



"Serving Today's Diverse Generation"

**CELEBRATING THE ACCOMPLISHMENTS OF THE PAST AS WE LOOK
TO THE NEEDS OF THE FUTURE
2018-2021**

In July 26, 1990 was signed into law the American's with Disability Act (ADA). This landmark act prohibits discrimination on the basis of disability in employment, government, public accommodations, commercial facilities, transportation, and telecommunications. The National Organization on Disability described the American's with Disability Act as "the most significant civil rights statute since the Civil Rights Act was passed".

In news coverage of the anniversary event it was noted that "while the ADA did not pass without controversy – particularly from small business owners concerned about the cost of implementing the law's requirements - the law changed the lives of many people with disabilities, some of whom are too young to remember life without its provisions".

LBHC, Inc.'s (LBHC) own history is marked with many accomplishments in the area of creating accessible environments for people with behavioral health disabilities. Some of the organization's accessibility accomplishments over the past five years include the following:

- LBHC expanded the Targeted Case Management Program to provide Wraparound services.
- Addition of new office space in order to accommodate LBHC clinical programs and administrative support staff.
- Updated Website includes resources that will help educate LBHC clients and employees in regards to Mental Health services.
- Enhanced phone systems to make sure all phone calls from clients are properly rerouted or attended efficiently.
- Expansion of office space to meet growing numbers of clients needing outpatient services.
- Enhanced waiting room by creating a child friendly play area.
- Increased clients and staff knowledge of accessibility and services for persons who have special needs, especially those who are deaf and hard of hearing.
- Increased consumer and public knowledge of the organization's on-going accessibility efforts by adding a section to the Internet Website.
- Increased the availability of information regarding the organization's services to community stakeholders (8-10 presentations yearly).
- Revised the Emergency Preparedness Plan and offered on-going training to staff and consumers on hurricane and disaster training.

- Increased the hiring of bilingual staff by 8% agency wide yearly.
- Reduced barriers to attracting qualified employees by improving/expanding the organization's benefits and adding cost incentives.
- Received exemplary conformance on three CARF surveys for the organization's cultural competence.

The Accessibility Plan outlines the work that lies ahead as LBHC continues to identify, remove, and prevent barriers within the organization as well as in the community. The purpose of this document is to provide a means to facilitate continual quality improvement in the area of accessibility. LBHC is committed to providing an organizational milieu that seeks to accommodate the need of persons served, employees, and stakeholders. Central to this commitment is the removal of architectural, attitudinal, environmental, financial, employment, communication, transportation and other barriers that may impede full access to services. The Accessibility Plan corresponds to internal evaluations of the organization's barriers through the use of facility inspections, assessments of need, and consumer, stakeholder, and employee feedback. This is an annual plan and serves as a guide for the organization for the next year. It will be reviewed yearly to document the organization's progress in completing identified activities for barrier removal.

LBHC strives to ensure accessibility in its programs and services for clients, families, stakeholders, and community. To this end, an on-going scanning of accessibility and removal of barriers are addressed in the following areas:

I. ARCHITECTURAL:

The person focused design of the facility has promoted continuing satisfaction among clients, families, visitors and staff. The system of preventative maintenance ensures that the facility is accessible, safe and supportive to the delivery of office-based services, i.e., outpatient therapy, psychiatric, psychological testing and screening/intake. LBHC will rely on its preventative maintenance, safety inspections, and input from clients, families, community and stakeholders for the identification of architectural barriers. The Health and Safety Officer and the Health and Safety Committee provide ongoing monitoring of conditions within the organization that serves to improve access. The organization's leadership conducts long and short-range planning meetings that routinely include assessment of architectural needs and related costs analysis.

2. ATTITUDINAL:

Legacy is sensitive to attitudinal barriers and their impact on persons accessing services and seeks to reduce the stigma associated with persons who have mental illness and/or other disabilities. To that end, client input is sought at many levels including satisfaction surveys, person-centered training, grievance procedures and suggestion boxes. All staff persons are educated regarding the value of client and family input, encouraged to solicit and receive input, and trained in the value to client input into the organization. The Quality Improvement Program remains committed to ensuring that diverse mechanisms

are available to elicit client input and that such input will be used in the evaluation, planning and development of the organization.

3. FINANCIAL:

Financial risks are identified and monitored by the leadership and Board, as well as strategies to adjust to variations in funding and revenue generation. LBHC is sensitive to changes in income and entitlements which may appear as barriers to persons seeking services. The management team will monitor the following issues:

- Trends in funding streams to include State allocations and earned revenues.
- Mechanisms to review client income and entitlements to offer support as needed to clients and families so lack of income is not a barrier to services.

4. ENVIRONMENTAL:

LBHC believes that the environment in which services are provided reflect the cultures and cultural customs of the persons served, and in addition are conducive to providing a comfortable and confidential setting for persons served and employees to achieve their highest potential.

5. EMPLOYMENT:

Integral to a recovery-based philosophy; goals related to employment are promoted and supported. LBHC is committed to employing and retaining professional and skilled staff and support staff training, recognition and growth. Annual reviews of human resource policies ensure that policies and procedures are nondiscriminatory, meet legal requirements, and promote a culturally diverse environment.

6. COMMUNICATION

LBHC seeks to provide open channels of communication that allow persons served, employees, and stakeholders to access information that accurately represents the status of the organization's systems and outcomes. The organization contracts with certified interpreters or other effective methods of making aurally delivered materials available to individuals who are deaf or hard-of-hearing; qualified readers, or other effective methods of making visually delivered materials available to individuals with visual impairments; acquisition or modification of equipment or devices; and other similar services and actions. These auxiliary aids and services will enable clients to fully benefit from and participate in programs and services. In addition, LBHC seeks to facilitate communication among persons served and employees that provides a basis for personal and professional growth, and well-being.

7. TRANSPORTATION

LBHC promotes client access to a variety of transportation sources in their communities. These include Medicaid transportation, family/friends/neighbors/natural supports, and public transportation including access to bus passes.

8. OTHER AREAS

In addition to the above specific accessibility goals and objectives, LBHC is involved in many ongoing activities and procedures that enhance the accessibility of persons served, employees, and members of the community. Examples include personnel policies (affirmative action/EOE, exit interview process), ongoing outreach activities in all program areas, the utilization of consumer feedback/input processes such as satisfaction surveys, psychosocial assessments, and individual planning, participation in consumer advocacy groups, outcome studies, cultural competency education, and a multitude of other activities that directly facilitate the enhancement of accessibility.



"Serving Today's Diverse Generation"

**ACCESSIBILITY PLAN FOR YEAR 2020
STATUS REPORT**

I. ARCHITECTURAL

I.1 Indiantown Office

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|--|--|---|---|--------------|-------------|-----------|
| 1. To further secure the server | 1. To install a door with an electronic door knob. | 1. Successful installation of door. | 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance | US\$160.00 | 3/1/2020 | Completed |
| 2. General maintenance to the building | 1. To have a real representation of LBHC image | 1. Replace damaged ceiling tiles 2. Pressure cleaning of exterior 3. Deep cleaning of carpets 4. Replacement of toilets 5. Replacement of restroom cabinets | 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance | US\$1,100.00 | 8/15/2020 | Completed |

I.2 West Palm Beach Office

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|--|--|---|---|--------------|-------------|-----------|
| 2. General maintenance to the building | 1. To have a real representation of LBHC image | <ol style="list-style-type: none"> 1. Replace damaged ceiling tiles 2. Pressure cleaning of exterior 3. Deep cleaning of carpets 4. Replacement of toilets pipes to avoid clogged toilets | <ol style="list-style-type: none"> 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance | US\$9,600.00 | 8/15/2020 | Completed |

I.3 Port St. Lucie Office

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|--|--|---|---|--------------|-------------|-----------|
| 1. Improve layout of the office | 1. To make better use of the available space. | 1. increase the amount of offices available by adding 4 more offices | <ol style="list-style-type: none"> 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance | US\$6,000.00 | 8/31/2020 | Completed |
| 2. General maintenance to the building | 2. To have a real representation of LBHC image | <ol style="list-style-type: none"> 1. Pressure cleaning of exterior 2. set up a training room | <ol style="list-style-type: none"> 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance | US\$900.00 | 12/31/2020 | Completed |

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|---|--|---|---|--------------|------------|---------|
| 3. To provide space for the staff development | 3. To provide staff with a working and training area | 1. Successfully install desk and computers for staff. | 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance | US\$1,350.00 | 12/31/2020 | Ongoing |
|---|--|---|---|--------------|------------|---------|

1.4 Vero Beach Office

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|--|--|--|---|------------|-------------|-----------|
| 1. General maintenance to the building | 1. To have a real representation of LBHC image | 1. Pressure cleaning of exterior 2. Deep cleaning of carpets 3. Replacement of toilets seats | 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance | US\$560.00 | 12/31/2020 | Completed |
| 2. Expand services | 2. Create a space for therapy for children | 1. To have a playroom for conducive play therapy | 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance | US\$350.00 | 12/31/2020 | Completed |

1.5 Okeechobee Office

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|---|---|---|---|--------------|-------------|-----------|
| 1. To redistribute the office space to improve layout of the office | <ol style="list-style-type: none"> Ability to serve more clients. Ability to expand more programs | <ol style="list-style-type: none"> Remodel new office space to accommodate the administrative team. | <ol style="list-style-type: none"> VP of Operations Administrative Director Maintenance Finance Lead Site Consultant | US\$2,500.00 | 12/31/2020 | Completed |
| 2. General maintenance to the building | <ol style="list-style-type: none"> To have a real representation of LBHC image | <ol style="list-style-type: none"> Pressure cleaning of exterior Deep cleaning of carpets New entrance door LBHC decal | <ol style="list-style-type: none"> VP of Operations Administrative Director Maintenance Finance | US\$1,200.00 | 12/31/2020 | Completed |

2. ATTITUDINAL

2.1 All offices

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|------|------------|---------|-------------|------|-------------|--------|
|------|------------|---------|-------------|------|-------------|--------|

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|--|--|---|---|-------------------|-------------------|----------------|
| <p>1. Improve communication between staff and persons served with Low English Proficiency (LEP) and Deaf and Hard of Hearing (DHH)</p> | <p>1. Train the Front Desk Coordinators to translate to the client's language of preference. 2. Ensure Front Desk Coordinators and Admissions Assistants know how to coordinate the scheduling of an interpreter or a translator through the client's insurance company when needed.</p> | <p>1. All staff will successfully complete the training Deaf & Hard of Hearing 2020</p> | <p>1. VP of Operations 2. Administrative Director 3. HR Director 4. Lead Site Consultants</p> | <p>Staff Cost</p> | <p>12/31/2020</p> | <p>Ongoing</p> |
| <p>2. To provide community awareness and acceptance of people with Mental illness and Disabilities</p> | <p>2 To attend community events throughout Palm Beach County and the Treasure Coast</p> | <p>2. Attend at least 3 community events.</p> | <p>1. VP of Operations 2. Administrative Director 3. Admissions Director 4. Clinical Director 5. Lead Site Consultants 6. Finance</p> | <p>Staff Cost</p> | <p>12/31/2020</p> | <p>Ongoing</p> |

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|---|--|--|---|---------------------|-------------------|----------------|
| <p>3. To enhance persons served and stakeholders vision of individuals with mental illness as contributing members of the community</p> | <p>3. Redesign LBHC website to include articles to stop the stigma of mental health illness</p> | <p>3. Website is up and running</p> | <p>1. VP of Operations 2. Administrative Director 3. Clinical Director 4. MIS Director</p> | <p>US\$1,750.00</p> | <p>12/31/2020</p> | <p>Ongoing</p> |
| <p>4. To enhance Staff knowledge of appropriate terminology and language to use when dealing with clients with disabilities.</p> | <p>4. To provide access to the DCF Training on "Effective Communication for the Deaf & Hard-of-Hearing".</p> | <p>4. Successful completion of the DCF Training on "Effective Communication for the Deaf & Hard-of-Hearing" for administrative & clinical staff.</p> | <p>1. VP of Operations 2. Administrative Director 3. Clinical Director 4. MIS Director 5. HR Director</p> | <p>Staff Cost</p> | <p>12/31/2020</p> | <p>Ongoing</p> |
| <p>5. Customer Service training with special focus on the Front desk Personnel</p> | <p>5. To provide access to Legacy's Customer Service and de-escalation techniques training.</p> | <p>5. Successful completion of Customer service and de-escalation techniques trainings.</p> | <p>1. VP of Operations 2. Administrative Director 3. Clinical Director 4. MIS Director 5. HR Director</p> | <p>Staff Cost</p> | <p>12/31/2020</p> | <p>Ongoing</p> |

3. FINANCIAL

3.1 All offices

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|--|--|--|---|--------------|-------------|---------|
| 1. Maintain a healthy financial health | 1. Create reports to keep track of productivity across all programs | 1. Monitor TCM, Therapy and Psychiatric Productivity 2. Accomplish goal established by the finance department | 1. VP of Operations 2. Administrative Director 3. Finance | Staff cost | 12/31/2020 | Ongoing |
| 2. Ensure annual accounts provides a clear and safe picture of the agency finances | 2. Undergo annual external financial audit | 1. CPA final annual report | 1. President 2. Executive Vice President 3. Controller | US\$3,000.00 | 6/1/2021 | Ongoing |
| 3. Provide accurate psychiatric billing services invoice to Finance Department | 3. Create a weekly psychiatric billing summary invoice in which all doctors can generate their invoice directly from the EMR | 1. Successful implementation of the psychiatric billing summary invoice | 1. VP of Operations 2. Administrative Director 3. Administrative Assistant 4. Billing Supervisor | US\$1,600.00 | 12/31/2020 | Ongoing |

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| 4. Collect payments in various formats | 4.1 Collect payments from a remote location 4.2 Allow clients to pay with debit/credit cards | 1. Full implementation of square system | 1. VP of Operations 2. Administrative Director 3. MIS Director 4. Finance | US\$2,350.00 | 12/31/2020 | Completed |
|--|---|---|--|--------------|------------|-----------|

4. ENVIRONMENTAL

4.1 All offices

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|------------------------------|--|--|--|--------------|-------------|-----------|
| 1. Fully furnish all offices | 1. To make it more conducive for clients services and more comfortable for staff members | 1. Relocate existing Furniture. 2. Purchase new chairs and desks. 3. Paint offices with neutral colors | 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance 5. Lead Site Consultant | US\$6,200.00 | 12/31/2020 | Completed |

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|---|--|--|------------------|-------------------|-------------------|----------------|
| <p>6. To provide a safe and healthy environment to staff members, persons served and stakeholders</p> | <p>6.1 To decrease the spread of COVID-19 Pandemic 6.2 Ensure all staff is wearing Personal Protective Equipment 6.3 Avoid close contact between individuals</p> | <p>1. Reduce traffic of individuals in the offices. 2. Have signs posted in conspicuous places with guidelines on regards to the pandemic 3. Separate chairs in the waiting areas 4. Have hand sanitizer available 5. have 6-foot social distancing floor decals 6. Take temperature for all individuals coming into the building 7. while confirming appointments ask about contact with other people that might be infected with COVID, traveling recent history</p> | <p>All staff</p> | <p>Staff Cost</p> | <p>12/31/2020</p> | <p>Ongoing</p> |
|---|--|--|------------------|-------------------|-------------------|----------------|

4.2 Port St. Lucie Office

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|--|-----------------------------------|---|---|---------------------|-------------------|------------------|
| <p>1. Provide a comfortable setting that maintains same temperature in all offices</p> | <p>1. To purchase new AC Unit</p> | <p>1. Schedule Visit from air conditioning company to install new AC unit</p> | <p>1. President 3. Maintenance 4. Finance</p> | <p>US\$8,000.00</p> | <p>12/31/2020</p> | <p>Completed</p> |

4.3 West Palm Beach Office

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|---|----------------------------|--|--|--------------|-------------|-----------|
| 1. Provide a comfortable setting that maintains same temperature in all offices | 1. To purchase new AC Unit | 1. Schedule Visit from air conditioning company to install new AC unit | 1. President 3. Maintenance 4. Finance | US\$9,800.00 | 12/31/2020 | Completed |

5. EMPLOYMENT

5.1 All offices

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|---|---|---|---|------------|-------------|---------|
| 1 To hire more registered and Licensed Mental Health practitioners to meet clinical needs of persons served | 5. Advertise for hire Certified License Mental Health Practitioners through jobing.com & Workforce Development in the Treasure Coast and Palm Beach Counties. | 1. Increase the number of registered /Licensed Mental Health Practitioners. 2. Increase the number of Licensed Mental Health and TCM supervisor. | 1. Clinical Director 2. TCM Supervisors 3. HR Director 4. Lead Site Consultant | Staff Cost | 12/31/2020 | Ongoing |

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|--|--|---|---|-------------------|-------------------|----------------|
| <p>2. To hire supervisors per program after reaching a total of 15 supervisees per LSC or 22 supervisees per supervisor.</p> | <p>2. To facilitate the supervision tasks and to have more availability and accessibility of supervisors when needed.</p> | <p>1. Increase the number of registered /Licensed Mental Health Practitioners. 2. Increase the number of Licensed Mental Health and TCM supervisor.</p> | <p>1. Clinical Director 2. TCM Supervisors 3. HR Director 4. Lead Site Consultant</p> | <p>Staff Cost</p> | <p>12/31/2020</p> | <p>Ongoing</p> |
| <p>3. To hire staff who are culturally competent to serve the need of persons served.</p> | <p>3. Advertise for Creole, Kanjobal & Spanish speaking staff through community resources such as, El Mundo, Palm Beach Post, Latino, and Haitian Center Guatemalan Center, among others</p> | <p>1. Increase in number the Creole, Kanjobal & Spanish speaking staff.</p> | <p>1. Clinical Director 2. TCM Supervisors 3. HR Director 4. Lead Site Consultant</p> | <p>Staff Cost</p> | <p>12/31/2020</p> | <p>Ongoing</p> |
| <p>4. To train staff in suicide prevention</p> | <p>4.To train all direct care staff with the Zero Suicide training modules</p> | <p>1. Staff will successfully complete all modules of this training</p> | <p>1. Clinical Director 2. TCM Supervisors 3. HR Director 4. Lead Site Consultant</p> | <p>Staff Cost</p> | <p>12/31/2020</p> | <p>Ongoing</p> |

6. COMMUNICATION

6. All offices

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|------|------------|---------|-------------|------|-------------|--------|
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|--|---|---|--|----------------------|-------------------|------------------|
| <p>1. To purchase and install Videoconference equipment</p> | <p>1. To make sure meetings and trainings could be attended remotely from any site.</p> | <p>1. Successful purchase and installation of Videoconference equipment.</p> | <p>1. VP of Operations 2. Administrative Director 3. MIS Director 4. Finance</p> | <p>US\$2,850.00</p> | <p>4/31/2020</p> | <p>Completed</p> |
| <p>2. To Reduce the amount of calls going to voicemail</p> | <p>1. To make sure administrative staff has the necessary tools to communicate with persons served and stakeholders.</p> | <p>1. Successful purchase headsets 2. Have the Vsee app to communicate with other staff members</p> | <p>1. VP of Operations 2. Administrative Director 3. MIS Director 4. Finance</p> | <p>US\$1,300.00</p> | <p>9/30/2020</p> | <p>Completed</p> |
| <p>3. To ensure clients have the ability to confirm appointments via text and phone call</p> | <p>1. Have different alternatives to successfully get client's confirmations. 2. To reduce the number of daily calls the FDCs handle to ensure clients have prompt access to LBHC</p> | <p>1. Daily confirmation report from Confirm It system</p> | <p>1. VP of Operations 2. Administrative Director 3. MIS Director 4. Finance</p> | <p>US\$350.00</p> | <p>12/31/2020</p> | <p>Ongoing</p> |
| <p>4. Provide HIPAA compliant online services</p> | <p>4.1 To provide clients with the option of having Telehealth services. 4.2 To reduce the amount of no shows due to transportation issues.</p> | <p>1. Easy access to services through online platform 2. Full implementation of Telemedicine portable carts 3. Availability to prescribe electronically</p> | <p>1. VP of Operations 2. Administrative Director 3. MIS Director 4. Finance</p> | <p>US\$15,000.00</p> | <p>12/31/2020</p> | <p>Completed</p> |

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| 5. Provide clients the ability to sign documents electronically | 5.1 Implement in our EMR the client portal to provide the clients the ability to sign documents from a remote location. | 1. Successful implementation and testing of this portal | 1. VP of Operations 2. Administrative Director 3. MIS Director 4. Finance | US\$250.00 Monthly | 12/31/2020 | Ongoing |
|---|---|---|--|-----------------------|------------|---------|

7. TRANSPORTATION

7. All offices

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|--|---|---|---|------------|-------------|---------|
| 1. Link consumers to access with public transportation that is cost effective | 1. To provide information and linkage to buss passes and Medicaid transportation. | 1. Clients will come to their appointments on time. | 2. Administrative Director 3. TCM Supervisor 4. Finance 5. Admissions Director | Staff Cost | 12/31/2020 | Ongoing |
| 2. Availability of Medicaid transportation information at the front desk reception area. | 2. To continue providing bus schedules as well as taxi service information to recipients when needed. | 1. Provide Clients with access to Medicaid customer service to schedule appointments for the Medicaid Non-Emergency Transportation. | 1. Front Desk Coordinators 2. Admissions Assistants | Staff Cost | 12/31/2020 | Ongoing |

8. OTHER AREAS

8. All offices

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|---|---|---|---|------------|-------------|-----------|
| I. Provide CEUs to all license and masters level clinicians | I. Allow the clinicians to obtain CEUs credits when taking LBHC's trainings | I. Confirmation that LBHC is a certified CEU provider | 1. Clinical Director 2. Administrative Assistant | Staff Cost | 12/31/2020 | Completed |



"Serving Today's Diverse Generation"
ACCESSIBILITY PLAN FOR YEAR 2019
STATUS REPORT

I. ARCHITECTURAL

1.1 Indiantown Office

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|--|---|---|---|-------------|-------------|-----------|
| 1. To enhance the external visibility of the office. | 1. To make it easier for any person who is trying to find our office. | 1. Change LBHC sign located at the main entrance. | 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance | US\$1800.00 | 6/1/2019 | Completed |
| 2. To provide easy access to the office | 2. To make it more conducive for client's services and more comfortable for staff members | 2. Install front door buzzers | 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance | US\$3350.00 | 8/15/2019 | Completed |

1.2 West Palm Beach Office

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|---|--|--|---|--------------|-------------|-----------|
| 1 Increase the number of office space to provide individual therapy in-office | 1. Administrative offices were converted to service delivery offices | 1. Relocate existing Furniture. 2. Purchase new chairs and desks. 3. Paint offices with neutral colors | 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance | US\$1,200.00 | 6/1/2019 | Completed |

1.3 Port St. Lucie Office

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|--|---|--|---|--------------|-------------|-----------|
| 1 Relocate office to a more accessible location. | 1. Ability to serve more clients. 2. Close proximity to transportation | 1. Relocate existing Furniture. 2. Purchase new chairs and desks. 3. Paint offices with neutral colors | 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance | US\$1,200.00 | 4/31/2019 | Completed |
| 2. To install external sign for easy identification of the site. | 2. To make it easier for any person who is trying to find our office. | 2. Install new LBHC sign at the main entrance. | 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance | US\$1750.00 | 4/31/2019 | Completed |

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|---------------------------------|---|--|---|--------------|-----------|---------|
| 3. Improve layout of the office | 3. To make better use of the available space. | 3. increase the amount of offices available by adding 4 more offices | <ol style="list-style-type: none"> 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance | US\$6,000.00 | 8/31/2019 | Ongoing |
|---------------------------------|---|--|---|--------------|-----------|---------|

I.4 Vero Beach Office

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|--|---|--|---|--------------|-------------|-----------|
| 1 Relocate office to a more accessible location. | <ol style="list-style-type: none"> 1. Ability to serve more clients. 2. Close proximity to transportation | <ol style="list-style-type: none"> 1. Relocate existing Furniture. 2. Purchase new chairs and desks. 3. Paint offices with neutral colors | <ol style="list-style-type: none"> 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance | US\$1,200.00 | 3/31/2019 | Completed |
| 2. To provide easy access to the office | <ol style="list-style-type: none"> 2. To ensure safety of staff and persons served. | <ol style="list-style-type: none"> 2. Change the Front Door to Install enhanced security system | <ol style="list-style-type: none"> 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance | US\$750.00 | 7/15/2019 | Completed |

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|-------------------------------------|--|---|--|------------|-----------|-----------|
| 3. To Secure Medical Records office | 3. To secure the confidentiality of PHI of the persons served | 3. Install double lock door knob for Medical Records office | <ol style="list-style-type: none"> 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance 5. Lead Site Consultant | US\$270.00 | 3/31/2019 | Completed |
| 4. To Secure Server | 4. To secure the confidentiality of PHI of the persons served and critical company data. | 4. Install electronic door knob for server storage | <ol style="list-style-type: none"> 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance 5. Lead Site Consultant | US\$140.00 | 3/31/2019 | Completed |

1.5 Okeechobee Office

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|------|------------|---------|-------------|------|-------------|--------|
|------|------------|---------|-------------|------|-------------|--------|

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|--|---|--|---|---------------------|-------------------|------------------|
| <p>1. To expand office space.</p> | <p>1. Ability to serve more clients. 2. Ability to expand more programs</p> | <p>1. To rent office space.</p> | <p>1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance</p> | <p>US\$1,200.00</p> | <p>11/20/2019</p> | <p>Completed</p> |
| <p>2. To redistribute the office space to improve layout of the office</p> | <p>1. Ability to serve more clients. 2. Ability to expand more programs</p> | <p>1. Remodel new office space to accommodate the administrative team.</p> | <p>1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance 5. Lead Site Consultant</p> | <p>US\$2,500.00</p> | <p>12/31/2019</p> | <p>Ongoing</p> |

2. ATTITUDINAL

2.1 All offices

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|------|------------|---------|-------------|------|-------------|--------|
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|--|--|---|---|-------------------|-------------------|----------------|
| <p>1. Improve communication between staff and persons served with Low English Proficiency (LEP) and Deaf and Hard of Hearing (DHH)</p> | <p>1. Train the Front Desk Coordinators to translate to the client's language of preference. 2. Ensure Front Desk Coordinators and Admissions Assistants know how to coordinate the scheduling of an interpreter or a translator through the client's insurance company when needed.</p> | <p>1. All staff will successfully complete the training Deaf & Hard of Hearing 2019</p> | <p>1. VP of Operations 2. Administrative Director 3. HR Director 4. Lead Site Consultants</p> | <p>Staff Cost</p> | <p>12/31/2019</p> | <p>Ongoing</p> |
| <p>2. To provide community awareness and acceptance of people with Mental illness and Disabilities</p> | <p>2 To attend community events throughout Palm Beach County and the Treasure Coast</p> | <p>2. Attend at least 3 community events.</p> | <p>1. VP of Operations 2. Administrative Director 3. Admissions Director 4. Clinical Director 5. Lead Site Consultants 6. Finance</p> | <p>Staff Cost</p> | <p>12/31/2019</p> | <p>Ongoing</p> |

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|---|--|--|---|---------------------|-------------------|----------------|
| <p>3. To enhance persons served and stakeholders vision of individuals with mental illness as contributing members of the community</p> | <p>3. Redesign LBHC website to include articles to stop the stigma of mental health illness</p> | <p>3. Website is up and running</p> | <p>1. VP of Operations 2 Administrative Director 3. Clinical Director 4 MIS Director</p> | <p>US\$1,750.00</p> | <p>12/31/2019</p> | <p>Ongoing</p> |
| <p>4. To enhance Staff knowledge of appropriate terminology and language to use when dealing with clients with disabilities.</p> | <p>4. To provide access to the DCF Training on "Effective Communication for the Deaf & Hard-of-Hearing".</p> | <p>4. Successful completion of the DCF Training on "Effective Communication for the Deaf & Hard-of-Hearing" for administrative & clinical staff.</p> | <p>1. VP of Operations 2 Administrative Director 3. Clinical Director 4 MIS Director 5. HR Director</p> | <p>Staff Cost</p> | <p>12/31/2019</p> | <p>Ongoing</p> |

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|---|--|--|--|------------|----------|---------|
| 5. Customer Service training with special focus on the Front desk Personnel | 5. To provide access to Legacy's Customer Service and de-escalation techniques training. | 5. Successful completion of Customer service and de-escalation techniques trainings. | <ol style="list-style-type: none"> 1. VP of Operations 2. Administrative Director 3. Clinical Director 4. MIS Director 5. HR Director | Staff Cost | 1/1/2020 | Ongoing |
|---|--|--|--|------------|----------|---------|

3. FINANCIAL

3.1 All offices

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|--|---|--|---|------------|-------------|---------|
| 1. Maintain a healthy financial health | 1. Create reports to keep track of productivity across all programs | <ol style="list-style-type: none"> 1. Monitor TCM, Therapy and Psychiatric Productivity 2. Accomplish goal established by the finance department | <ol style="list-style-type: none"> 1. VP of Operations 2. Administrative Director 3. Finance | Staff cost | 12/31/2019 | Ongoing |

4. ENVIRONMENTAL

4.1 All offices

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|------------------------------|--|--|--|--------------|-------------|---------|
| 1. Fully furnish all offices | 1. To make it more conducive for clients services and more comfortable for staff members | <ol style="list-style-type: none"> 1. Relocate existing Furniture. 2. Purchase new chairs and desks. 3. Paint offices with neutral colors | <ol style="list-style-type: none"> 1. VP of Operations 2. Administrative Director 3. Maintenance 4. Finance 5. Lead Site Consultant | US\$6,200.00 | 12/31/2019 | Ongoing |

4.2 Port St. Lucie Office

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|---|--|--|--|--------------|-------------|-----------|
| 1. Provide a comfortable setting that maintains same temperature in all offices | <ol style="list-style-type: none"> 1. Make sure the air conditioner is up to date with maintenance. 2. Evaluate if a new unit needs to be purchased. | <ol style="list-style-type: none"> 1. Schedule Visit from air conditioning company to assess if maintenance is sufficient or replacement is needed. | <ol style="list-style-type: none"> 1. President 3. Maintenance 4. Finance | US\$8,000.00 | 12/31/2019 | Completed |

5. EMPLOYMENT

5.1 All offices

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|---|---|---|---|------------|-------------|---------|
| 1. To hire more registered and Licensed Mental Health practitioners to meet clinical needs of persons served | 1. Advertise for hire Certified License Mental Health Practitioners through jobing.com & Workforce Development in the Treasure Coast and Palm Beach Counties. | <ol style="list-style-type: none"> Increase the number of registered /Licensed Mental Health Practitioners. Increase the number of Licensed Mental Health and TCM supervisor. | <ol style="list-style-type: none"> Clinical Director TCM Supervisors HR Director Lead Site Consultant | Staff Cost | 12/31/2019 | Ongoing |
| 2. To hire supervisors per program after reaching a total of 15 supervisees per LSC or 22 supervisees per supervisor. | <ol style="list-style-type: none"> To facilitate the supervision tasks and to have more availability and accessibility of supervisors when needed. | <ol style="list-style-type: none"> Increase the number of registered /Licensed Mental Health Practitioners. Increase the number of Licensed Mental Health and TCM supervisor. | <ol style="list-style-type: none"> Clinical Director TCM Supervisors HR Director Lead Site Consultant | Staff Cost | 12/31/2019 | Ongoing |

| | | | | | | |
|--|---|--|---|------------|----------|---------|
| 3. To hire staff who are culturally competent to serve the need of persons served. | 3. Advertise for Creole, Kanjobal & Spanish speaking staff through community resources such as, El Mundo, Palm Beach Post, Latino, and Haitian Center Guatemalan Center, among others | 1. Increase in number the Creole, Kanjobal & Spanish speaking staff. | 1. Clinical Director 2. TCM Supervisors 3. HR Director 4. Lead Site Consultant | Staff Cost | 1/1/2020 | Ongoing |
|--|---|--|---|------------|----------|---------|

6. COMMUNICATION

6. All offices

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|---|---|---|--|--------------|-------------|-----------|
| 1 To purchase and install Videoconference equipment | 1. To make sure meetings and trainings could be attended remotely from any site. | 1. Successful purchase and installation of Videoconference equipment. | 1. VP of Operations 2. Administrative Director 3. MIS Director 4. Finance | US\$2,850.00 | 4/31/2019 | Completed |
| 2. To Reduce the amount of calls going to voicemail | 2. To make sure administrative staff has the necessary tools to communicate with persons served and stakeholders. | 1. Successful purchase headsets 2. Have the Vsee app to communicate with other staff members | 1. VP of Operations 2. Administrative Director 3. MIS Director 4. Finance | US\$1,300.00 | 9/30/2019 | Completed |

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|---|--|---|--|------------|------------|---------|
| 3. To ensure clients have the ability to confirm appointments via text and phone call | 3. Have different alternatives to successfully get client's confirmations. 2. To reduce the number of daily calls the FDCs handle to ensure clients have prompt access to LBHC | 1. Daily confirmation report from Confirm It system | 1. VP of Operations 2. Administrative Director 3. MIS Director 4. Finance | US\$350.00 | 12/31/2019 | Ongoing |
|---|--|---|--|------------|------------|---------|

7. TRANSPORTATION

7. All offices

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|---|---|---|---|------------|-------------|---------|
| 1. Link consumers to access with public transportation that is cost effective | 1. To provide information and linkage to buss passes and Medicaid transportation. | 1. Clients will come to their appointments on time. | 2. Administrative Director 3. TCM Supervisor 4. Finance 5. Admissions Director | Staff Cost | 12/31/2019 | Ongoing |

| | | | | | | |
|---|--|--|--|-------------------|-------------------|----------------|
| <p>2. Availability of Medicaid transportation information at the front desk reception area.</p> | <p>2. To continue providing bus schedules as well as taxi service information to recipients when needed.</p> | <p>1. Provide Clients with access to Medicaid customer service to schedule appointments for the Medicaid Non-Emergency Transportation.</p> | <p>1. Front Desk Coordinators 2. Admissions Assistants</p> | <p>Staff Cost</p> | <p>12/31/2019</p> | <p>Ongoing</p> |
|---|--|--|--|-------------------|-------------------|----------------|

8. OTHER AREAS

8. All offices

| Goal | Objectives | Measure | Responsible | Cost | Target Date | Status |
|---|---|-----------------------------|--|---------------------|-------------------|------------------|
| <p>1 Allow persons served to sign documents in Lauris</p> | <p>1. Ensure clients can sign documents efficiently 2. Reduce FDCs and records assistants workload.</p> | <p>1. Purchase of iPads</p> | <p>1. VP of Operations 2. Administrative Director 3. MIS Director 4. Finance</p> | <p>US\$2,200.00</p> | <p>12/31/2019</p> | <p>Completed</p> |



"Serving Today's Diverse Generation"

ACCESSIBILITY PLAN FOR YEAR 2018 STATUS REPORT

1. ARCHITECTURAL:

1.1 Indiantown Office

| Goal | Objectives | Measure | Responsible | Status | Remarks |
|---------------------------------|--|---|--|--------------|--|
| 1. To enhance office appearance | 1. To make it more conducive for client's services and more comfortable for staff members. | 1. Redirect maintenance focus towards: a) Painting the office; b) Deep clean carpet, and replace some areas; c) Update the floor transition strips; d) Move the storage to an office; e) Renovate play therapy room, and, f) Install front door buzzer. | 1. President 2. Maintenance 3. Finance | 1. Completed | 1. Door buzzer could not be installed, still pending |

1.2 West Palm Beach Office

| Goal | Objectives | Measure | Responsible | Status | Remarks |
|---|--|-----------------------------------|--|------------------------------|---------|
| 1. To modernize the children recreational area. | 1. To have children occupied in a meaningful and | 1. To buy new furniture and toys. | 1. President 2. Maintenance 3. Finance | 1. Completed 2. Completed | |

| | | | | |
|---|---|---|--|--|
| <p>2. To enhance office appearance.</p> | <p>constructive manner as they wait for services.</p> <p>2. To make it more conducive for client's services and more comfortable for staff members.</p> | <p>2. Redirect maintenance focus towards:</p> <p>a) Painting services offices.</p> <p>b) Move the conference Room to a separate office. To reorganize practitioners work area and be able to have more computers.</p> <p>c) Prepare four offices for screening and psychological testing purposes. Buy two more touchscreens and buy two desks and chairs for children testing. Also, buy furniture and toys.</p> | | |
|---|---|---|--|--|

1.3 Port St. Lucie Office

| Goal | Objectives | Measure | Responsible | Status | Remarks |
|--|---|--|---|---|----------------|
| <p>1. The addition of chairs to the lobby.</p> <p>2. To enhance office appearance.</p> | <p>1. To provide comfort to recipient's while awaiting services</p> <p>2. To make it more conducive for client's services and more comfortable for staff members.</p> | <p>1. Successful Purchase of lobby chairs.</p> <p>2. Redirect maintenance focus towards:</p> <p>a) Painting services offices.</p> <p>b) Painting kitchen area.</p> <p>c) Painting the lobby.</p> | <p>1. President</p> <p>2. Maintenance</p> <p>3. Finance</p> | <p>1. Completed</p> <p>2. Completed</p> | |

1.4 Vero Beach Office

| Goal | Objectives | Measure | Responsible | Status | Remarks |
|---------------------------------|--|---|--|--------------|---------|
| 1. To enhance office appearance | 1. To make it more conducive for client's services and more comfortable for staff members. | 1. Redirect maintenance focus towards: a) Repairing the floors in offices and kitchen areas. b) Painting services offices. c) Successfully re painting and re decorating waiting area. | 1. President 2. Maintenance 3. Finance | 1. Completed | |

1.5 Okeechobee Office

| Goal | Objectives | Measure | Responsible | Status | Remarks |
|---------------------------------|---|--|--|--------------|---------|
| 1. To enhance office appearance | 1. To make it more conducive for client's services and more comfortable to staff members. | 1. Redirect maintenance focus towards: a) Painting services offices. b) Successfully re painting and re decorating waiting area. | 1. President 2. Maintenance 3. Finance | 1. Completed | |

2. ATTITUDINAL:

| Goal | Objectives | Measure | Responsible | Cost/Source | Target Date |
|---|---|---|--|-------------|-------------|
| 1. To enhance Staff knowledge of appropriate terminology and language to use when dealing with clients with disabilities. | 1. To provide access to the DCF Training on "Effective Communication for the Deaf & Hard-of-Hearing". | 1. Successful completion of the DCF Training on "Effective Communication for the Deaf & Hard-of-Hearing" for administrative & clinical staff. | 1. Clinical and TCM Supervisors. 2. HR and QA/QI managers | 1. Ongoing | |
| 2. Customer Service training with special focus on the Front desk Personnel | 2. To provide access to Legacy's Customer Service and de-escalation techniques training. | 2. Successful completion of Customer service and de-escalation techniques trainings. | | 2. Ongoing | |

3. FINANCIAL

| Goal | Objectives | Measure | Responsible | Status | Remarks |
|--|---|--|---|------------|---------|
| 1. To increase Outpatient, TBOS and TCM productivity up to a 25% for 2018. | 1. To reach and maintain 70% productivity or higher for each Outpatient / TBOS/TCM workers. | 1. Weekly billing reports. 2. Monthly productivity report per satellite office. | 1. President 2. VP of Finance 3. Billing Supervisor | 1. Ongoing | |

4. ENVIRONMENTAL:

| Goal | Objectives | Measure | Responsible | Status | Remarks |
|---|---|--|-------------------------------|------------|---------|
| 1. Initiate contracts with cleaning and | 1. To provide recipients with a clean environment | 1. At the moment of the Self-Inspections all sites will be | 1. President 2. Health and | 1. Ongoing | |

| | | | | |
|------------------------|-----------------------------------|--------|----------------|--|
| pest control entities. | and to reduce airborne pathogens. | clean. | Safety Officer | |
|------------------------|-----------------------------------|--------|----------------|--|

5. EMPLOYMENT:

| Goal | Objectives | Measure | Responsible | Status | Remarks |
|---|--|---|---|------------|---------|
| 1. To hire more registered and Licensed Mental Health practitioners to meet clinical needs of persons served | 1. Advertise for hire Certified License Mental Health Practitioners through jobing.com & Workforce Development in the Treasure Coast and Palm Beach Counties. | 1. Increase the number of registered /Licensed Mental Health Practitioners. | 1. Human Resources 2. Clinical Director 3. Lead Site Consultants | 1. Ongoing | |
| 2. To hire supervisors per program after reaching a total of 15 supervisees per LSC or 22 supervisees per supervisor. | 2. To facilitate the supervision tasks and to have more availability and accessibility of supervisors when needed. | 2. Increase the number of Licensed Mental Health and TCM supervisor. | 1. Human Resources 2. Clinical Director 3. Lead Site Consultants 4. TCM Coordinator | 2. Ongoing | |
| 3. To hire staff who are culturally competent to serve the need of persons served | 3. Advertise for Creole, Kanjobal & Spanish speaking staff through community resources such as, El Mundo, Palm Beach Post, Latino, and Haitian Center Guatemalan Center, among others. | 3. Increase in number the Creole, Kanjobal & Spanish speaking staff. | 1. Human Resources 2. Clinical Director 3. Lead Site Consultants | 3. Ongoing | |

6. COMMUNICATION:

| Goal | Objectives | Measure | Responsible | Status | Remarks |
|---|---|---|--|----------------------------|---------|
| 1. To purchase and install new phone system. 2. To purchase and install Videoconference equipment. | 1. To make sure we have an user-friendly system that will allow clients to be directed to the department to which the call is intended to reach and to have less calls going straight to voicemail. 2. To make sure meetings and trainings could be attended remotely from any site. | 1. Successful purchase and implementation of phone system. 2. Successful purchase and installation of Videoconference equipment. | 1. President 2. MIS 3. Maintenance 4. Finance | 1. Completed 2. Ongoing | |

7. TRANSPORTATION:

| Goal | Objectives | Measure | Responsible | Status | Remarks |
|--|---|---|-------------------------|---------|---------|
| 1. Availability of Medicaid transportation information at the front desk reception area. | 1. To continue providing bus schedules as well as taxi service information to recipients when needed. | 1. Provide Clients with access to Medicaid customer service to schedule appointments for the Medicaid Non-Emergency Transportation. | Front Desk Coordinators | Ongoing | |

8. OTHER AREAS

| Goal | Objectives | Measure | Responsible | Status | Remarks |
|------|------------|---------|-------------|--------|---------|
| N/A | N/A | N/A | N/A | N/A | N/A |



"Serving Today's Diverse Generation"

ACCESSIBILITY PLAN FOR YEAR 2018

1. ARCHITECTURAL:

1.1 Indiantown Office

| Goal | Objectives | Measure | Responsible | Cost/Source | Target Date |
|---------------------------------|--|---|--|---------------|----------------|
| 1. To enhance office appearance | 1. To make it more conducive for client's services and more comfortable for staff members. | 1. Redirect maintenance focus towards: a) Painting the office; b) Deep clean carpet, and replace some areas; c) Update the floor transition strips; d) Move the storage to an office; e) Renovate play therapy room, and, f) Install front door buzzer. | 1. President 2. Maintenance 3. Finance | 1. \$3,500.00 | 1. April, 2018 |

1.2 West Palm Beach Office

| Goal | Objectives | Measure | Responsible | Cost/Source | Target Date |
|---|--|--|--|---------------|-------------------|
| 1. To modernize the children recreational area. | 1. To have children occupied in a meaningful and constructive manner | 1. To buy new furniture and toys. | 1. President 2. Maintenance 3. Finance | 1. \$500.00 | 1. November, 2018 |
| 2. To enhance office | as they wait for | 2. Redirect maintenance focus towards: | | 2. \$6,500.00 | 2. November 2018 |

| | | | | |
|--------------------|--|---|--|--|
| <p>appearance.</p> | <p>services.</p> <p>2. To make it more conducive for client's services and more comfortable for staff members.</p> | <p>a) Painting services offices.</p> <p>b) Move the conference Room to a separate office. To reorganize practitioners work area and be able to have more computers.</p> <p>c) Prepare four offices for screening and psychological testing purposes. Buy two more touchscreens and buy two desks and chairs for children testing. Also, buy furniture and toys.</p> | | |
|--------------------|--|---|--|--|

1.3 Port St. Lucie Office

| Goal | Objectives | Measure | Responsible | Cost/Source | Target Date |
|--|---|---|---|----------------------|--------------------------|
| <p>1. The addition of chairs to the lobby.</p> | <p>1. To provide comfort to recipient's while awaiting services</p> | <p>1. Successful Purchase of lobby chairs.</p> | <p>1. President</p> | <p>1. \$500.00</p> | <p>1. June, 2018</p> |
| <p>2. To enhance office appearance.</p> | <p>2. To make it more conducive for client's services and more comfortable for staff members.</p> | <p>2. Redirect maintenance focus towards:</p> <p>a) Painting services offices.</p> <p>b) Painting kitchen area.</p> <p>c) Painting the lobby.</p> | <p>2. Maintenance</p> <p>3. Finance</p> | <p>2. \$2,500.00</p> | <p>2. December, 2018</p> |

1.4 Vero Beach Office

| Goal | Objectives | Measure | Responsible | Cost/Source | Target Date |
|---------------------------------|--|---|--|---------------|----------------|
| 1. To enhance office appearance | 1. To make it more conducive for client's services and more comfortable for staff members. | 1. Redirect maintenance focus towards: a) Repairing the floors in offices and kitchen areas. b) Painting services offices. c) Successfully re painting and re decorating waiting area. | 1. President 2. Maintenance 3. Finance | 1. \$5,800.00 | December, 2018 |

1.5 Okeechobee Office

| Goal | Objectives | Measure | Responsible | Cost/Source | Target Date |
|---------------------------------|---|--|--|---------------|---------------|
| 1. To enhance office appearance | 1. To make it more conducive for client's services and more comfortable to staff members. | 1. Redirect maintenance focus towards: a) Painting services offices. b) Successfully re painting and re decorating waiting area. | 1. President 2. Maintenance 3. Finance | 1. \$2,000.00 | October, 2018 |

2. ATTITUDINAL:

| Goal | Objectives | Measure | Responsible | Cost/Source | Target Date |
|----------------------------------|---|--|----------------------------------|---------------------------|-------------------|
| 1. To enhance Staff knowledge of | 1. To provide access to the DCF Training on | 1. Successful completion of the DCF Training on "Effective | 1. Clinical and TCM Supervisors. | 1. Staff hourly rate/ DCF | 1. December, 2018 |

| | | | | | |
|--|--|---|---------------------------------|---|--------------------------|
| <p>appropriate terminology and language to use when dealing with clients with disabilities.</p> <p>2. Customer Service training with special focus on the Front desk Personnel</p> | <p>"Effective Communication for the Deaf & Hard-of-Hearing".</p> <p>2. To provide access to Legacy's Customer Service and de-escalation techniques training.</p> | <p>Communication for the Deaf & Hard-of-Hearing" for administrative & clinical staff.</p> <p>2. Successful completion of Customer service and de-escalation techniques trainings.</p> | <p>2. HR and QA/QI managers</p> | <p>Website</p> <p>2. Staff hourly rate/Legacy's Website</p> | <p>2. December, 2018</p> |
|--|--|---|---------------------------------|---|--------------------------|

3. FINANCIAL

| Goal | Objectives | Measure | Responsible | Cost/Source | Target Date |
|---|--|---|--|------------------------------|--------------------------|
| <p>1. To increase Outpatient, TBOS and TCM productivity up to a 25% for 2018.</p> | <p>1. To reach and maintain 70% productivity or higher for each Outpatient / TBOS/TCM workers.</p> | <p>1. Weekly billing reports.</p> <p>2. Monthly productivity report per satellite office.</p> | <p>1. President</p> <p>2. VP of Finance</p> <p>3. Billing Supervisor</p> | <p>1. Staff hourly rate.</p> | <p>1. December, 2018</p> |

4. ENVIRONMENTAL:

| Goal | Objectives | Measure | Responsible | Cost/Source | Target Date |
|---|--|--|---|--------------------|-----------------------|
| <p>1. Initiate contracts with cleaning and pest control entities.</p> | <p>1. To provide recipients with a clean environment and to reduce airborne pathogens.</p> | <p>1. At the moment of the Self-Inspections all sites will be clean.</p> | <p>1. President</p> <p>2. Health and Safety Officer</p> | <p>1. \$800.00</p> | <p>December, 2018</p> |

5. EMPLOYMENT:

| Goal | Objectives | Measure | Responsible | Cost/Source | Target Date |
|---|---|---|---|-------------|-------------------|
| 1. To hire more registered and Licensed Mental Health practitioners to meet clinical needs of persons served | 1. Advertise for hire Certified License Mental Health Practitioners through jobing.com & Workforce Development in the Treasure Coast and Palm Beach Counties. | 1. Increase the number of registered /Licensed Mental Health Practitioners. | 1. Human Resources 2. Clinical Director 3. Lead Site Consultants | 1. \$150.00 | 1. December, 2018 |
| 2. To hire supervisors per program after reaching a total of 15 supervisees per LSC or 22 supervisees per supervisor. | 2. To facilitate the supervision tasks and to have more availability and accessibility of supervisors when needed. | 2. Increase the number of Licensed Mental Health and TCM supervisor. | 1. Human Resources 2. Clinical Director 3. Lead Site Consultants 4. TCM Coordinator | 2. \$300.00 | 2. December, 2018 |
| 3. To hire staff who are culturally competent to serve the need of persons served | 3. Advertise for Creole, Kanjobal & Spanish speaking staff through community resources such as, El Mundo, Palm Beach Post, Latino, and Haitian Center Guatemalan Center, among others. | 3. Increase in number the Creole, Kanjobal & Spanish speaking staff. | 1. Human Resources 2. Clinical Director 3. Lead Site Consultants | 3. \$300.00 | 3. December, 2018 |

6. COMMUNICATION:

| Goal | Objectives | Measure | Responsible | Cost/Source | Target Date |
|--|--|--|--|---------------------------------|-------------------|
| 1. To purchase and install new phone system. | 1. To make sure we have an user-friendly system that will allow clients to be directed | 1. Successful purchase and implementation of phone system. | 1. President 2. MIS 3. Maintenance | 1. \$18,000.00 2. \$2,000.00 | 1. December, 2018 |

| | | | | | |
|---|--|---|------------|--|-------------------|
| 2. To purchase and install Videoconference equipment. | to the department to which the call is intended to reach and to have less calls going straight to voicemail. 2. To make sure meetings and trainings could be attended remotely from any site. | 2. Successful purchase and installation of Videoconference equipment. | 4. Finance | | 2. December, 2018 |
|---|--|---|------------|--|-------------------|

7. TRANSPORTATION:

| Goal | Objectives | Measure | Responsible | Cost/Source | Target Date |
|--|---|---|-------------------------|-------------|-------------|
| 1. Availability of Medicaid transportation information at the front desk reception area. | 1. To continue providing bus schedules as well as taxi service information to recipients when needed. | 1. Provide Clients with access to Medicaid customer service to schedule appointments for the Medicaid Non-Emergency Transportation. | Front Desk Coordinators | None | Ongoing |

8. OTHER AREAS

| Goal | Objectives | Measure | Responsible | Cost/Source | Target Date |
|------|------------|---------|-------------|-------------|-------------|
| N/A | N/A | N/A | N/A | N/A | N/A |