



Strategic Plan - Critical Issues 2014-2017

MISSION STATEMENT

The mission of ReDiscover is to deliver mental health and substance use disorder services to help individuals and families achieve healthier and more productive lives.

We will accomplish this by:

- Providing comprehensive and individualized services in an extensive geographic area of multicultural communities.
- Establishing partnerships, collaborations and strategic alliances to advance our mission.
- Providing education and support to individuals, families, and the community.
- Recruiting and retaining the highest quality staff.
- Advocating for access, resources and the highest standards of care.
- Assuring long-term financial sustainability of the organization.

CRITICAL ISSUE: PROGRAMS How do we ensure that we deliver high quality, competitive and comprehensive programs and services that meet our mission?

The responses needed for successful mental health and physical health care must undergo significant change.

- *The Affordable Care Act - When/if Medicaid is expanded, it will dramatically increase those insured and eligible for care, plus will likely result in competition among providers and for care coordination*
- *More of the people we serve have chronic physical health problems. This has made coordinating care and access to physical health care even more important.*
- *The State values that we save Medicaid costs to the State by improving health of covered lives.*
- *If Medicaid became funded through managed care companies, this could hinder continuation of ReDiscover's major successes. Managed care companies would typically directly provide case management for at least some clients we currently case manage, likely reducing our impact, flexibility and current income.*
- *ReDiscover is best positioned to manage care for those with chronic conditions, even if at risk financially for their physical and mental health care.*

The agency must respond to multiple new priorities, including maintaining a key role in care coordination. ReDiscover must prioritize and develop appropriate services to reach additional people wanting help, plus have quick response to changing service needs, even in tight funding times.

CRITICAL ISSUE: COMMUNITY How does ReDiscover keep attention and good responsiveness to multiple, diverse communities, with different needs?

Lee's Summit, Raytown, Grandview, South Kansas City, and rural areas present different challenges to best serve their needs. In addition, schools, police, hospitals, courts and other stakeholders in each jurisdiction also need a variety of approaches. This makes responsiveness to all a significant challenge. ReDiscover must prioritize and then serve these communities to succeed.

CRITICAL ISSUE: WORKFORCE How do we attract and build a talented, adequate workforce necessary to achieve our goals and operate in a changing, competitive environment?

The workforce in mental health is aging and less people are entering the field while the numbers requesting service are increasing. ReDiscover desires to maintain a market-leading reputation for ReDiscover among the labor pool to include/address the arena of benefits, work environment, quality of care provided, corporate conscience and staff satisfaction.
Due to ReDiscover growth and numerous facilities, supervisors are key to success and must be emphasized and developed.

CRITICAL ISSUE: FACILITIES AND INFRASTRUCTURE How do we have the facilities in place to ensure that we will be able to grow our business, ensure financial stability and preserve our financial well-being?

ReDiscover has made progress with a structure for facilities into the next decade, but needs to build on these steps, to provide responsiveness to facility and equipment needs, even though predictability of need is increasingly uncertain.

CRITICAL ISSUE: FUNDING How do we achieve diversified, sustainable funding and the ability to quickly adapt to support the organization's mission?

ReDiscover has significant increased funding from certain areas (Medicaid and grants), but has not grown sufficiently in other areas (commercial insurance, State & County funds, fundraising). In addition, the complexity of multiple funding sources has made response to under and over utilization of funding areas increasingly difficult. ReDiscover must manage and utilize every dollar of funding available to it, plus track & report costs of care for all clients. Federal, state and local advocacy will continue to be crucial for our future as well to increase support for ReDiscover.