

**STRATEGIC WORK PLAN**  
**Target and Focus Areas**

<b>SERVICE DELIVERY</b>	<b>STAFF/TEAM DEVELOPMENT</b>	<b>ORGANIZATIONAL ENVIRONMENT</b>	<b>COMMUNITY RELATIONSHIPS</b>
<p><b>Language</b></p> <ul style="list-style-type: none"> <li>• Inclusive Language</li> <li>• Multi-lingual Services</li> </ul> <p><b>CC Documentation</b></p> <ul style="list-style-type: none"> <li>• Assessment</li> <li>• Treatment Planning</li> <li>• Charting</li> </ul> <p><b>Consumer Focus</b></p> <ul style="list-style-type: none"> <li>• Access to Support Services</li> <li>• Consumer Involvement</li> <li>• Family Orientation</li> <li>• Outreach Services</li> <li>• Grievance Process</li> <li>• CC Reception Services</li> </ul> <p><b>Quality Assurance</b></p> <ul style="list-style-type: none"> <li>• Decentralization</li> <li>• Recovery Concepts</li> <li>• CC use of Resources/Technology</li> <li>• Cross Cultural Collaboration</li> </ul>	<p><b>Recruitment</b></p> <ul style="list-style-type: none"> <li>• Selection Criteria and Hiring Process</li> <li>• Hiring Diversity/Affirmative Action</li> <li>• Evaluating Cultural Competence</li> </ul> <p><b>Development &amp; Retention</b></p> <ul style="list-style-type: none"> <li>• Mentoring/Support</li> <li>• Empowerment</li> <li>• Personal Development</li> <li>• Training Opportunities</li> <li>• Performance Reviews/Accountability</li> <li>• Mediation</li> <li>• Removing Barriers</li> </ul> <p><b>Compensation &amp; Benefits</b></p>	<p><b>Physical Environment</b></p> <ul style="list-style-type: none"> <li>• Accessibility</li> <li>• Visual and Auditory Environments</li> <li>• Space Allocation</li> <li>• Use of Equipment</li> <li>• Welcoming/Comfortable Environment</li> </ul> <p><b>Staff/Management</b></p> <ul style="list-style-type: none"> <li>• CC/Diversity of Board of Directors</li> <li>• CC/Diversity of Management</li> <li>• CC/Diversity of Staff</li> <li>• Organizational Structure</li> </ul> <p><b>Communication</b></p> <ul style="list-style-type: none"> <li>• Language Ability – Oral &amp; Written</li> <li>• Agency Vision &amp; Values</li> <li>• Policies &amp; Procedures</li> <li>• Channels of Communication</li> <li>• Shared Language Cultural Competence</li> <li>• General Environment</li> <li>• General Feeling of Inclusive Nature</li> <li>• Safety/Respect</li> </ul>	<p><b>Visibility</b></p> <ul style="list-style-type: none"> <li>• Public Relations &amp; Media</li> <li>• Social Presence</li> <li>• Community Trainings/Conferences</li> <li>• Political Activism</li> </ul> <p><b>Community Representation</b></p> <ul style="list-style-type: none"> <li>• Consumer Advocacy</li> <li>• Community Alliances</li> <li>• Promoting Cultural Competence</li> </ul> <p><b>Fund Raising</b></p>

CAPS = Target Areas  
 BOLD = Categories  
 BULLET = Focus Areas