Strategic Plan 2014-2016
Faculty Staff Assistance Program
Serving Emory University and Emory Healthcare

FSAP…Finding Solutions to Life’s Challenges
Faculty Staff Assistance Program (FSAP)  
Strategic Plan FY 2014-2016

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**Comprehensive Strategic Plan: Goals & Objectives**
**FY 2014-2016**

**Goal 1:** To maintain excellence in the service delivery of evidence-based practices in all core areas.

**Objective 1:** The Behavioral Mental Health (BMH), Health Promotion and Wellness (HPW), and Education and Outreach (EO) teams will annually maintain or exceed utilization rates from the previous year from FY2014-2016.

**Objective 2:** FSAP will achieve client satisfaction surveys in the 75th percentile or higher annually.

**Objective 3:** FSAP will develop a strategy for utilizing evaluation data.

**Objective 4:** FSAP staff will receive support for professional development, continuing education, and maintenance of current licenses and certifications.

**Objective 5:** FSAP staff will review the latest research related to their core areas to ensure the implementation of best practices.

**Objective 6:** The HPW team will address a variety of health and wellness concerns, including weight management, tobacco cessation and stress management.

**Goal 2:** To engage in strategic fiscal planning and budget management to ensure sufficient resources for the FSAP.

**Objective 1:** Continue to examine cost savings ideas and strategies focused on operational efficiencies.

**Objective 2:** Explore grant opportunities.

**Objective 3:** Continue to engage in active budget management and explore revenue generating ideas.

**Goal 3:** To enhance office operations through effective communication strategies and process improvement.

**Objective 1:** Identify options for process improvements in office operations that support enhanced efficiency and effectiveness of workflow.

**Objective 2:** Utilize multiple mechanisms of communication to ensure sharing of departmental and organizational information among all FSAP staff members.
Goal 4: To promote active self-care and work-life integration among the FSAP team and to model these values within the Emory community.

Objective 1: Encourage FSAP staff members to engage in self-care opportunities during work hours.

Objective 2: Continue to support the activities of the Social Outreach Committee (SOC), which promotes team engagement, positive morale, and a sense of community for the FSAP team.

Goal 5: To examine and utilize innovative technological approaches for enhancing efficiency and increasing access to the Emory population.

Objective 1: Explore training opportunities and use software programs to improve office efficiency.

Objective 2: Enhance FSAP’s relationship with IT Support Services.

Objective 3: Upgrade the FSAP website incorporating the use of multi-media technology.

Objective 4: Explore and consider utilization of current technologies.

Goal 6: To uphold a commitment to diversity and cultural competency as key values that are visible throughout all aspects of the organization.

Objective 1: FSAP will endeavor to recruit talented candidates that reflect the diversity of the Emory community.

Objective 2: FSAP will provide tailored outreach to the diverse constituencies within the Emory community.

Objective 3: Continue to promote internal and external cultural competency activities.

Goal 7: To increase awareness of FSAP services in the Emory community.

Objective 1: Facilitate outreach to inform the Emory community about FSAP services.

Objective 2: Annually evaluate FSAP marketing & communications strategies.

Objective 3: Utilize a variety of communications strategies to promote wellness programs at Emory.
Goal 8: To increase and enhance leadership engagement in and support of FSAP services.

Objective 1: Increase leadership’s overall awareness of and access to the FSAP.

Objective 2: Engage leadership to be active partners by promoting increased employee awareness and utilization of the FSAP services.

Goal 9: To enhance the Emory community’s understanding of FSAP’s value.

Objective 1: Develop and maintain a business strategy for describing FSAP programs and services.

Objective 2: Share evaluation key findings with members of the Emory community through a one-page report or online.

Goal 10: To engage multiple stakeholders and encourage collaborations across the enterprise to strengthen policies and improve practices.

Objective 1: Continue to maintain partnerships with other Emory departments, offices and committees to reach FSAP’s strategic goals and objectives.

Objective 2: Maintain and strengthen relationships with external business partners and community treatment providers.

Goal 11: To maintain comprehensive training programs for undergraduate, graduate, and postgraduate students interested in the FSAP core services.

Objective 1: Annually evaluate FSAP’s training programs to determine return on investment (ROI).

Objective 2: Identify strategies for outreach and marketing for FSAP’s training programs.

Goal 12: To continue to be recognized as an exemplary and cutting edge Employee Assistance/Wellness Program at the local, national and international levels.

Objective 1: Recruit and retain engaged and talented FSAP staff members.

Objective 2: Seek opportunities to showcase FSAP at conferences and other professional meetings.
**Objective 3:** FSAP staff members will be encouraged to participate in and serve as leaders of local and national organizations and professional associations.

**Objective 4:** Identify and act on opportunities to publicly recognize FSAP staff expertise.

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