



**Warren County Educational Service Center  
Mental Health Services  
Strategic Action Plan 2020-2021 SY**

Approved by the Warren County ESC Governing Board: **PENDING**

Revised on 10/8/2020

Revised by Jessica Woody, LPPC-S Lead Mental Health Therapist and reviewed by  
Quality Assurance/Performance Improvement (QA/PI) Committee

## Table of Contents

2020 Strategic Plan Updates/Objectives Met.....	3-6
Mental Health Services Vision.....	7
Mental Health Services Mission.....	7
The Warren County ESC Mission.....	7
Core Values.....	8
Strategic Planning.....	9
Methods.....	9-10
Assessment of Need & Agency Capabilities.....	9-11
Meeting and Exceeding Regulatory Standards.....	10
Commitment to Risk Management.....	10
Continuous Performance Improvement.....	10
Use of Technology to Further Goal Achievement.....	11
Strategic Goals & Objectives.....	12-29
Actively Promote Health, Well-being and Dignity in our Community.....	12-14
Enhance Clinical Effectiveness.....	15-17
Develop & Maintain Sustainable Business Practices.....	18-23
Ensure a Healthy & Safe Environment.....	24-29
2020 Team Members.....	29
2020 Strategic Action Plan Grid.....	29

## 2020 Strategic Action Plan Guide Update

Goal/Objective/Strategy	Staff Responsible	Timeline	Update as of 10.8.2020
I.1.A	Project AWARE Staff	1 year	Met
I.1.B	Kim, Tyler	2 years	Ongoing
I.1.C	MHS Staff	Ongoing	Ongoing
I.2.A	Kim	1 year	Met
I.2.B	Kim, Tyler	2 years	Ongoing
I.2.C	MHS Staff	Ongoing	Ongoing
I.3.A	Project AWARE staff	1 year	Met
I.3.B	Kim, Tyler	2 years	Ongoing
I.3.C	MHS Staff	Ongoing	Ongoing
I.4.A	Kim, Mike	6 months	Met
I.4.B	Kim, Mike	1 year	Met
I.4.C	Kim	2 years	Ongoing
I.5.A	Kim	1 year	Met
I.5.B	Kim, Tyler	2 years	Ongoing
I.5.C	MHS Staff	Ongoing	Ongoing
I.6.A	Kim	1 year	Met
I.6.B	Kim, Tyler	2 years	Ongoing
II.1.A	Kim	1 year	Met
II.1.B	Kim	Ongoing	Ongoing
II.1.C	Kim, MHS staff	2 years	Ongoing
II.2.A	Kim	1 year	Met
II.2.B	Kim	Ongoing	Ongoing
II.2.C	Kim, MHS staff	2 years	Ongoing
II.3.A	Project AWARE	1 year	Met
II.3.B	Kim	1 year	Met
II.3.C	Kim, MHS staff	2 years	Ongoing
II.4.A	Kim	1 year	Met
II.4.B	Kim, MHS staff	2 years	Ongoing
II.4.C	Kim, Tyler	2 years	Ongoing
II.5.A	Kim	1 year	Met
II.5.B	Kim	Ongoing	Ongoing
II.5.C	Kim, MHS staff	2 years	Ongoing
II.6.A	Kim, Mike	ongoing	Ongoing

Goal/Objective/Strategy	Staff Responsible	Timeline	Update as of 8.30.2019
III.1.A	Kim, Alleyn	1 year	Met
III.2.A	Kim, Alleyn	1 year	Met
III.2.B	Kim, Alleyn	Quarterly	Ongoing
III.2.C	Kim, Alleyn	1 year	Met
III.2.D	Kim, Alleyn	6 months	Met
III.2.E	Kim, Amy	Quarterly	Met
III.2.F	Kim, Alleyn	1 year	Met
III.2.G	Amy	Ongoing	Ongoing
III.2.H	Kim	1 year	Met
III.2.I	Kim	1 year	Met
III.3.A	Kim, QA/PI	3 months	Met
III.3.B	Kim, QA/PI, Alleyn	3 months	Met
III.3.C	Kim	3 months	Met
III.4.A	Kim, Tom	1 year	Met
III.4.B	Kim	1 year	Met
III.4.C	Kim, Amy, Alleyn	2 years	Met
III.5.A	Kim, Mike, QA/PI	Quarterly	Ongoing
III.5.B	Kim, Mike, QA/PI	Quarterly	Ongoing
III.5.C	Kim, QA/PI	1 year	Met
III.6.A	Kim, Mike, QA/PI, Amy	Quarterly	Met
III.6.B	Kim, Mike	1 year	Met
III.6.C	Kim, Mike, QA/PI	Ongoing	Ongoing
III.7.A	Kim, HR	Ongoing	Ongoing
III.7.B	Kim, HR	Ongoing	Ongoing
III.7.C	Kim	Ongoing	Ongoing
III.7.D	Kim	Ongoing	Ongoing
III.7.E	Kim	1 year	Ongoing
III.7.F	Kim	year	Met
III.7.G	Kim, HR	Ongoing	Ongoing
III.7.H	Kim, HR	1 year	Met

Goal/Objective/Strategy	Staff Responsible	Timeline	Update as of 8.30.2019
III.8.A	Kim, Mike, QA/PI	1 year	Met
III.8.B	Kim	6 months	Met
III.8.C	Kim	6 months	Met
III.9.A	Kim	1 year	Met
III.9.B	Kim	1 year	Met
III.9.C	Kim	6 months	Met
III.10.A	Kim, Tom	1 year	Ongoing
III.10.B	Kim	1 year	Ongoing
III.10.C	Kim, Tyler	2 years	Ongoing
III.10.D	Kim, Amy	6 months	Met
IV.1.A	Kim, Steve	Ongoing	Ongoing
IV.1.B	Kim	1 year	Met
IV.1.C	Kim	1 year	Met
IV.1.D	Kim, Steve	1 year	Met
IV.1.E	Kim, Steve	1 year	Met
IV.2.A	Amy	1 year	Met
IV.3	Kim, Steve	1 year	Met
IV.4.A	Kim, Mike, QA/PI	1 year	Met
IV.4.B	Kim, Mike, QA/PI	1 year	Met
IV.4.C	Kim, Mike, Tyler	6 months	Met
IV.5.A	Kim, Mike	1 year	Met
IV.5.B	Kim, Steve	1 year	Met
IV.5.C	Kim, Mike, QA/PI	1 year	Met
IV.6.A	Kim, Steve	1 year	Met
IV.6.B	Kim, Steve	1 year	Met
IV.6.C	Kim, Tyler	2 years	Met
IV.7.A	Kim	1 year	Met
IV.7.B	Kim	1 year	Met
IV.8.A	Kim	1 year	Met
IV.8.B	Kim	1 year	Met
IV.8.C	Kim, Steve	1 year	Met

Goal/Objective/Strategy	Staff Responsible	Timeline	Update as of 8.30.2019
IV.9.A	Kim, QA/PI	6 months	Met
IV.9.B	Kim, QA/PI	6 months	Met
IV.10.A	Kim	1 year	Met
IV.10.B	Kim	1 year	Met
IV.10.C	Kim, MHS staff	1 year	Met
IV.10.D	Kim, Safety Care Trainer	1 year	Met
IV.10.E	Kim	1 year	Met

### **Mental Health Services Vision**

*WCESC-MHS envisions a community in which the mental illnesses that impact our children, teens and families are prevented and treated.*

### **Mental Health Services Mission**

*Our mission is to support youth and families in maximizing their potential and enhancing their wellness in the natural environments of school, family, and community through advocacy, mental health services, and education.*

### **The Warren County ESC Vision**

*We are innovative leaders committed to providing customized solutions and high-quality services with collaborative partnerships.*

### **The Warren County ESC Mission**

*At the Warren County Educational Service Center, we believe in being a resource to our community partnerships through a holistic life span approach by:*

- *Collaborating with school districts and communities to develop customized programming for at-risk individuals and families*
- *Delivering high-quality services in a cost-effective manner*
- *Establishing a supportive environment that promotes growth opportunities, encourages leadership and embraces diversity and inclusion*
- *Providing safe learning environments for the community we serve*
- *Enhancing the quality of life for a diverse population of learners with opportunities for growth and transformation*

## **Core Values**

- Dignity, Worth, and Respect for All Individuals and Cultures
- Freedom from Suffering
- Empowerment and Self Determination
- Child Centered, Family Driven, and Community Based
- Collaboration and Inclusion
- Early Intervention
- Excellence and Continuous Improvement
- Access
- Advocacy
- Scientifically Sound and Effective Clinical Practices
- Fiscally Accountable and Sustainable Business Practices



## **Strategic Planning**

The Warren County ESC Mental Health Services fulfills its mission through ongoing and dynamic strategic planning that is aimed at meeting the following goals:

1. Actively Promote Health, Well-being and Dignity in our Community
2. Enhance Clinical Effectiveness
3. Develop Sustainable Business Practices
4. Ensure a Healthy & Safe Environment for all Stakeholders

The Warren County ESC Mental Health Services strategic planning process involves appraisal of the environment, goal setting, monitoring of goal achievement, recommending enhancements for each of the strategic issues, and implementing those enhancements on an annual basis. The leadership team made up of the Director of Social Emotional Learning, the Director of Cognitive Behavioral Health, and the Director of Student Services and Programming, will be responsible for overseeing the strategic planning process, and QA/PI committee will be the primary vehicle for implementation of the strategic initiatives. Due to current fiscal environment, the Warren County ESC Mental Health Services will do everything in its power to allocate staff resources toward clinical care, and place the administrative burden related to strategic planning on the leadership team.

## **Methods**

The Warren County ESC Mental Health Services will meet each strategic goal through the following methods:

### **1. Assessment of Need & Agency Capabilities**

The Warren County ESC Mental Health Services' core purpose is developed through an ongoing assessment of the environment. Understanding the needs and preferences of all stakeholders, including persons served, their families, school districts, teachers, staff and other community providers, allows us to map the best direction to take. Assessing our agency capabilities in meeting the needs of the stakeholders provides leadership the data necessary for enhancing service delivery and business practices through the strategic planning process. QA/PI committee analyzes the data gathered from environmental assessments to make changes and enhancements to the agency's strategies for fulfilling its mission, minimally on annual basis. The input is used in program planning, performance improvement, strategic planning, organizational advocacy, financial planning, and resource planning.

#### **A. Current Methods for Assessing Stakeholder Needs and Preferences**

- Input from persons served
  - i. Parent Satisfaction Surveys
  - ii. Children Satisfaction Surveys
  - iii. Suggestion box (develop online)
  - iv. Complaint & grievance procedures
  - v. DA, ISP preferences
- Input from schools
  - i. District Satisfaction surveys
- Input from staff
  - i. Surveys
  - ii. Staff meetings
  - iii. Supervision
- Input from other stakeholders
  - i. Surveys
  - ii. Suggestion box (develop online)
- Demographic Assessment
- Feedback Informed Treatment Outcome Measures

#### B. Domains of Agency Capabilities

- Leadership & Governance
- Staff & Human Resources
- Services & Program Structure
- Continuum of Services
- Clinical Practice Guidelines
- Technologies
- Continued Quality Improvement
- Data Collection
- Outcome Performance
- Response to Customer Needs
- QA/PI
- Policy & Procedures
- Marketing
- Decision making

### **2. Meeting and Exceeding Regulatory Standards**

The Warren County ESC Mental Health Services fulfills its mission by meeting and exceeding the standards set forth by the Ohio Department of Mental Health and Addiction Services (OMHAS) and the Commission on Accreditation of Rehabilitation Facilities (CARF). Leadership is responsible for ensuring the agency obtains certification and accreditation. Strategic goals are directly tied to standards set by regulatory bodies.

### **3. Commitment to Risk Management**

The Warren County ESC Mental Health Services engages in a coordinated set of activities designed to control threats to persons served, staff members, property, income,

goodwill, and ability to accomplish goals. The risk management activities are reflected in the Warren County ESC Mental Health Services Risk Management Plan.

#### **4. Continuous Performance Improvement**

The Warren County ESC Mental Health Services stays on target with strategic goals through ongoing assessment of performance. The agency's strategies for performance improvement are reflected in the Quality Assurance/Performance Improvement Plan. Measures of performance include but are not limited to Pediatric Symptom Checklist (PSC-17), Stakeholder Satisfaction Surveys, and Individualized Service Plans.

#### **5. Use of Technology to Further Goal Achievement**

The Warren County ESC Mental Health Services is committed to using technologies to support and advance its mission and purpose. The agency's strategies related to technology are outlined in the Warren County ESC Technology Plan.

**2020 STRATEGIC GOALS & OBJECTIVES & ACTION PLAN**

*(covers July 2020-June 2021)*

In conjunction with the WCESC Leadership Team, the WCESC Mental Health Quality Assurance/Performance Improvement Committee, reviewed the data collected from all stakeholders. Data was collected via survey, interview, and anonymous comments from the community. Information collected focused on the quality of services being provided, the fidelity of the enrollment process, community integration, accessibility, and client focused therapy.

**Goal 1: Actively Promote Health, Well-being and Dignity in our Community**

Objective	Strategy	Staff Responsible	Timeline
1.) Reduce Suffering and Stigma			
	Develop website-based information center	Leadership, technology director	1 year (June 2021)
	Provide treatment and consultation	MHS Staff	Ongoing

Objective	Strategy	Staff Responsible	Timeline
2.) Advocate for Rights, Respect, and Dignity			
	Provide annual trainings on client rights	MHS Dept	Ongoing
	Develop Telehealth Services	MHS Dept.	Ongoing

**Goal 1: Actively Promote Health, Well-being and Dignity in our Community  
cont.**

Objective	Strategy	Staff Responsible	Timeline
3.) Increase Awareness			
	Provide Ongoing Trauma Training to Schools and Leadership	MHS Staff MH Supervisor	Ongoing
	Develop and Implement a system of Wellness Communication through Telehealth services	MHS Staff	Ongoing
	Provide Treatment and Consultation	MHS Staff	Ongoing

Objective	Strategy	Staff Responsible	Timeline
4.) Increase Access (See Accessibility Plan)			
	Customize referral Process for all stakeholders and schools	MHS Staff	Ongoing
	Develop Needs and Wellness Assessment Tool	MHS Staff Miami University	Ongoing

Objective	Strategy	Staff Responsible	Timeline
5.) Ensure Client Rights			
	Provide annual Client Rights trainings to staff	MHS Staff	Ongoing
	Develop a online and print Resource Center	MHS Staff Technology Supervisor	Ongoing
	Provide Treatment and Consultation	MHS Staff	Ongoing

<b>Goal 1: Actively Promote Health, Well-being and Dignity in our Community cont.</b>			
<b>Objective</b>	<b>Strategy</b>	<b>Staff Responsible</b>	<b>Timeline</b>
6.) Increase Cultural Competency			
	Develop and Participate in annual Cultural Competency trainings	MHS Staff Cultural Humility Council	Annual
	Develop Online Resources	MHS Staff Cultural Humility Council	Ongoing

**Goal 2: Enhance Clinical Effectiveness**

Objective	Strategy	Staff Responsible	Timeline
1.) Employ Clinically Effective Interventions/Approaches			
	Provide annual clinical training to staff	Leadership	Annually
	Focus supervision, team meetings & trainings toward enhancing clinically effective interventions	Leadership	Monthly
	Implement outcome measure	Leadership and Staff	Ongoing

Objective	Strategy	Staff Responsible	Timeline
2.) Advance the Self-Regulation Model			
	Provide annual clinical training to staff	Leadership	Annually
	Increase focus of supervision toward Self-Regulation	Leadership and staff	Monthly
	Explore Best Practice options	Leadership and staff	Ongoing

Objective	Strategy	Staff Responsible	Timeline
3.) Reduce Non-Academic Barriers to School Performance			
	Provide annual trainings to schools	Staff	Annually
	Develop outcome measures specific to performance	Leadership	Ongoing
	Explore Best Practice options	hip	Ongoing

**Goal #2: Enhance Clinical Effectiveness cont.**

Objective	Strategy	Staff Responsible	Timeline
4.) Improve Family Functioning			
	Provide annual Family Systems training to staff	Leadership	Annually
	Employ a Family Therapy Best Practice Model	Leadership and Staff	Ongoing
	Develop an online telehealth service	Leadership, staff, technology dept.	Ongoing

Objective	Strategy	Staff Responsible	Timeline
5.) Enhance Supervision			
	Refine supervision, team meetings & training	Leadership	Ongoing
	Focus supervision for clinical work	Leadership	Ongoing
	Ongoing Implementation of Outcome Measurement	Leadership	Ongoing



Objective	Strategy	Staff Responsible	Timeline
6.) Require Positive Approaches to Behavioral Interventions			
	Continuing Policy refinement for procedures emphasizing a focus on emotional/self-regulation	Leadership and Staff	Ongoing
	Building Positive Relationships with clients, students and families and assessing their environments	Staff	Ongoing
	Development of Safety Plans	Leadership, staff	Ongoing

1

**Goal #3: Develop & Maintain Sustainable Business Practices**

Objective	Strategy	Staff Responsible	Timeline
1.) Commitment to Financial Planning & Management			
	Continue to review fiscal policy & procedures	Leadership and Fiscal Team	Ongoing

Objective	Strategy	Staff Responsible	Timeline
2.) Obtain Financial Sustainability			
	Budget prepared annually that is based on projections of revenue and expenditures.	Leadership and Fiscal Team	Ongoing
	Quarterly budget meetings to evaluate trends, challenges, and opportunities based on revenue/expenses	Leadership and Fiscal Team	Ongoing
	Research and development of billing process for Medicaid reimbursement for services provided in school based mental health	Leadership, Fiscal Team, Billing Manager, Staff	August 2020
	Quarterly review of billing statements and client records to ensure accuracy (once applicable)	Leadership, Fiscal Team, Billing Manager	Once applicable this will be ongoing
	Annual internal financial audit (once applicable)	Leadership, Fiscal Team, Billing Manager	Once applicable this will be ongoing

Objective	Strategy	Staff Responsible	Timeline
2.) Obtain Financial Stability (cont.)			
	Prepare for annual external audit (once applicable)	Leadership, Fiscal Team, Billing Manager	Once applicable this will be ongoing
	Provide annual financial training to staff (once applicable)	Leadership, Fiscal Team, Billing Manager, Staff	Once applicable this will be ongoing

Objective	Strategy	Staff Responsible	Timeline
3.) Avoid and Respond to Financial Threat			
	Develop specific plans to adapt to possible loss in state funding	Leadership, Fiscal Team, QA/PI Committee	Ongoing
	Develop specific plans to adapt to possible loss of contracts from school and community entities	Leadership, Fiscal Team, QA/PI Committee	Ongoing
	Create strategic plans around increasing the diversity of funding options	Leadership, Fiscal Team, QA/PI Committee	Ongoing
	Formulate a possible staff reduction plan	Leadership, Fiscal Team, QA/PI Committee	Ongoing

Objective	Strategy	Staff Responsible	Timeline
4.) Actively Seek Financial Opportunities			
	Develop programming and services for seeking more financial contribution from participating districts	Leadership	Ongoing
	Continue to seek opportunities for grants	Leadership	Ongoing
	Continue to work mental health recovery board for approved funding for services	Leadership	Ongoing
	Continue to explore 3 <sup>rd</sup> party payer options including Medicaid	Leadership	Ongoing

Objective	Strategy	Staff Responsible	Timeline
5.) Obtain Certification/Accreditation			
	Quarterly review and enhancement of agency performance regarding OMHAS standards	Leadership and Staff	Ongoing
	Quarterly review and enhancement of agency performance regarding CAR standards	Leadership and Staff	Ongoing

	Annual report to stakeholders regarding performance on standards	Leadership and Staff	Ongoing
--	--	----------------------	---------

Objective	Strategy	Staff Responsible	Timeline
7.) Ensure Healthy Human Resources & Work Environment			
	Recruit, hire, and retain an adequate number of staff	Leadership	Ongoing
	Verify degree, credentials, licensure, background checks	WCESC HR and Leadership	Ongoing
	Ensure proper staff orientation, trainings, & supervision	WCESC HR and Leadership	Ongoing
	Continue to refine job description to reflect specific job duties	Leadership	Ongoing
	Refine competency-based performance evaluations	Leadership	Ongoing; yearly for each employee
	Refine policy/procedure regarding requirements for student interns, including signed agreements, background checks, orientation, training, supervision, duties, restrictions,	Leadership	Ongoing

	confidentiality, and policies for dismissal.		
	Ensure personnel records are complete and proper through an annual review process, records must contain resume, verifications, evidence of orientation, job description, performance evaluations, any plans of correct.	WCESC HR and Leadership	Ongoing; yearly for each employee
	Provide annual trainings to staff regarding clients' rights, family centered approaches, prevention of workplace violence, confidentiality, cultural competency, expectations for professional staff	Leadership	Ongoing; annually for each employee

Objective	Strategy	Staff Responsible	Timeline
8.) Manage Change without Disruption of Service Delivery			
	Develop a vision, policy, and procedure for managing change.	Leadership	Ongoing
	Establish an advisory committee of stakeholders	Leadership	Ongoing

	Develop procedures for communicating change	Leadership	Ongoing
--	---	------------	---------

Objective	Strategy	Staff Responsible	Timeline
9.) Compete Effectively in the Business Environment			
	Develop procedures for ongoing assessments of the competitive environment	Leadership	Ongoing
	Articulate mission and uniqueness of agency's role in the community through marketing efforts	Leadership	Ongoing
	Quarterly advisory committee meetings	Leadership	Ongoing

Objective	Strategy	Staff Responsible	Timeline
10.) Develop Continued Marketing Strategies			
	Implement and revise a marketing plan	Leadership	Ongoing
	Conduct ongoing marketing research in the community	Leadership	Ongoing
	Ensure marketing items are up to date and relevant	Leadership	Ongoing

**Goal #4: Ensure a Healthy and Safe Environment**

Objective	Strategy	Staff Responsible	Timeline
1.) Maintain a Health & Safe Environment			
	Refine health and safety policy and procedures	Leadership	Ongoing
	Review and make improvements on record keeping process that demonstrates ongoing evidence of attention to safety practices & risks, and concern for health and safety of all stakeholders	Leadership	Ongoing
	Review and adjust written emergency plans	Leadership	Ongoing
	Review and adjust evacuation procedures, specifically regarding how ESC Safety Officer and School District Safety Officers partner with mental health services.	Leadership	Ongoing



Objective	Strategy	Staff Responsible	Timeline
3.) Improve annual competency-based training process in the following areas:			
	-Health and Safety -Identification of unsafe environmental factors -Emergency procedures -Evacuation procedures -Critical incidents -Reducing physical risks	Leadership ESC Safety Officer	Ongoing

Objective	Strategy	Staff Responsible	Timeline
4.) Improve Process for Critical Incidents			
	Revise policy & procedures	Leadership and QA/PI committee	Ongoing
	Develop method of communicating CR results to stakeholders	Leadership and QA/PI committee	Ongoing

Objective	Strategy	Staff Responsible	Timeline
5.) Test Emergency Procedures			
	Refine resting procedures to more efficient	Leadership	Ongoing
	Annually review policy and procedure to clarify how ESC Safety Officer and school districts' safety officers	Leadership; ESC Safety Officer	Ongoing

	communicate with mental health services		
--	---	--	--

Objective	Strategy	Staff Responsible	Timeline
6.) Maintain Safe Facilities			
	Develop procedures and agreements for working in school buildings that WCESC do not own	Leadership; ESC Safety Officer	Ongoing
	Review and make improvements in orientation/training process with staff	Leadership; ESC Safety Officer	Ongoing
	Review and make improvements in technology that is utilized to improve the Health & Safety process; reduce burden and increase safety	Leadership	Ongoing

Objective	Strategy	Staff Responsible	Timeline
7.) Maintain Infection Control			
	Continue to conduct and improve orientation and training process with staff	Leadership	Ongoing
	Client orientation and training	Leadership	Ongoing

Objective	Strategy	Staff Responsible	Timeline
8.) Protect Against Hazardous Material Exposure			
	Improve orientation and training process with staff	Leadership	Ongoing
	Review and make improvements on record keeping process that demonstrates ongoing evidence of attention to safety practices & risks, and concern for health and safety of all stakeholders	Leadership	Ongoing
	Review and adjust written emergency plans	Leadership	Ongoing
	Review and adjust evacuation procedures, specifically regarding how ESC Safety Officer and School District Safety Officers	Leadership	Ongoing

	partner with mental health services.		
--	--------------------------------------	--	--

Objective	Strategy	Staff Responsible	Timeline
9.) Maintain Safe Transportation Practices			
	Transportation director oversees the transportation process	Leadership; QA/PI committee	Ongoing
	Review and improve transportation training and protocols with staff	Leadership; QA/PI committee	Ongoing

Objective	Strategy	Staff Responsible	Timeline
10.) Train and Employ Nonviolent Practices			
	Review and make improvements to the WCESC's mental health department's position and commitment to nonviolent practices	Leadership	Ongoing
	Ensure WCESC's mental health department position on nonviolent practices are on the website and brochures	Leadership	Ongoing
	Provide annual training and ongoing supervision specific to nonviolent	Leadership	Ongoing

	practices and de-escalation methods.		
	Support trainings to schools on best practices related to nonviolent de-escalation and crisis intervention.	Leadership	Ongoing
	Annually review a policy and procedures for emphasizing the following positive behavior interventions	Leadership	Ongoing annually

**The Warren County ESC Mental Health Services Strategic Action Planning Team Members**

**2020-2021 School Year Leadership Team**

**2020-2021 QA/PI Committee**

Mike Bidwell  
Christy Even  
Kim Cochran  
Amy Kistler  
Jessica Woody

**2020-2021 Record Control Officer/Support Staff**

Amy Kistler  
Kim Cochran

**2020 -2021 Billing Manager**

Mike Bidwell

**2020-2021 Warren County ESC Superintendent**

Tom Isaacs

**2020-2021 Warren County ESC Treasurer**

Alleyn Unversaw

**2020-2021 Warren County ESC Technology**

Tyler McCall

**2020-2021 Warren County ESC Safety Officer**

Steve Bowman