

# Missouri Better Government through Operational Excellence



Missouri Department of  
**MENTAL HEALTH**

July 2019



# Better Government through Operational Excellence

HOW

WHAT

WHY

A commitment to transform how we do business with a back-to-basics approach

- Clearly Defined Priorities
- Process Excellence
- Performance Management
- Talent Growth & Management



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## Operational Excellence Activities & Initiatives

Why

**HOW**

What

- DMH Placemat
- MO Learning Initiative
- Quarterly Pulse Survey





# MISSOURI

## Department of Mental Health

6/2019 Version 3.0



ASPIRATION	We will support recovery, independence, and self-sufficiency of Missourians with mental illness and developmental disabilities.				
THEMES	<p><b>1</b></p> <p>Advance Supports for Substance Use Recovery and Decrease Opioid Deaths</p>	<p><b>2</b></p> <p>Increase employment rates among DMH populations, Fostering Self-Sufficiency</p>	<p><b>3</b></p> <p>Building Community Systems of Positive Behavior Supports</p>	<p><b>4</b></p> <p>Increase Use of Technology Among DMH Populations, Fostering Increased Levels of Independence</p>	<p><b>5</b></p> <p>Strengthen DMH and Contracted Workforce</p>
INITIATIVES	<ul style="list-style-type: none"> <li>Expand Community-based prevention efforts to address opioid epidemic</li> <li>Promote training and education programs for providers addressing opioid misuse</li> <li>Expand Medication First treatment model</li> </ul>	<ul style="list-style-type: none"> <li>Expand Employment First initiative</li> <li>Increase employment opportunities through Justice Reinvestment Initiative</li> <li>Increase number of businesses trained in Autism friendly practices</li> </ul>	<ul style="list-style-type: none"> <li>Create and implement a new model for individuals with complex MI-DD conditions</li> <li>Expand Tools of Choice Training and usage</li> <li>Increase local provider capacity through ECHO Autism</li> </ul>	<ul style="list-style-type: none"> <li>Promote Technology First concept to IDD populations and contractors</li> <li>Increase the number of contracted technology providers</li> <li>Develop Implementation framework for Technology First</li> </ul>	<ul style="list-style-type: none"> <li>Implement training and protocols for staff response to patient/client violence</li> <li>Develop skilled workforce through DMH Academies, trainings, and the Missouri Way</li> <li>Expand/develop efforts to increase staff retention through mentoring programs</li> </ul>
	<b>Recovery</b>	<b>Employment</b>	<b>Behavior</b>	<b>Independence</b>	<b>Workforce Development</b>

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**Thank You!**



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