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***PRIORITY I: BETTER HEALTH***

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**GOAL 1:** LifeWays will have a fully integrated system of care.

**GOAL 2:** LifeWays will meet all the requirements of a Certified Community Behavioral Health Clinic (CCHBC).

**GOAL 3:** LifeWays will achieve 3-year Commission on Accreditation of Rehabilitation Facilities (CARF) Accreditation of all eligible programs.

**GOAL 4:** LifeWays will promote recovery and resiliency.

**GOAL 5:** LifeWays will develop and implement system redesign to address Hillsdale needs in expanding service delivery and integrated health.

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***PRIORITY II: BETTER CARE***

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**GOAL 6:** LifeWays will develop a system of care that utilizes best practices.

**GOAL 7:** LifeWays will research and implement additional evidenced based practices to improve care for those served.

**GOAL 8:** LifeWays will meet the potential threat of privatization by aligning the agency to meet health plan requirements.

**GOAL 9:** LifeWays will evaluate and implement expanded crisis services as part of its continuum, i.e., crisis stabilization units, co-response models with first responders, and psychiatric urgent care.

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***PRIORITY III: BETTER EXPERIENCES***

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**GOAL 10:** LifeWays will obtain and retain a competent, effective workforce.

**GOAL 11:** LifeWays will establish an effective communication system across all levels.

**GOAL 12:** LifeWays will establish an effective and competitive Provider Network.

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***PRIORITY IV: REDUCED COSTS***

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**GOAL 13:** LifeWays will establish effective processes for billing and claims compliance.

**GOAL 14:** LifeWays will drive down costs of residential services.

**GOAL 15:** LifeWays will establish the ability to monitor and reduce costs of episode of care.

**GOAL 16:** LifeWays will reduce potential costs to the agency by being proactive with regard to Information Technology.

**GOAL 17:** LifeWays will establish the cost-of-service rates for its Provider Network outlined by the Behavioral Health Capitation Project.

**GOAL 18:** LifeWays will align its staffing ratios and productivity with the Michigan Department of Health and Human Services' Independent Rate Model.

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***PRIORITY V: BETTER EQUITY***

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**GOAL 19:** LifeWays will ensure it has a strong infrastructure for diversity, equity, and inclusion, in all aspects of organizational responsibility and operations.

**GOAL 20:** LifeWays will ensure all individuals served have the same opportunities to be healthy.

**GOAL 21:** LifeWays will utilize population health data to identify and reduce health disparities that exist locally.