

The Right Door for Hope, Recovery and Wellness

Chapter Title	Section #		Subject #
Governance	G		220
Subject Title	Adopted	Last Revised	Reviewed
Organization and Strategic Planning	2/26/96	2/2/24	4/25/09; 7/26/10; 6/27/11; 8/26/13; 10/20/14; 12/14/15;12/19/16; 1/29/18; 12/17/18; 1/27/20; 1/25/21; 2/28/22; 1/30/23; 1/29/24; 2/2/24; 1/27/25; 1/26/26

POLICY

Application

This policy shall apply to The Right Door for Hope, Recovery and Wellness.

1. Policy Intent

The role of the Board of Directors is to provide ultimate direction to the organization. This is primarily achieved through the establishment and monitoring of the organization's vision, mission, and values, development of a strategic plan, annual review of the organization's policies, and establishing organizational outcomes. The strategic plan will be implemented, reviewed annually, and updated as needed.

2. Strategic Plan Design and Components

- 2.1. The organization's strategic plan is to be dynamic and comprehensive. Dynamic is defined in terms of the plans adaptability resulting from active utilization and modifications being made in conjunction with efforts to continuously improve organizational performance. Comprehensive is defined in terms of the components that make up the plan.
- 2.2. The strategic plan sets goals and priorities and is shared with persons served, personnel, and other stakeholders as appropriate. The plan is implemented by the Board of Directors. The strategic plan is reviewed at least annually for relevance and updated as needed.
- 2.3. The Board is responsible for reviewing and submitting to the Michigan Department of Health and Human Services an annual submission of

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organization plan, a needs assessment, and request for new funds in a format as specified by the MDHHS.

2.4. The agency strategic plan will be informed by the MDHHS annual submission.

2.5. Assessment of Needs

2.5.1. The strategic plan shall reflect an assessment of needs both internal to the organization (unmet needs of persons served and families currently receiving supports and services, as well as on current waiting lists) and external to the organization (unmet needs of community members who would benefit from the supports and services of the organization) as well as community stakeholders (schools, law enforcement, businesses, and public and private agencies).

2.5.2. It is the intent of this policy that the annual organization plan best reflect the involvement of persons and systems internal and external to the organization, as reasonable, applicable, and appropriate.

2.6. Plan Components

2.6.1. Strategic planning of the organization considers:

2.6.1.1. expectations of persons served,

2.6.1.2. expectations of other stakeholders,

2.6.1.3. the competitive environment,

2.6.1.4. financial opportunities and threats,

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2.6.1.5. the organization's capabilities,

2.6.1.6. social determinants of health,

2.6.1.7. demographics of the service area,

2.6.1.8. the organization's relationships with external stakeholders,

2.6.1.9. the regulatory and legislative environment,

2.6.1.10. the use of technology to support efficient operations,
effective service delivery and performance improvement, and

2.6.1.11. Information from the analysis of performance.

2.7. Implementation of the strategic plan

2.7.1. The strategic plan will be developed with input from persons served, personnel, and other stakeholders.

2.7.1.1. Input will be obtained from persons served through surveys, Consumer Advisory Council, suggestion boxes, and customer service contacts.

2.7.1.2. Input from personnel will be obtained through full staff meetings, supervision, and additional informal feedback.

2.7.1.3. Input from stakeholders will be obtained through contractor surveys, stakeholder surveys, community meetings, and customer service contacts.

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2.7.2. The strategic plan will reflect the organization's financial position at the time the plan is written and at projected points in the future.

2.7.2.1. The organization will allocate financial resources necessary to support accomplishment of the plan.

2.7.2.2. The organization will allocate workforce resources necessary to support accomplishment of the plan.

2.7.3. The strategic plan will set goals and priorities and be reviewed at least annually and updated as needed.

3. Sharing of the Strategic Plan

3.1. The strategic plan will be shared with persons served, personnel and other stakeholders as relevant to their needs.

3.1.1. The plan will be shared with persons served on the website and upon request.

3.1.2. The plan will be shared with personnel at least annually through all staff email. All new employees are orientated to the strategic plan.

3.1.3. The plan will be shared with other stakeholders through the website, annual report to county commissioners (as appropriate or requested), and as requested or required by other stakeholders.

Reference

CARF Standards, Section: Strategic Planning

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Deborah McPeek-McFadden, Board Chairperson	Date		