

All About Change, Incorporated

Greenville, South Carolina

Strategic Plan Summary

2019

All About Change is a private non-profit family behavioral health services agency registered with the South Carolina Secretary of State and the Internal Revenue Service as a 501(c) 3 tax exempt organization. Moving into our ninth year of providing evidenced based services to individuals and families across the Upstate of South Carolina, we remain one of the leading organizations for families in need of intensive family support. To meet the needs of the families in our community we listen to our clients first and foremost.

We have served over 1790 clients since we opened our doors in 2010. As the needs of our families have changed and Medicaid has been expanded, we have been able to broaden our services to address the sometimes complex circumstances our families' experience. From trauma to adoption or life cycle changes to ADHD, we utilize comprehensive diagnostics to understand what treatment approach will work best for the individual client. This individualized treatment approach is client centered and results driven. All of our therapists have been trained in Evidence Based Practices, allowing us to specifically tailor the treatment plan to address specific behaviors.

Over the past several years the Medicaid system has seen a significant increase in enrollment allowing underserved families the ability to access much needed care. While this is a positive step in access, service changes that impact delivery on the state level continue to occur on a frequent basis. This continues to be a tremendous strain on our agency both financially and in service delivery. Increased regulations and additional operational requirements while necessary can and often do become a barrier for our families seeking services. While All About Change remains committed to providing quality services while controlling costs and meeting or exceeding all regulatory guidelines; it would be refreshing to have a true boots on the ground look at how over regulation impacts the very families we are trying to assist. An individual in an office enacting policy changes has very little insight into the impact of such policy changes in the real world. Often times what looks fabulous on paper does not transpire as intended in the field. More often than not the smaller agencies like All About Change provide a more individualized approach, are more invested in the family unit succeeding, and contain and control cost by utilizing services which offer the best outcomes and specifically target the very behaviors that need to be remedied verses a one size fits all model.

One area where All About Change has made significant progress is in the hiring of dedicated and highly qualified staff. As a smaller agency we often times struggle to remain competitive in the area of employment retention; as they say the proverbial

grass is greener with larger agencies. With our smaller size and dedication to serving the whole family versus a cookie cutter approach our staff have the needed flexibility to ensure positive outcomes. Our small size ensures we know each and every client we serve by name; they are not just another case number but a person. In turn our size provides more life work balance for our staff, and more of a family centric organization. This is in stark contrast to large providers in our area. We strongly believe that when our employees have the much needed flexibility they can provide the best outcomes for our families.

Over the past Nine years one of our strategic initiatives is keeping families together this is the center of our vision and focus. We strive to prevent costly long-term out of home placement, by preemptively working with families to eliminate issues prompting social services involvement, or helping couples to heal a partnership, our goal is to provide seamless service and improve the quality of family life for those who need our support.

Mission, Values and Vision

Mission

The Board of Directors of All About Change revised the organizational mission statement in 2015 to more succinctly define what we seek to accomplish. It is as follows.....

Believing in the power of relationships, we seek to nurture and heal children and families to make lasting change in their lives.

Values

- We believe that if a human has a healthy bond with just one other human, life has the potential to be amazing if we are willing to work hard at it when necessary.
- We believe that through therapeutic intervention and willingness to delve into our past, real change can happen.
- We believe that therapeutic change is 75% about the relationship between the therapist and client and 25% about the technique or intervention used.
- We believe that the family is the foundation of all we do and how we are.
- We believe a shared, collaborative approach to helping clients heal promotes resiliency and positive long-term outcomes.
- We believe the client is the expert on his or her own life and that we should always listen to our clients and their needs.

- We believe in partnerships, with collaborating and integrating with other systems of care in the community to serve our clients.
- We believe in educating others to help promote the importance of family and healthy attachment.
- We believe in stewardship of resources entrusted to our care.
- We believe in creativity and looking for new and better ways to solve problems and better ways to serve the individuals we work with.
- We believe in respecting others by assigning value to the cultural, educational, or cognitive perspectives offered by others.
- We believe in humility and work to possess a willingness to learn from our mistakes.
- We believe in compassion and remember that we exist to help others in need.
- We believe in diversity and recognize uniqueness in everyone we serve.

Vision

Over the next five years, All About Change is committed to providing our clients a whole treatment approach, we are striving to provide all if not most services in house. This reduces barriers by having one face for a family's needs, and by having families deal with only one front office for a variety of services there is less chance of fragmented care. By providing solid, community based services based on best practice to help individuals and families heal from life's difficulties. Clients in need of care will receive evidence based, progressive and effective therapeutic, support and referral services when and how they are needed. The unique cultural and individual needs of each client will guide how the services are provided, and treatment will always be provided in a timely manner and to the best of our ability. Furthermore we will strive for continued recognition by a national accrediting body as following best practice principles and guidelines to best service our clients while maintaining our small agency appeal.

Primary Strategic Goals

- Our primary goal is to consistently and effectively provide quality therapeutic services by eliminating barriers that prevent access to services.
- Our second goal is to immediately resolve any safety issues within the family to ensure each family member can function without threat of harm or experience further abuse or neglect.
- Our third goal is to develop and implement a new plan to hire, train, retain, reward and nurture amazingly talented staff who provide services to our families.
- Our fourth goal is to help clients resolve underlying issues that contribute to emotional, behavioral, mental and physical stress by providing clients with a individualized plan and the tools needed for empowerment to meet the challenges of life head on and with determination.
- Our fifth goal is to expand services and offer individualized interventions to families who need them even when services are limited, reduced, or denied by

Medicaid or other insurance because they are not indicated according to inflexible and often strict, unreasonable guidelines.

- Our sixth goal is to refine sustainability solutions that include aggressively pursuing alternative revenue streams from an array of sources to ensure our programming can continue in the event State contracts are eliminated or drastically reduced due to budget cuts and to continue to be responsible stewards of public funds.
- Our seventh goal is to work toward reducing our corporate footprint by conserving energy, recycling, and converting our significant operational systems from the current cumbersome ones over to HIPAA compliant, web or cloud based systems in the areas of 1) client records, 2) finance, 3) human resources, 4) fundraising, and 5) outcomes measurement and performance improvement.

Services Are.....

Strengths-based

All aspects of services including assessment, planning, management, treatment and referral will identify and recognize individual and family strengths.

Effective

Service will be used which demonstrate an ability to effectively help clients. Programming will have clearly identified goals. Outcomes will be measured and reported and used to determine program effectiveness.

Consumer and Family Empowerment

Every effort will be made to involve consumers and families in treatment planning.

Culturally Competent

Service providers will be trained to interact with clients in a manner that respects and values their cultural values and tradition.

Safe

Programs will be staffed and supervised in a manner that provides safety for clients.

Organizational Components Include.....

Psychoeducation

When clients know what is going on in their life such as their diagnosis or what medications they take they are better equipped to make lasting change.

Empowerment

When clients feel like they are present for life, moment to moment, they feel at peace and feel equipped to deal with unfavorable circumstances. By utilizing staff that are trained and given a balance of autonomy and guided support they feel empowered to make decisions that are in their client's best interest.

Growth

When clients see forward movement while learning from their past they don't just exist, they thrive.

Culture of Change

When the Board of Directors, Administration, Coordinators, Therapists and Community Support Staff believe change is possible, a culture of change flourishes from the inside out.

Trends

Unfortunately, many families in our State continue to experience significant struggles that all too often lead to the break-up of families, homelessness and poverty. Although there are resources to meet many of the needs there are barriers fragile families experience in accessing help. Networking has become an important activity with referral sources, judges, local, state and federal legislature, law enforcement, private medical providers, corporations and religious organizations. These partners have helped us understand and eliminate barriers that our families experience. We also learn ways to incorporate already existing resources into our programming and providing expertise for other organizations. These include using animals in treatment, learning about safety from UPS, partnering with judges and Guardian's ad Litem to advocate for clients, representing All About Change at State Provider Fairs, and working with community leaders to educate about and promote a mental health awareness Initiative across the State of South Carolina.

Trends in South Carolina continue to oppose residential placement of children and adolescents as well as long-term care. In an effective counter to placement, children can receive services in their home or in the community without being separated from loved ones and all that is familiar to them. South Carolina is in the process of developing the Palmetto Coordinated System of Care that will Intensive In-Home Based services, or placing them in Foster Homes (both regular and Therapeutic).

Critical Success Factors

At All About Change We understand the impact of stress and tragedy. We believe in the power of working together. We believe in the power of relationships and see how powerful positive change can be. We realize the healing that occurs when attachments are repaired, and we are honored when we are a part of it.