Men and Women for Human Excellence, Inc. (MWFHE): FY 2024 Annual Performance Plan and Report

Fiscal Year 2024
Released August 13, 2023

The Annual Performance Plan provides information on the MWFHE's progress towards achieving the goals and objectives described in the revised FY 2023-2025 MWFHE Strategic Plan. The measures related to the MWFHE Strategic Plan FY 2023-2024 will be reported in the FY 2024 Annual Performance Plan and Report. The information in this plan reflects results available as of June 1, 2024. Additional information on the Goals and Objectives can be found in the Strategic Plan. The FY2023-2024 Annual Performance Report aligns with the MWFHE Strategic Plan FY 2023-2025 established by the administration.

The Annual Performance Plan provides information on the Program's planned measures of progress towards achieving the goals and objectives described in the newly developed MWFHE Strategic Plan for FY 2023-2025. This document first provides the MWFHE Mission Statement and the MWFHE Organizational Structure. The Annual Performance Plan provides an overview of Agency-Wide Priority Goals, Strategic Goals, Agency Priority Goals, Performance Management, and Strategic Reviews. The plan then provides historical results and upcoming targets for the performance measures under each Strategic Objective, as well as an explanation for how the program will accomplish each target for FY 2023-2024. Finally, the Plan details evidence building efforts at MWFHE collaborations, and major management priorities for MWFHE. The information in this report reflects results available as of June 1, 2024.

Mission Statement

The Men and Women for Human Excellence, Inc. (MWFHE) is a community in which people's potential and quality of life are not limited by addiction, mental health illness and its consequences. The **mission** of the Men and Women for Human Excellence, Inc. (MWFHE) agency-wide Outpatient Programs is to improve personal, family and community health through addiction prevention, treatment, education, and recovery services.

MWFHE Organizational Structure

The Programs includes 4 Outpatient Programs:

- MWFHE Philadelphia, Pa -Drugs and Alcohol Outpatient Program
- MWFHE Outpatient Mental Health Program
- MWFHE-Decatur Ga- Drug Abuse Treatment and Educational Services- Intensive Outpatient Services (IOP), and Outpatient Services, (OP)

- MWFHE-Decatur Ga- Medicated Assisted Treatment (MAT) Outpatient Program

FY 2024 Annual Performance Plan and Report - Executive Summary

Agency-Wide Priority Goals

Agency-Wide Priority (AWP) Goals in the agency strategic plan, the annual performance plan, and the annual performance report, contributions to those goals and progress, where applicable.

Strategic Goals Overview

MWFHE recently revised the MWFHE Strategic Plan FY 2023-2025. The strategic goals and strategic objectives will be included in the FY 2024 Annual Performance Plan.

The five strategic goals are:

- Goal 1: **Accessibility:** is a measure of individuals' and community members' abilities to procure services with relative ease.
- Goal 2: **Efficiency**: is the relationship between resources used and results or outcomes obtained.
- Goal 3: **Effectiveness:** results achieved, and outcomes achieved for persons served.
- Goal 4: **Employees and Member Satisfaction**: is values and uses the input from members in the evaluation of the quality and effectiveness of services and operations.
- Goal 5: **Community Relations:** MWFHE goal concerning community outreach, including but not limited to communication with local law enforcement and county human services agencies, with the goal of increasing coordination of services and identification of areas of concern to be addressed in the plan.

The five Objectives and Indicators are.

- **Objective 1.A: Increase admission referred by DBHDD, and Community Behavioral Health (CBH)**

  Indicator 1.1 % MWFHE admissions of total admissions
- **Objective 1.B: I**ncreased number of intakes to MWFHE-Outpatient Programs

Indicator 1.1 % Numbers of admissions

- **Objective 2.A:** Enhance training to improve MWFHE Clinic staff's ability to provide quality services for persons served

  Indicator 2.A trainings per "department" (clinical, medical and support staff)

- **Objective 3.A:** Members will report improvement on the Self-Sufficiency Matrix

  Indicator 3.A: % active members

- **Objective 4A:** Improve staff and members satisfaction with MWFHE facilities.

  Indicator 4.A: positive overall satisfaction ratings

  Objective 5A: Improve engage in community outreach to improve relations in the community,

  Indicator 5.A: positive community related engagement, projects, and trainings,

Strategic Goal Overview Summary

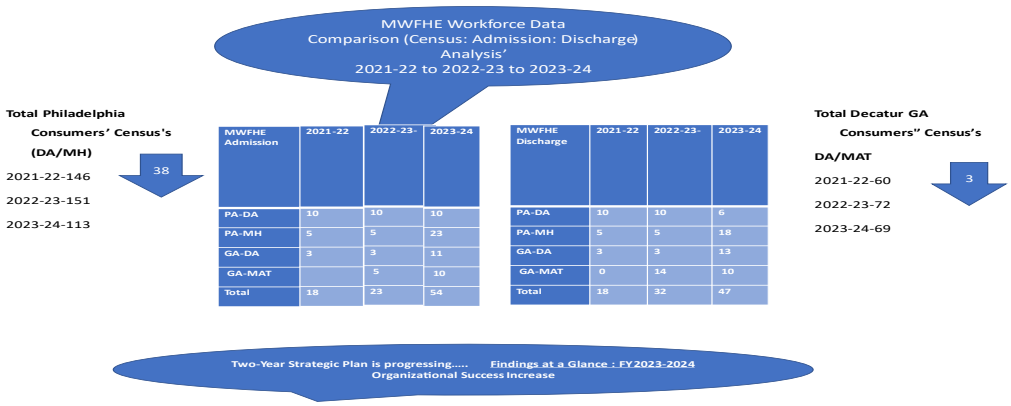
Strategic Goal 1: Access

MWFHE works to protect and strengthen equitable access to high quality treatment care services. Increasing enrollment in high-quality drugs and alcohol, mental health, medicated assisted treatment services is a focus of MWFHE efforts in addition to improving quality of care services and ensuring access to safe primary medical care. MWFHE also works to expand equitable access to comprehensive, community-based healthcare services while addressing social determinants of health. The MWFHE is supporting the integration of healthcare systems to strengthen and expand access to mental health and substance use disorder treatment and recovery services for individuals and families. MWFHE also bolsters the workforce to ensure delivery of quality services and care.

MWFHE Agency-Wide
Workforce Employees' Staff Retention
Comparison Analysis'
YR. 2023-2024

Philadelphia , PA Employees	2021-22	2022-23	2023-24	Decatur, Ga Employees	2021-22	2022-23	2023-24
New Hire	6	3	1	New Hire	5	3	2
Discharge	4	3	3	Discharge	4	2	2
Programs Staff	16	10	9	Programs Staff	8	9	8
Other Staff (Interns)	2	0	2	Other Staff (Interns)	0	0	0
Staff Turnover Percent	25.0%	30.07%	33.3%	Staff Turnover Percent	50.0%	25.07%	25.0%

The purpose of this measure is to decrease staff turnover by 10% performance measure in FY 2023 by the end of FY 2024. In the FY2023-24 MWFHE workforce staff turnover analysis rate shows a slight decrease 7% as in comparison to the 25.7% decrease in FY 2022-23. MWFHE did not meet the FY2023-24 performance measure. With so much change and uncertainty affecting the workplaces MWFHE recognizes the challenges and the key to our employee growth & development. MWFHE now has reconsider what makes our agency worth working for including making the workplace better by checking in with employees to find out their work conditions, raise employee morale and engagement by ensuring that employees are happy with their jobs, empower employees, adopt new technology and get help from human resources.



The purpose of this measure is to increase enrollment by 10% performance measure and exceed the 65% threshold in MWFHE agency-wide programs from admissions in FY 2023 by the end of FY 2025. The agency's enrollment target for FY 2024 takes into consideration that the prior FY 2023 enrollment targets have been met in Philadelphia, Pa and Decatur Ga, FY 2024. The admission counts reflect an unduplicated number of admissions enrolled during each year and are not reflective of point-in-time enrollment.

MWFHE agency has seen continuous admission increase through calendar year 2023-24 and into early calendar year 2022-23. This was largely due to new clients receiving a follow-up call after his/her admission appointment. It is important to note that follow-up call result in increase of clients return visits.

Objective 1.A: Increase the integration of admission to strengthen and expand access to mental health and substance use disorder treatment and recovery services for individuals and families.

MWFHE supports strategies to drive the integration of admissions and expand access to mental health and substance use disorder treatment and recovery services for individuals and families across all settings. MWFHE is enhancing the ability to serve those in need of behavioral health services by exchanging data, information, and resources while expanding evidence-based integrated systems of behavioral and physical healthcare to improve equitable access to recovery treatment care. MWFHE is also engaging and educating clinicians', professionals, paraprofessionals, other health workforce professionals, and students in these professions to build their competence and capacity to address the behavioral and physical health needs of individuals, families, and communities.

Strategic Goal 2: Efficiency: Improve the efficiency of employees' outcomes.

MWFHE is focused and dedicated in three main areas to improving the efficiency of employees, training and improving the efficiency when dealing with clients, and improving the efficiency of MWFHE agency-wide performance.

MWFHE efficiency gap falls between staff retention, training, employee hours and completed projects Post Covid-19 Pandemic. Although employees seem to be working, projects are not being completed and MWFHE profit margins and program performance are not being met.

At the start of the transition to telehealth remote services the employee did not have training and limited access to the latest technology, leading to slower work processes/performance and a failure to increase skills/meet project timelines. This caused one of the efficiency gaps and created a non-productive work environment. In addition, employees working from home did not seem as motivated or energized in comparison to working in the workplace and as a result, client relationships were suffering, and projects and communication were not going as smoothly as they should. MWFHE then identifies other inefficiency gaps: low motivation and lack of training for employees.

MWFHE recognized that an effective employee training programs is a crucial step for the professional development of staff, ensuring they have the skills, motivation, incentives needed to provide successful work performance results. MWFHE implements training for current and future staff to teach our workforce how to use new technology or adhere to new company policies. MWFHE also developed an onboarding training strategy to get new staff members accustomed to working from home (remotely) and/or within our facilities more quickly.

MWFHE enhances employees' efficiency by ensuring all agency's staff have the working technology and our buildings have a secure and robust internet network that can keep up with employees' virtual training opportunities, and workload to improve outcomes performance.

Objective 2.A Improve and enhances employees' efficiency by ensuring all agency's staff have the necessary training and working technology and our buildings have a secure and robust internet network that can keep up with employees' virtual training opportunities, and workload to improve their work performance and increase outcomes performance.

Strategic Goal 3.A: Effectiveness

Members will strengthen Self-Sufficiency to promote well-being, Equity, and resilience. MWFHE works to strengthen the economic and social well-being of its members agency wide. MWFHE provides effective and innovative pathways leading to recovery treatment success for all individuals and families. MWFHE works to expand opportunities to help individuals thrive equitably within their families and communities. MWFHE expands access to high-quality services and resources for older adults and people with disabilities, to support increased independence and quality of life.

Objective 3.A: Increase effectiveness and innovative pathways leading to self-sufficiency success for all individuals through self-reports. MWFHE invests in strategies to provide effective and innovative pathways that lead to self-sufficiency success for all individuals who enter MWFHE programs. MWFHE facilitates system enhancements and partnerships across the Philadelphia, Pa/Decatur, Ga regions to coordinate resources and technical assistance to individuals hoping to achieve recovery and sustain independence. Members complete the Self-Sufficiency Matrix at admission and again at six-month intervals following admission under this strategic objective:

Strategic Goal 4.A: Satisfaction

MWFHE increases safeguards to empower employes and its members' and families to continue its efforts to promote staff and members MWFHE programs satisfaction. MWFHE is building a more resource infrastructure to ensure equitable delivery of high-quality treatment services to support affected individuals, families, and communities. MWFHE also leverages data to inform the development of program effective and new

innovative prevention measures and new intervention models to address and treat drugs and alcohol abuse and mental health disorders.

Objective 4.A: Improve employees and members satisfaction within MWFHE- facilities.

MWFHE recognize with staff retention, productivity and engagement as our most concerns, we have, identified ways to improve and build job satisfaction for employees in order to ensure continued success including allowing employees to shape their own roles, stop micro-management, recognize and reward, drive communication and transparency, and training and investment.

MWFHE also works to continue strategies to improve the agency-wide design, services delivery, and outcomes of programs by prioritizing, members; engagement, communication, and collaboration with employees to enhance treatment services outcomes in order to improve members services satisfaction**.**

Strategic Goal 5: Advance Strategic Management to Build Trust, Transparency, and Accountability

MWFHE is dedicated to advancing strategic management across the Department to build trust, transparency, and accountability. A major focus of the agency is promoting effective enterprise governance to ensure programmatic goals are met equitably and transparently across all management practices. MWFHE sustains strong financial stewardship of resources to foster prudent use of resources, accountability, and public trust.

MWFHE works to uphold effective and innovative human capital resource management resulting in an engaged, diverse workforce with the skills and competencies to accomplish the MWFHE mission. The MWFHE also ensures the security of all facilities, technology, data, and information, while advancing environment-friendly practices.

Objective 5.A: Promote effective enterprise governance to ensure programmatic goals are met equitably and transparently across all programs management practices.

MWFHE is supporting strategies to promote effective enterprise governance and ensure programmatic goals are achieved. MWFHE is strengthening governance, enterprise risk management, and strategic decision making across the agency to better pursue opportunities and address risks while creating a culture of change to support continuous improvement in program and mission delivery.

Because this is a new objective, MWFHE will not include performance measures for **Goal 5. A -Objective 1.**

Instead, MWFHE will provide an update on the Enterprise Risk Management maturity model in subsequent years. All programs are responsible for implementing programs under this strategic objective.

The narrative below provides a brief summary of any past work towards these objectives and strategies planned to improve or maintain performance on these objectives.

In FY 2023=24, MWFHE continued to provide technical assistance and training to employees and encourage dissemination of these evidence-based strategies across all facilities. MWFHE provides outreach and assistance to employees upon request with virtual training made available in FY 2023. In addition, in FY 2023 MWFHE will continue to build upon these efforts during FY 2023 and FY 2024.

Performance Management

Performance goals and measures are powerful tools to advance an effective, efficient, while being accountable for achieving program outcomes. MWFHE regularly collects and analyzes performance data to inform decisions, to gauge meaningful progress towards objectives, and to identify more cost-efficient ways to achieve results. MWFHE continues to institute significant improvements in performance management, including:

Developing, analyzing, reporting, and managing agency priority goals and conducting performance reviews between MWFHE component staff and MWFHE leadership to monitor progress towards achieving key performance objectives.

- Conducting the Strategic Reviews process to support decision-making and performance improvement across the Department.
- Coordinating performance measurement, budgeting, strategic planning, and enterprise risk management activities within the Department.
- Fostering a network of component Performance Officers who support, coordinate, and implement performance management efforts across MWFHE.
- Sharing best practices in performance management at MWFHE through staff meeting, and other media.

The MWFHE's Agency-Wide result for the end of the FY 2023-24 are below:

The priority goals in performing our mission and advancing the MWFHE's agency wide Strategic Initiatives.

These Four priority goals fall into the following categories: Organizational Success Increase (OSI) in FY 2023-24. By Comparison Data Measures (FY), Threshold65 %, Performance 10%.....

MWFHE-Agency Performance Goals (APG's) @ 100% by FY2023-2025

Findings at a Glance: MWFHE Agency-Wide –

MWFHE agency wide have achieved 4 of our 5 priority goals performance success at 10% above performance and met the 65% Threshold-during FY-2023-24 in comparison to the 2 out of 5 priority goals performance at 60% in FY 2022-2023. Our FY 2023-24 performance success rate increase by 20%.

Employees Morale/Engagement
The employee survey was developed to measure organizational climate, including job and organizational satisfaction, within MWFHE agency. The employee surveys does not contain direct measures of employee engagement; however, it does include questions that cover most, if not all, of the conditions likely to lead to having engaged employees.

This year, MWFHE's positive responses for employee morale, engagement and training were significantly different from last year's; we continued to slightly trail corresponding agency-wide responses.

Other Measures 26.29% Respondents indicated fair response that "Key Leaders/Managers promote communication among different work units (for example, about projects, goals, needed resources, fiscal, and decision making, ect (met performance measure 10% rate)

Lastly, MWFHE's survey positive responses were 26.29% percentage points higher than the agency-wide average on the item "Managers support collaboration across work units to accomplish work objectives" (met performance measure 10% rate) FY 2023-24 Organizational Success Increase/Measure.

Employees Morale/Engagement
The employee survey was developed to measure organizational climate, including job and organizational satisfaction, within MWFHE agency. The employee surveys do not contain direct measures of employee engagement; however, they do include questions that cover most, if not all, of the conditions likely to lead to having engaged employees.

Last year, MWFHE's positive responses for employee morale and engagement were significantly different from last year's; we continued to slightly trail corresponding agency-wide responses.

Other Measures: 7.91% Respondents indicated fair response that "Key Leaders/Managers promote communication among different work units (for example, about projects, goals, needed resources and policy change)." Policies and Programs

Lastly, MWFHE's survey positive responses were 14.3% percentage points higher than the agency-wide average on the item "Managers support collaboration across work units to accomplish work objectives."

The following will provide the access, effectiveness, efficiency, satisfaction, community relations, workforce comparison data, departments report, and survey results of our consumers, employees, and stakeholder participates.

Strategic Goal 1A. Access

- MWFHE-Philadelphia increased the number of intakes during the FY 2023-2024- by 31.91% and met performance access goal. In FY2021- through FY2023 decreased in the number of intakes due to Covid-19 Pandemic and in FY2022-23 Community Behavioral Health- CBH terminated our new intakes admission until the provider contract dispute was resolved through the Arbitration result. The FY2020-21 through FY2021-23 admission access goal of admission capacity was not met.

Total Philadelphia Consumers' Census's (DA/MH)	**Total Decatur GA Consumers'' Census's DA/MAT**
2021-22-146	2021-22-60
2022-23-151	2022-23-72
2023-24-113	2023-24-69

Strategic Goal 2A. Efficiency

Agency-wide, the efficiency training goals and objectives were met. staff were provided competency training, clinical in-services training and orientation for new employees**.** MWFHE enhances training to improve support staff and clinic staff's ability to provide quality services. In FY2022-23 employee survey MWFHE had identified where our employees were lacking, where they excelled, and what kinds of future training development might benefit them. MWFHE enhanced training in FY2023-24 to improve support staff and clinic staff's skills, and ability to provide quality services.

Employees survey results:

In FY2023-24, 24.48% Employee felt there was sufficient Training, Material & Training opportunity that allow them to perform their job well. In comparison to FY2022-23 only 4.9% of the efficiency training goals and capacity were not met.

Employees Morale/Engagement_

The employee survey was developed to measure organizational climate, including job and organizational satisfaction, within MWFHE agency. The employee surveys do not contain direct measures of employee engagement; however, it does include questions that cover most, if not all, of the conditions likely to lead to having engaged employees.

MWFHE's positive responses for employee morale and engagement were significantly different from agency-wide responses; we continued to slightly trail corresponding agency-wide responses.

- Other Measures: 15.56% Respondents indicated fair response that "Key Leaders/Managers promote communication goals, needed resources and policy change)." Policies and Programs
- Lastly, MWFHE's survey positive responses were 9.0% percentage points lower than the agency-wide average on the item "Managers support collaboration across work units to accomplish work objectives."
- Community/Stakeholder survey positive response were 83.33% percentage higher on the item that MWFHE "mission coincide with the needs of your agency's consumers or community being served."

Strategic Goal 3A. Effectiveness

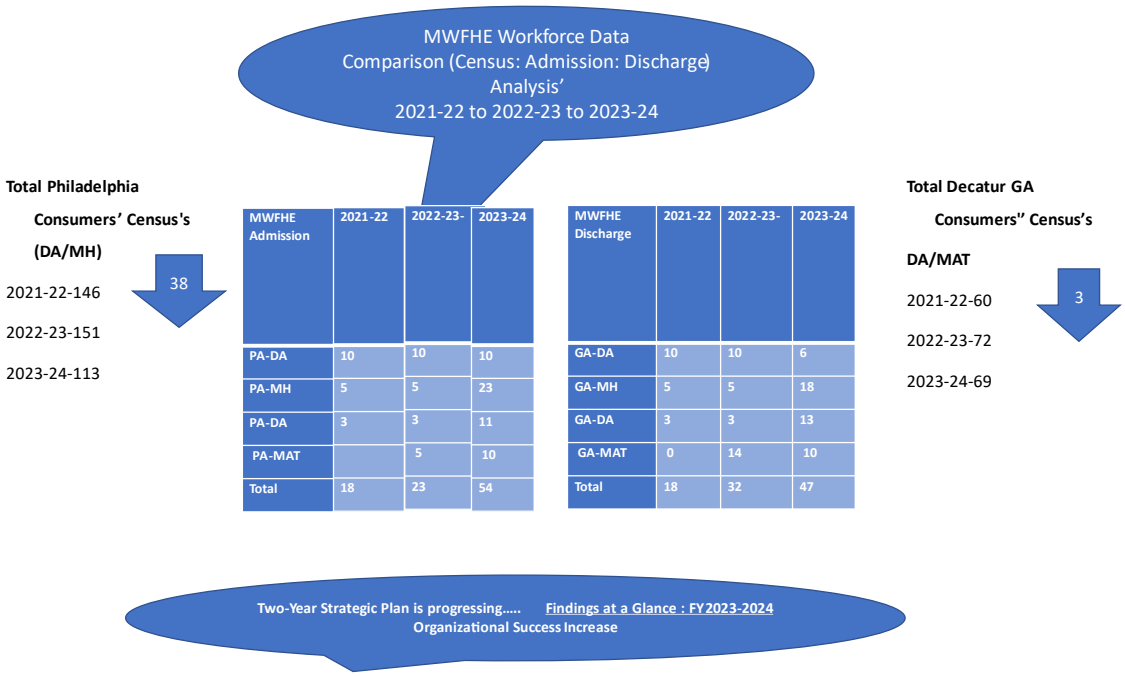
MWFHE programs effectiveness of treatment services' goals and objectives were met in FY2023-24. The facilities treatment services benefit both members and employees by expanding services and access to care. Participants' Survey Data Analysis result for FY2023-24 reported 29.45% response of "was treated with respect while receiving services". During the FY. FY2023-24 for programs effectiveness of treatment services' goals and objectives analysis reported a 37.38 % increase in performance and goal were met. In comparison to FY2022-23 analysis reported a 7.64% performance rate and goal was not met. Across a variety of treatment modalities, telehealth produced similar clinical outcomes as compared with in-person care as reported by employees and its members; however, differences in clinical outcomes, when seen, were generally small and not clinically meaningful when comparing in-person with telehealth care.

Strategic Goal 4A. Satisfaction

Improved employees and members satisfaction with MWFHE- facilities goals and objective percentage was met through FY2023-24. Employees and Members Satisfaction Survey; Members Comment Box; Grievance Reports. Participants' Survey Data Analysis result for FY2023-24 reported 67.23% response of "Consumers felt MWFHE treatment service care met all their needs (it was good). During the FY. FY2021-23 employees and members satisfaction with MWFHE- facilities goals and objectives the percentage rate was not met.

Community Relations: MWFHE Outpatients Programs staff agencywide engaged in community outreach to improve relations in the community, educate the community about AOD, MAT dispel myths and combat stigma. FY2022-23 outpatient programs staff participated in community related engagements, projects, and trainings.

MWFHE FY: 2023-2024 Programs Completion and Discharge Data Analysis' Result



MWFHE FY: 2023-2024 Participants' Survey Data Analysis' Result

MWFHE Participants' Survey Data Analysis'	2021-2022 Consumers participation responses 43 out of 146- (29.45%) (intended participants')	2022-2023 Consumers participation responses 52 out of151- (29.45%) (intended participants')	2023-2024 Consumers participation responses 76 out of 113 - (67.23%) (intended participants')	2022-2023 Performance Measure by 10% Missed Exceed	2023-2024 Performance Measure by 10% Missed Exceed	Performance Measures Indicators Scores Threshold Objectives Increase Decrease Improve Timeframe
Consumers felt MWFHE treatment service care met all their needs (it was good)	27.45% (40)	29.45% (52)	67.23% (76)	7.64%	37.38%	Survey Consumer Satisfaction Reports
Consumers was treated with respect while receiving services	29.45% (43)	25.83% (39)	67.23% (76)	4.81%	41.47%	Survey Consumer Satisfaction Reports
Consumers felt the admission process were was fair (Timeframe)	29.45% (43)	29.45% (52)	67.23% (76)	16.64%	50.59%	Survey Consumer Satisfaction Admission Reports
(Consumers feel they were able to give input in their treatment plan.	29.45% (43)	25.83% (39)	67.23% (76)	2.46%	64.77%	Surveys Consumer- Satisfaction Report Counselor Feedback
Consumers say they was informed about their progress at all times	26.07% (39)	29.45% (52)	67.23% (76)	8.27%	58.96%	Surveys Consumer- Satisfaction Report Counselor Feedback
Consumers say his/her counselor was accessible and available	29.45% (43)	16.56% (25)	61.06% (69)	9.34%	52.72%	Surveys Consumer- Satisfaction Report Counselor Feedback
Consumers say they would recommend a friend or family member to this program.	29.45%(43)	29.45% (52)	67.23% (76)	13.64%	53.59%	Surveys Consumer- Satisfaction Report Feedback

MWFHE FY: 2023-2024 Employees' Survey Data Analysis' Result

MWFHE Employees' Survey Data Analysis'	2020-2021 Employees participation responses 23 out of 27 (85.19%)	2022-2023 Employees participation responses 42 out of 52 (82%)	2023-2024 Employees participation responses 12 out of 12 (100%)	2022-2023 Performance Measure by 10% Missed Exceed	2023-2024 Performance Measure by 10% Missed Exceed	Performance Measures Indicators Scores Thresholds Objectives Increase Decrease Improve Timeframe
Section 4.0 (19) Employees believes MWFHE maintain a positive and supportive work environment	70.37%	65.38% (34)	91.67% (11)	4.99%	26.29%	Survey Training Evaluation Staff Feedback TC Reports
Section 4.0 (21) Employees believes the agency recruit a diverse workforce to meet the needs of the organization	77.78%	**73.08%** (38)	100% (12)	4.7%	26.92%	HR Reports Performance Evaluation Complete Managers Staff Feedback
Section 5.0 (17) Employee felt satisfied with the Technology System?	62.96%	61.54% (31)	75.0% (9)	1.42%	13.46%	Surveys Staff Feedback
Section 5.0 (17) Employees believes a new technology system, would best help them to work more efficiently?	62.96%	32.69% (17)	100% (12)	29.31%	67.31%	Surveys Staff Feedback

MWFHE FY: 2019-2023 Community/Stakeholder Satisfaction Survey Data Analysis' Result

Community/Stakeholder Satisfaction Survey 8-2023-24

Agency-wide: Survey questions asked respondents to rate their satisfaction: These results

2023-2024
Community/Stakeholder Agency participation responses
5 out of 6 (83.33.0%)

Question 2.0 : (6) Community/Stakeholder believes MWFHE our mission coincide with the needs of your agency's consumers or community being served	83.33%
Question 3.0 : (6) Community/Stakeholder believes MWFHE is achieving itsmission	83.33%
Question 4.0 : (6) Community/Stakeholder believes MWFHE reputation with the community and/or your agency is favorable	83.33%
Question 5.0 : (6) Community/Stakeholder maintain staff responded to questions, referrals, the need for information, etc.- in a timely manner.	83.33%
Question 7.0 : (6) Community/Stakeholder maintain works with other community organizations/agencies and governmental entitiesto advocate on behalf of the people it serves.	83.33%

GA-Increase Community/ Stakeholder Response

2021-2022- 7
2022-2023- 6
2023-2024- 6

Survey Participants
Community Behavioral Health Agency
Other Social Service Community Agency
Probation Department
Health Care Center
Other

PA-Increase Community/ Stakeholder Response

2021-2022- 8
2022-2023- 6
2023-2024- 6

Performance Measure Exceed Threshold 65%

We sincerely thank all **Community/Stakeholder who have partners with our agency during the fiscal YR. 2023 -2024**
We thank them for taking time in completing the survey in order to help us continue to become a better agency.

Reduce the Percentage

MWFHE agency-wide efforts, opportunities for facilities to participate in emergency drills and complete annual competency training. MWFHE anticipates an increase in admission, employees and members satisfaction, rates for programs. Successful strategies as a pathway to success will focus on enhanced communication to staff, frequent data review; new technology, staff trainings that target the use of specific screening tools; and inclusion of this important measure in facility quality improvement projects.

In FY 2024, MWFHE continued to provide technical assistance and training to employees and encourage dissemination of these evidence-based strategies across all facilities. MWFHE provides outreach and assistance to employees upon request with virtual and in person training made available in FY 2024. In addition, in FY 2024 MWFHE will continue to build upon these efforts during FY 2024 and FY 2025.

Strategic Review

The administration established MWFHE's FY 2023–2025 Strategic Plan with a set of strategic priorities that began in FY 2023. Strategic review summaries and categorizations of progress accompanying MWFHE's strategic objective descriptions will be reported in future MWFHE Annual Performance Reports.
Released June 1, 2024

Reviewed & Approved by Leadership:

Signature: *Keith Johnson, MSW* Date: June 3, 2024