

Vocational Services Program:  
Psychosocial Rehabilitation & Supported Employment Programs

**FY24-27 Strategic Plan Goals**

As aligned with the Prince William County and Community Services Strategic Plans, the following goals are identified for the Vocational Services Program:

**Goal 1: Identify and provide high quality services to meet client needs**

Strategy 1: Provide staff with evidence-based practices (EBPs) and continued support in utilizing the EBPs to address common needs of targeted populations.

Strategy 2: Increase staff and client training by employing new technology resources to meet contemporary demands for service delivery.

Strategy 3: Monitor service delivery and service gaps on an annual basis to effectively assess quality of service delivery, and client/stakeholder satisfaction. Utilize available technology to increase response rates.

Strategy 4: Utilize measurement-based care tools within the licensed program to assess efficacy of program services.

**Goal 2: Ensure operations are efficient, fiscally sound, and compliant**

Strategy 1: Ensure program maximizes opportunity for appropriate revenues by maximizing PSR census, complete PAs and timely documentation, adherence to reimbursement requirements.

Strategy 2: Market SEP programs to internal and external sources to increase referrals for traditional (SEP) and newer (PreEts) services and maximize opportunities through DARs to provide adjunct reimbursable services,

Strategy 3: Achieve <9% billing adjustments for licensed program.

Strategy 4: Research, explore, and implement IT solutions to streamline operations and increase staff efficiencies.

Strategy 5: Implement and monitor new STEP VA initiatives, adhering to timelines, requirements, and funding obligations.

**Goal 3: Establish an inclusive and vibrant program culture**

Strategy 1: Utilize PWC Inclusion and Engagement Organizational Surveys results to evaluate and promote optimal culture; adhere to Equity and Inclusion Principles (Psychological Safety, Belonging, Work/Life Balance, Integrating Diverse Perspectives)

Strategy 2: Foster and Recognize contributions from staff and their overall impact (through Let's Talk, PWX, Contributions to county/employee newsletters, etc.)

Strategy 3: Develop a structured, inclusive and culturally sensitive environment for program participants (activities, language assistance, community partnerships)