

**GOOCHLAND POWHATAN COMMUNITY SERVICES  
OUTCOMES MEASUREMENT PLAN  
FY2006**

**Introduction**

The Boards of Supervisors of Goochland and Powhatan Counties officially established Goochland Powhatan Community Services in April 1982. The Community Services Board is committed to improving the quality of life for and treating people with mental health, mental retardation and substance abuse problems in the two counties and to preventing the occurrence of these conditions. We do this through an integrated community based system of care that is responsive to consumer needs and choices. We respect and promote the dignity, rights and full participation of individuals and their families.

The Board of Directors is composed of ten citizens, with five members each being appointed by their respective County Board of Supervisors.

The Board of Directors in June, 2005 is as follows:

**GOOCHLAND**

Ms. Beatrice Anderson  
Mr. Charles Bruce  
Mr. Joseph LeVasseur  
Dr. Leon Smith-Harrison (Vice-Chair)  
Mrs. Julie Moore

**POWHATAN**

Mr. Abel Harris  
Mrs. June Jeter  
Mrs. Becky Lillywhite (Chair)  
Mrs. Connie Moslow  
Mrs. Kim Sprouse (Secretary)

The Commonwealth of Virginia licenses GPCS to provide mental health, mental retardation, and substance abuse services. There is an Executive Director who is responsible to the Board of Directors for the overall operation of the agency. Beginning July 1, 2005, GPCS will be organized differently, to maximize resources, address complex consumer needs, and better align services and supports. The agency will be divided into four separate units: Administrative; Clinical Services; Case Management and Residential; and Day Support and Prevention, each of which has its own director. The programs operated by GPCS all fall under one of the above units.

**Major Department Functions:**

**Clinical Services**

24 Hour Emergency Services  
Mental Health Counseling  
Substance Abuse Counseling  
Medication Management  
Parent Infant Education Program

**Case Management and Residential Day Support and Prevention**

Case Management Services  
\*Mental Health  
\*Mental Retardation  
\*Substance Abuse  
Residential Services  
\*MH/SA  
\*MR In Home Support

Prevention Services  
Day Support – Virginia House  
and Monacan Services  
\*Employment Services  
\*Day Support Services  
Transportation Services

## **Outcomes Measurement Planning**

This current planning effort is one that is focused on outcomes management measures. This outcome planning effort is to be an on-going effort that needs to be reviewed and updated on an annual basis. It is consumer focused with the goal to provide consumer focused quality programming.

We hope that this effort will replace the Long Range Plan, As we become more experienced in this type of planning, we will fold in program specific goals which look toward program expansion and the establishment of new services for ou consumers. We also are attaching as Appendix A an Outcomes Measurement Plan Progress Report to be used by staff and the board to chart progress with this plan.

## **Vision, Mission and Guided Principles Statements**

<b>Goal: Review Mission, Vision and Guided Principles Statements Annually</b>
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GP CS adopted a vigorous and insightful Vision, Mission and Guided Principles Statements three years ago. It was developed over a long period of time with input from a variety of stakeholders. We reviewed it once again for this planning effort and made some minor revisions. These statement needs to be reviewed on an annual basis. The Statements follow:

### ***Vision Statement***

To be recognized by the residents and greater community of Goochland and Powhatan counties as the best provider of mental health, mental retardation and substance abuse services and as a significant contributor to the overall well-being of these communities.

### ***Mission Statement***

Our mission is to promote and enhance the quality of life through innovative, comprehensive services to all residents and the greater community of Goochland and Powhatan counties. We provide a continuum of community based education, prevention, crisis intervention, counseling, rehabilitation and residential programming to individuals, families and groups in need of mental health, mental retardation and/or substance abuse services.

## ***Guiding Principles***

Goochland Powhatan Community Services is committed to:

### **Maintenance Of Ethics and Integrity**

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Ethics and integrity are the cornerstone of our agency. We are equitable, consistent, and maintain standards of excellence in all delivery of services. We value each individual and family served. Every consumer contact is driven by respect, honesty and maintenance of dignity and individual rights. Our consumers come first.

### **Consumer Focused Services**

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Our primary focus is to deliver services which are individualized, designed in cooperation with the individual and/or family, accessible to all in need, timely and affordable to everyone.

### **Quality Staff and Services**

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We are committed to recruiting, hiring, training and developing the most professional staff possible. We provide innovative, proactive services meeting or exceeding clinical standards for care, consumer expectation, and performance standards of the Board of Directors.

### **Teamwork and Community Collaboration**

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We strive to provide the most effective coordination of services to individuals and their families by creating and promoting a collaborative effort based on cooperation, fairness, open communication and shared respect between the staff members, other agencies, individuals and the greater community.

### **Continuous Process of Evaluation and Improvement**

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We are active participants in Goochland and Powhatan counties, inviting consumer, staff and community to join in a continuous process of evaluation and improvement. We listen to the voices of services recipients, agencies and employees in planning for and implementing change in the services we provide where possible and appropriate.

### **Financial Stability**

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Our Board of Directors focus on maintaining the financial viability of the services provided to consumers. Services are available to any eligible person regardless of economic status. Those who receive our services are expected to use the financial resources available to them to pay for the cost of delivering the service in order to maximize our resources.