

# *Restoration Family Services, Inc.*

## *Strategic Integrated Planning 2021-2023*

### **EXECUTIVE SUMMARY**

Restoration Family Services, Inc. (RFS) is well prepared to provide services to the targeted population; any active NC DHHS client with a substance use and/or mental health diagnosis who is currently in our catchment area, Johnston, Wake, Cumberland, and Durham Counties. We also serve clients who may have been tested positive for HIV/AIDS and/or homeless. We are a leader in providing quality, optimum care to clients within the mental health and substance use area. Our clinical therapists and professional facilitators are highly compassionate, competent, skilled individuals who provide individual, group, and family mental health and/or substance use outpatient therapy, and various other mental health/substance use services. Our Leadership is extremely skilled in cultural competence to provide services to a diverse population, including the Spanish speaking clients in our community. Additionally, our Team is trained on a variety of computer applications to include Quick Books, Alpha, CheckPoint, Free-Conference Call and various other technical tools in order to successfully achieve the goals of providing quality service.

From a financial perspective, we are in good standing with the IRS, State Revenue, MCO, and Department of Health & Human Services. Our organization prides itself with maintaining excellent compliance with the state Department of Labor and other financial stakeholders. With our outstanding status with the Alliance MCO and the Department of Health and Human Services, we feel that we are capable to continue providing quality service in the community.

RFS has extensive experience with all components of Substance Abuse Intensive Outpatient (SAIOP), Outpatient Therapy, and Comprehensive Clinical Assessment services. Due to our extensive experience in the public sector, we take pride in balancing the diverse needs of clients, families, and communities with the reality that we will provide services that bring value to our clients, families and the communities in which we live. Our organization also has partnered with Department of Social Services, Probation/Parole Office, the Narcotics Anonymous (NA) group, churches, and other providers in our community to bring resources at no cost to the clients. In applying this client-oriented approach, RFS has worked with over 500 clients in a variety of programs. Our dedication to help with social determinants of health, a comprehensive approach to treatment/services enables our team to arrive at obtainable goals for our clients. This proves to be of extreme value to our funders and ultimately to the clients and families who will live and work in our communities.

In order to provide the clients and families with the most comprehensive services possible, we have as part of our team, Dr. Janet Wise, our Clinical Supervisor, who has over 45 years of substance use disorder experience and Katrina Sidney, Nurse Practitioner, providing consultative services to our staff. We also collaborate with stakeholders in the community to include Pastors in Wake and Johnston Counties, Lloyd Barnes, a community advocate, Dr. Cohen and many others. Our clients also reside in transitional housing, which requires their attendance in the SAIOP groups and NA groups regularly.

Restoration Family Services, Inc. 2021-2023 Strategic Plan is established as a foundation for success through strategic planning focused on taking advantage of the SWOT Analysis, which is looking at the organization's strengths, opportunities and addressing weaknesses and threats.

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### The SWOT Analysis

<p><b>Strength</b></p> <ul style="list-style-type: none"> <li>➤ Niche Population</li> <li>➤ Virtual Treatment/Training</li> <li>➤ Location - Repetition</li> <li>➤ Experienced Clinicians – Faith Based</li> <li>➤ Promotes Personal/Professional Growth</li> </ul>	<p><b>Weakness</b></p> <ul style="list-style-type: none"> <li>➤ Updated Electronic/Equipment</li> <li>➤ Limited transportation access</li> <li>➤ Recruiting of Additional Professionals</li> <li>➤ Competitive Benefits</li> <li>➤ Limited Housing Resources</li> </ul>
<p><b>Opportunities</b></p> <ul style="list-style-type: none"> <li>➤ Lack of Providers in catchment area</li> <li>➤ Add Therapist to private insurance</li> <li>➤ DWI State Contract</li> <li>➤ Contract Military/Veterans Hospitals</li> <li>➤ Grant Funds</li> </ul>	<p><b>Threats</b></p> <ul style="list-style-type: none"> <li>➤ Succession Plan for Key Leader</li> <li>➤ Medicaid/State Funding Cuts</li> <li>➤ Contract Termination</li> <li>➤ Limited Licensed Professionals</li> <li>➤ Social Determinants of Health</li> </ul>

**Goal 1: Improve and clarify the service process so that access and quality of care are defined.**

**Strategy**

- Redefine staff training to understand the process and service expectation in virtual programs.
- Orientation completed by each client admitted for services.
- Identify and meet the needs of the clients by the expectation of client and family participation in treatment planning, initial and updated Person-Centered Plan meetings and providing initial screening and assessment.
- Data collection and data sharing to support the delivery of effective care and assess outcomes.

Target Date: Ongoing

Persons Responsible: Leadership Team

Intake Staff; Licensed Therapist

**Goal 2: Improve coordination of care and promote client and/or guardian involvement.**

**Strategy**

- Focus on treatment outcome and Person Centered Planning
- Communicating and documenting the coordination of care
- Client and stakeholders’ satisfaction surveys
- Assist with integration/transition into the community
- Become housing specialist with the State of NC to assist with housing resources.
- Monitoring, linking, and coordinating services and resources within community.

Target Date: Ongoing

Persons Responsible: Leadership Team, Staff

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### **Goal 3: Improve referral resources for services of clients not eligible for RFS services.**

#### **Strategy**

- Screen for appropriate referral source.
- Work closely with case managers in Johnston and surrounding areas for social supports.
- Increase collaboration with other providers and stakeholders in the community.
- Receive training from the new NC360 Referral Program.

Target Date: Ongoing

Persons Responsible: Leadership Team, All Staff

### **Goal 4: To recruit and retain culturally diverse, experience, and qualified professionals.**

#### **Strategy**

- Attend virtual job fairs as vendors in the community and surrounding areas when community opens back up from COVID-19 restrictions.
- Evaluate salary/healthcare benefit plan for employees.
- Provide virtual in-house culturally diverse training.

Target Date: Ongoing

Person Responsible: Office Manager

### **Goal 5: Maintain CARF Accreditation, Private Insurance, and the MCO (Alliance BHC) contracts.**

#### **Strategy**

- Monitor and keep abreast of standards and new policies from each organization.
- Attend virtual provider collaborative monthly meetings.
- Attend CARF trainings and submit annual reports to CARF.
- Keep abreast with all contracts and monthly newsletters.

Target date: Ongoing

Person Responsible: Leadership Team

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### **Goal 6: Provide encouragement and support to our staff members**

#### **Strategy**

- Maintain monthly virtual staff meetings and trainings.
- Ensure employee/staff concerns are addressed, such as competitive benefits, etc.
- Provide and follow up with employee surveys and provide feedback and suggestions.
- Provide virtual motivational workshops and virtual staff retreats, and mental health care.

Target date: Ongoing

Persons responsible: Leadership Team

### **Goal 7: Aggressively address our financial stability**

#### **Strategy**

- Maintain endorsement for SAIOP and Mental Health Outpatient Therapy services and also increase client base for all RFS programs.
- Expansion of DWI Services
- Obtain a NP or PA for the Medication Management program.
- Add clinicians to Medicare and private insurance panels.
- Maintain billing adequately.
- Aggressively market to military personnel and VA hospitals/clinics
- Seek grant funding.

Target Date: December 2023

Persons Responsible: Leadership Team, Billing Team  
All Clinical Staff

### **Goal 8: Availability of Transportation in this rural area.**

#### **Strategy**

- Seek transportation with county once back in the office after the pandemic.
- Partner with JCAT to provide transportation for persons with Medicaid.
- Research purchasing transportation vehicle for those in outer county area.

Target Date: December 2023

Persons Responsible: Leadership Team

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### **Goal 9: Technology expansion**

#### **Strategy**

- Evaluate other electronic medical record systems.
- New computer programs to enhance use to support efficient operations.
- New computers and software for virtual service to enhance effective service delivery.
- Computerized platforms to assist with performance improvement.

Target Date: December 2021

Persons Responsible: Leadership Team

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### **COMPETITIVE ENVIRONMENT**

The primary competitors for RFS are other mental health/substance use providers within 30 miles of Smithfield, NC. An analysis of local competitors shows that there is only one substance use provider and three mental health providers in the Smithfield area. Restoration has a highly competitive edge as we offer a variety of services and resources to a unique population, which is individuals who have been diagnosed with HIV/AIDS and diagnosed with a co-occurring mental health and/or substance use disorder. Restoration has linked the clients to the University of North Carolina (UNC) at Chapel Hill, NC and our clinicians work closely with the case managers at UNC hospital systems in our state.

### **OUTCOMES**

General expectation that services from Restoration Family Services, Inc. (RFS) support and produce meaningful outcomes for clients, in an effective and efficient manner and that RFS services and supports (contracted or provided virtually) add value to the community in which the client lives.

**This plan was reviewed and updated by the Leaders of Restoration Family Services, Inc.**

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