**Quality Improvement:** Continue to advance the monitoring process of participant files for the quality of meaningful content, for thorough completion of documents. Make forms more accurate, third party ready, fillable, available on the Intranet and user friendly.

**Clinical skills:** Continue to train in applying evidenced based therapies, behavioral change models, prevention programs and environmental strategies with fidelity as applicable.

**Participant Management:** Continue to focus on ensuring that the whereabouts of all residential participants are a top priority whether in or outside the shelter and emphasize appropriate discharge/transition planning including following up to ascertain whether scheduled appointments were kept for all participants.

**Engaging Participants:** Continue to respond to first contacts with potential participants in a consistent, “no wrong door”, service friendly manner and check in frequently with participants to ensure our mutual approach to their stated goals and objectives remains relevant and productive.

**Maintaining a safe environment:** Ensure safety related concerns are identified through the grievance/incident reporting process or addressed directly with a coordinator and/or maintenance staff. Ensure safety forms are completed properly, according to schedule and follow up occurs in a timely manner.

**Documentation:** Ensure documents legible, in approved formats, informative and completed thoroughly through peer, supervisor and administrative reviews.

**Meeting Productivity Standards:** Ensure staff understands the requirements for their position, managers stay abreast of staff productivity by thoroughly reviewing available reports and sharing that information with staff.

**Achieving Contractual Outcomes:** Continue to track outcomes at the management level and make adjustments necessary to achieve or exceed contractual requirements.

**Prevention Services:** Maintain significant portion of current funding by enhancing and supporting local coalitions; identifying new programs; creating partnerships to facilitate program implementation.

**Outreach:** Promote our name and mission in the community.

**Legislative Advocacy:** Distribute legislative updates to staff, Board members and other key stakeholders.

**Health Care Reform:** Bring Medicaid on line by ensuring all necessary systems are in place for new partnerships (including a Managing Entity) and ensure staff are appropriately trained and credentialed.