



Strategic Plan 2017-2020

Our Vision

Here's Help, Inc. believes clients can recover their lives and deserve a chance to succeed. To this end, our vision is to provide high-quality programs and services to help clients meet their treatment goals and objectives, and to provide a work environment that will retain qualified and competent staff.

Our Mission

Here's Help, Inc.'s mission is to maintain a high standard of care and provide quality services to people who need substance abuse treatment. We recognize the need for integrated approaches that address co-occurring disorders. We strive to maintain excellence in providing services that meet the needs of those served, during and after treatment.

Who We Serve

Here's Help, Inc. is a non-profit substance abuse rehabilitation agency providing a complete continuum of care, including residential treatment for adults and juveniles ages 13 – 23 and outpatient treatment for persons 13 years and older (primarily indigent individuals experiencing financial barriers to recovery).

Our Programs and Services

Founded in 1969, Here's Help, Inc. is a 501(c)(3) non-profit organization, which has become South Florida's premiere provider of residential and outpatient substance abuse treatment. Serving hundreds of clients annually, Here's Help, Inc. is a campus style environment with a unique approach to substance abuse recovery, incorporating traditional methods of drug rehabilitation with alternative therapy programs and education.

Here's Help operates under a self-help behavior modification treatment philosophy that is specifically designed to meet the varied and complex needs that arise in dealing with substance abuse issues. The 24 hour a day residential program offers group and individual counseling, full-time schooling, vocational assistance, medical and psychological testing, alternative therapies, dental care and social and recreational activities. Here's Help also offers a structured Outpatient program that provides group and individual counseling. In the last few years, Here's Help has added In-Home therapy.

Core Programs

- A 24 hour a day residential program which offers group and individual counseling, educational and vocational programming, linkage to medical and psychological services, alternative therapies, case management services, as well as social and recreational activities.
- A structured outpatient program that provides group and individual counseling, advocacy and case management services.
- In home/on-site therapy to clients who exhibit mild to moderate alcohol abuse, drug abuse and/or co-occurring problems and for those that are unable to attend one of our outpatient offices due to transportation of other barriers. The program is a family focused intervention. Services provided through in-home/on-site therapy include comprehensive assessment, service and treatment planning, case management, individual and family therapy, and random drug tests.

Key Strategic Areas

We have identified the following key strategic areas of emphasis for the period of 2017-2020.

1. To continuously enhance program services to meet the needs of the community.
2. To achieve financial stability.
3. To transition to paperless environment.
4. To prepare for the future- including fundraising changes and succession planning.

Within these four key strategic areas, we have identified several goals, which are outlined below.

Our Goals 2017-2020

1. To Expand Outpatient and In-Home Programming
2. To make periodic upgrades to our South Campus facility
3. To Balance the budget by achieving permanent and adequate funding
4. Implement EHR
5. To plan for fundraising post John (Footy) Kross.
6. To further outline our succession planning.

Goal 1: To Expand Outpatient and In-Home Programming

Based on feedback from clients and referral sources, we have identified the need to expand our outpatient and in-home services. This expansion would allow us to serve more clients in need and those who lack transportation or are experiencing other barriers.

Strategies:

- a) Obtain more funding to increase staffing for outpatient and in-home programming. Achieve this through discussions with SFBHN, writing grants and expand Medicaid billing.
- b) If more funding is obtained, increase outpatient and in-home services by 40%.

Progress:

Goal 2: Periodic South Facility Upgrades

Based on feedback from clients and the community, we have identified the need to make periodic upgrades to our South facility.

Strategies:

- a)

Progress:

Goal 3: Balance the Budget by Achieving Permanent and Adequate Funding

Due to our desire to continually improve / upgrade our programming and to stay competitive in the marketplace (salaries), we seek new sources of funding that will meet this objective.

Strategies:

- a) Seek out and apply for grants/foundations.
- b) Expand our ability to accept private insurance and Medicaid
- c) Explore new funders for residential services

Progress:

Goal 4: Implement EHR.

Based on feedback from other agencies, an EHR can be of great benefit to us by:

- Entering client information one time and it will automatically populate all forms, notes and plans throughout the episode of care.
- Automatically prevent errors. Software will have built in safeguards to insure no field or signature is missed.
- Data and insurance billing is simplified
- Provides customized reports that are currently compiled manually
- Here's Help has received a grant from HFSF to purchase KIS EHR.

Strategies:

- a) To continue to work with KIS in the implementation of the E.H.R.

b) Report progress to the HFSF

Progress:

Goal 5: To plan for fundraising post John (Footy) Kross.

Here's Help has been very fortunate to have John (Footy)Kross raise millions of dollars for the organization over the years, but after almost 50 years with Here's Help, we need to start to plan for the day his fundraising efforts will start to slow down.

Strategies:

- a) Meet with board president to establish a tentative timeline for transitioning from our current fundraising projects.
- b) Determine what fundraising projects are realistic without John Kross.

Progress:

Goal 6: To further outline our succession planning.

As the upper management team has been with the organization close to 50 years and may want to retire or semi-retire something in the foreseeable future, we'd like to further outline our succession planning.

Strategies:

- a) Meetings with CEO and board chair to prepare a future organizational executive structure.
- b) Initial plans for how the transition will work.