



**Seedlinks Behavior Management, LLC  
Strategic Plan 2024-2025**

**Purpose:** SEEDLINKS BEHAVIOR MANAGEMENT, LLC, (SBM) as a provider of behavioral health services, seeks to improve the quality of services provided to all persons served by maintain a living strategic plan that addresses the companies changing requirements.

**Policy:** People can and do recover from mental illness and addictive disorders. Through the delivery of person-centered, clinically effective behavioral healthcare and supports, citizens of north Louisiana will experience positive behavioral health outcomes and contribute meaningfully to our state’s growth and development. This policy will outline the strategic plan for SBM to provide optimal mental health services.

**PLAN**

GOAL	OBJECTIVE	ACTIONS	RESPONSIBLE PARTY	TARGET	PERFORMANCE INDICATOR
Improve access to services	Continue to optimize services provided by maintaining a fully staffed Assertive Community Treatment program and mental health rehabilitation program.	A. Human resources will continue to post open positions on job websites to advertise for licensed and degreed providers. Human resources will initiate the application/CV review and forward qualified candidates to the program directors prior to beginning the interview process. B. Program directors will notify human resources when there is a need for hiring specific positions to fill current or pending vacancies on the ACT or MHR teams.	A. Human resources  B. Program Director	Ongoing	Employee turnover rates to be reviewed by the Leadership Team
Increase Revenue Growth	SBM will continue to review generated revenue and explore methods to increase annual revenue to sustain current services.	A. The Leadership Team will perform an annual review of generated revenue with comparison to the previous year. B. The Program directors will maintain a good line of communication with referral sources to encourage referrals. Clients will be seen within 72 hours of the referral and	Administrator or delegate	October through December	Average monthly referrals.  Annual reviews of EOB.  Medicaid reimbursement found at lamedicaid.com

		<p>authorization for services initiated.</p> <p>C. Medicaid and other insurance companies (when warranted) rates will be reviewed annually and used a guide determining the projected budget for the following year.</p>			
Minimize Financial Loss	<p>SBM will continue to review strategies to minimize loss of funds due unforeseen budget changes, not optimizing spending, deviation from the annual budget, changes in staff requirements/ training.</p>	<p>The projected budget for the year incoming year will be made based on the current year's Profit/Loss statement. Adjustments to incoming budget will be made as indicated.</p> <p>Assessment of the billed services and denials to minimize loss.</p>	Administrator or delegate	October through December	<p>Explanation of benefits from MCO</p> <p>Profit/loss report</p>
Improve Efficiency of Services	<p>SBM will focus on providing efficient and effective services.</p>	<p>The Director of the ACT program will continue daily meetings with the ACT teams to discuss goals to achieve with the clients, discuss any new issues encountered with clients, and to make client assignments for the day.</p> <p>The Director of the MHR program will meet monthly with the MHR team to discuss client reassignments as needed, social issues or other problems encountered with clients.</p> <p>All notes for both the MHR and ACT services should be completed with 72 hours of seeing the client. Notes will be reviewed and locked by designee on the ACT and MHR service.</p>	<p>Program Directors</p> <p>CEO or delegate</p>	Ongoing	<p>Audit of notes in EMR to ensure timeliness of note entry.</p> <p>Meeting logs to be reviewed by administrator at least annually to ensure compliance.</p> <p>Annual performance review and client surveys.</p> <p>Fidelity report</p> <p>MCO Audit results</p>

		<p>Monitor quality services provided by providers and provider's measurement via fidelity scores and MCO audits.</p> <p>Will strive to have laptops available for staff to use in the field to complete notes in a timely manner and for pertinent communication.</p>			
Optimize Safety for Staff and Clients	SBM will focus on safety measures for both clients and staff.	<p>SBM will conduct scheduled and unscheduled fire drills and weather alert drills.</p> <p>SBM will test the Continuity Disaster plan at least annually and make necessary adjustments in areas of weakness.</p>	Compliance Officer	Annually at each location	Fire/weather/disaster drill log
Employee retention	SBM will strive to operate at full staff capacity for ACT program and MHR program	<p>A. HR will continue to post open positions on job websites to advertise for licensed and degreed providers. Human resources will initiate the application/CV review and forward qualified candidates to the program directors prior to beginning the interview process.</p> <p>B. HR will initiate an employee satisfaction survey annually to be reviewed by the Administrator and Leadership Team.</p>	HR and Administrator	ongoing	<p>A. Exit interviews will be reviewed to determine strategies for staff retention.</p> <p>B. Employee turnover rates to be reviewed by the Leadership Team</p>
Strive for Excellence in Effectiveness of Services	SBM will organize business operations and documentation to adhere to CARF.	Administrator, Program Directors, HR, and Compliance officer will meet at minimum every 6 months to re-evaluate requirements as it pertains to CARF guidelines.	<p>Administrator</p> <p>Program Directors</p> <p>Human Resources</p> <p>Compliance officer</p>	Ongoing	<p>CARF operational timeline</p> <p>Drill log</p> <p>Annual QIP</p> <p>Annual PMMP</p>



**COMMUNICATION:**

AUDIENCE	MESSAGE	METHOD
Customers and Shareholders	Transparency of Practices and Policy for Customer Satisfaction	Plan Posted on Site Business website
Employees	Transparency of Practices and Policy to Achieve Excellence	Plan Posted on Site Business website