region II website with information on classes and groups.
  - **Strategy:** Encourage network providers to contribute to the list and utilize the Region II website.
  - **Performance Indicator:** Network providers know where to access information and contribute to the list, and community members are aware of the information source.

\*This revised plan maintains focus on the key priorities and aligns with the goals and strategies outlined.