

OKR Worksheet

<u>Objective</u>	<u>Key Results</u>	<u>Activities</u>	<u>People Involved</u>	<u>Timeframe</u>
<p>1.2</p> <ul style="list-style-type: none"> Update mission statement. 	<ul style="list-style-type: none"> Create updated mission statement 	<ul style="list-style-type: none"> Review mission statement and determine if the current mission fully encompasses the services provided. Receive input from Mental Health and Wellness Center team. 	<ul style="list-style-type: none"> All Mental Health and Wellness Staff 	<ul style="list-style-type: none"> 6 months
<p>2.1</p> <ul style="list-style-type: none"> <i>Develop plan for reviewing, revising, and adding goals.</i> 	<ul style="list-style-type: none"> Create process to annually review and evaluate appropriateness of goals. 	<ul style="list-style-type: none"> <i>Explore outcome data relative to goals.</i> <i>Review activities and collaborations to determine if they are aligned with goals.</i> <i>Review activities to determine if additional goals are needed.</i> Receive input from Mental Health and Wellness Center team. 	<ul style="list-style-type: none"> Wil Firmender Kim Lee 	<ul style="list-style-type: none"> 6 months
<p>4.1</p> <ul style="list-style-type: none"> Streamline client intake assessment and data collection process. 	<ul style="list-style-type: none"> Integrate assessment form into electronic health records. 	<ul style="list-style-type: none"> <i>Coordinate with PyraMed help desk.</i> <i>Train team on new data entry method</i> <i>Update assessment instructions within staff manual.</i> 	<ul style="list-style-type: none"> Wil Firmender Kim Lee Suzanna Ramirez 	<ul style="list-style-type: none"> 1 year

<p>4.1.2</p> <ul style="list-style-type: none"> Improve data collection. 	<ul style="list-style-type: none"> Increase number of clients who complete at least 2 CCAPS-34 administrations. 	<ul style="list-style-type: none"> <i>Begin reminding staff early in each quarter regarding need for additional outcome assessments.</i> <i>Hold training in middle of winter quarter demonstrating how to send clients outcome assessments.</i> 	<ul style="list-style-type: none"> Wil Firmender Kim Lee Suzanna Ramirez 	<ul style="list-style-type: none"> 12 months
<p>4.2</p> <ul style="list-style-type: none"> Improve data collection for support and psychotherapy groups 	<ul style="list-style-type: none"> Create assessment measures when coordinating with other departments for support/psychotherapy groups. 	<ul style="list-style-type: none"> <i>Find outcome assessments other programs use for group therapy.</i> <i>Review outcome assessments other programs use for group therapy.</i> <i>Select outcome assessment OR create new assessment</i> 	<ul style="list-style-type: none"> Wil Firmender Kim Lee 	<ul style="list-style-type: none"> 3 months
<p>4.3</p> <ul style="list-style-type: none"> Improve process for reviewing outcome assessments 	<ul style="list-style-type: none"> Create timeline for reviewing mental health outcome data. 	<ul style="list-style-type: none"> <i>Determine how frequently data should be reviewed (quarterly, annually).</i> <i>Create spreadsheet with outcome data that can be shared.</i> 	<ul style="list-style-type: none"> Wil Firmender Kim Lee 	<ul style="list-style-type: none"> 6 months
<p>4.4</p> <ul style="list-style-type: none"> Add qualitative outcome measure for individual therapy. 	<ul style="list-style-type: none"> Create anonymous qualitative outcome measure for individual therapy clients to complete. 	<ul style="list-style-type: none"> <i>Determine how to make form anonymous.</i> <i>Determine if form will be within electronic health records or not.</i> <i>Determine how many questions to be asked.</i> <i>Determine what questions to be asked.</i> <i>Determine timeline for when qualitative measure will be given.</i> <i>Review qualitative feedback forms used by other college counseling sites.</i> 	<ul style="list-style-type: none"> Wil Firmender Kim Lee Suzanna Ramirez 	<ul style="list-style-type: none"> 12 months

<p>4.5</p> <ul style="list-style-type: none"> • Improve organization of outcome assessment data. 	<ul style="list-style-type: none"> • Determine if it is possible to disaggregate data based on demographic information. • Create database where client information is sortable by demographic categories 	<ul style="list-style-type: none"> • <i>Coordinate with PyraMed help desk.</i> • <i>Coordinate with CCMH customer support</i> • <i>Add information into therapist training manual</i> 	<ul style="list-style-type: none"> • Wil Firmender • Kim Lee • Suzanna Ramirez 	<ul style="list-style-type: none"> • 12 months
<p>4.6</p> <ul style="list-style-type: none"> • Improve selection of didactic project topics. 	<ul style="list-style-type: none"> • Use evidence from outcome assessments to inform didactic trainings. 	<ul style="list-style-type: none"> • <i>Review specific psychological outcomes and</i> • <i>Identify ones that are below average</i> • <i>Reach out to experts in the field of psychology for those particular topics and inquire about giving didactic presentation</i> 	<ul style="list-style-type: none"> • Wil Firmender • Kim Lee 	<ul style="list-style-type: none"> • 6 months
<p>6.1</p> <ul style="list-style-type: none"> • Improve communication with constituents about current issues affecting the program. 	<ul style="list-style-type: none"> • Determine appropriate frequency for communicating issues affecting program with administrators. • <i>Create process for informing administrators of successes and difficulties within the department.</i> 	<ul style="list-style-type: none"> • <i>Create template for email communications.</i> • <i>Create spreadsheet for each quarter detailing successes and difficulties.</i> 	<ul style="list-style-type: none"> • Wil Firmender • Suzanna Ramirez • Kim Lee 	<ul style="list-style-type: none"> • 6 months
<p>6.2</p> <ul style="list-style-type: none"> • Improve knowledge of budgeting and departmental fiscal resources. 	<ul style="list-style-type: none"> • Create annual procedure for budget review. 	<ul style="list-style-type: none"> • <i>Locate budget template.</i> • <i>Work with administrators on creating comprehensive list of expenditures, grant money, and money collected from student health fees</i> 	<ul style="list-style-type: none"> • Wil Firmender • Kim Lee • Suzanna Ramirez 	<ul style="list-style-type: none"> • 6 months

<p>6.4</p> <ul style="list-style-type: none"> Improve use of the strategic planning process to set goals, set objectives, and support ongoing assessments. 	<ul style="list-style-type: none"> Create annual plan for assessing departmental outcomes and goals. 	<ul style="list-style-type: none"> Keep list of departmental goals and objectives on hand. Ensure staff are aware of departmental goals and objectives via staff meetings and emails. Review outcome measures other college counseling sites use. Select outcome assessment OR create new assessments. 	<ul style="list-style-type: none"> Wil Firmender Kim Lee 	<ul style="list-style-type: none"> 12 months
<p>7.1</p> <ul style="list-style-type: none"> Ensure appropriate staffing based on De Anza student body population. 	<ul style="list-style-type: none"> Increase staffing levels to be more in line with counseling center recommendations. 	<ul style="list-style-type: none"> Continue to advocate for the creation of new positions. Focus on hiring qualified professionals for currently vacant positions. Hiring more professionals with mental health licenses to enable department to take on more staff who require supervision. 	<ul style="list-style-type: none"> Wil Firmender Kim Lee 	<ul style="list-style-type: none"> 12 months
<p>7.2</p> <ul style="list-style-type: none"> Always have staff qualifications available. 	<ul style="list-style-type: none"> Create database for staff to upload current CVs. 	<ul style="list-style-type: none"> Determine appropriate virtual location to house staff CVs. Inform staff via email where to send/upload their current CV. Add to staff handbook the need to replace old CV with current one when updated. 	<ul style="list-style-type: none"> Wil Firmender Kim Lee 	<ul style="list-style-type: none"> 6 months
<p>8.2</p> <ul style="list-style-type: none"> Ensure department's mission and goals are available to general public and stakeholders. 	<ul style="list-style-type: none"> Update website and other promotional materials include information regarding the department's mission and goals. 	<ul style="list-style-type: none"> Reach out to Marketing department and provide them with text of the mission and goals. Ask Marketing to upload that information to the website. Ensure that any newly created document coming out of psychological services has missions and goals stated, if appropriate. 	<ul style="list-style-type: none"> Wil Firmender Kim Lee Suzanna Ramirez 	<ul style="list-style-type: none"> 1 month

<p>9.4</p> <ul style="list-style-type: none"> • Ensure policies are in line with institutional policies. 	<ul style="list-style-type: none"> • Create timeline for reviewing policies and comparing them to institutional policies. 	<ul style="list-style-type: none"> • <i>Determine appropriate frequency for comparing departmental policies to institutional policies.</i> • <i>Locate institutional policies.</i> • <i>Cross-check institutional policies with departmental policies.</i> • <i>Update departmental policies listed in handbook accordingly.</i> 	<ul style="list-style-type: none"> • Wil Firmender • Kim Lee • Suzanna Ramirez 	<ul style="list-style-type: none"> • 6 months
<p>9.1</p> <ul style="list-style-type: none"> • Ensure statements regarding conflicts of interest, management of funds, acceptance of gifts, confidentiality and use of assessment data, and student rights and responsibilities are made clear in CS materials. 	<ul style="list-style-type: none"> • Such statements will be made clear on website and other materials provided to the school community. 	<ul style="list-style-type: none"> • <i>Determine appropriate phrasing for expressing policies.</i> • <i>Contact marketing to add such phrasing.</i> • <i>Consider pros and cons of adding such language to informed consent form.</i> 	<ul style="list-style-type: none"> • Wil Firmender • Kim Lee • Suzanna Ramirez 	<ul style="list-style-type: none"> • 6 months
<p>10.1</p> <ul style="list-style-type: none"> • Ensure department has consistent and sustainable revenue stream. 	<ul style="list-style-type: none"> • Department will be less vulnerable to decrease in enrollment or ending of grant money. 	<ul style="list-style-type: none"> • Advocate to administrators for additional, more consistent revenue streams to support the department. • <i>Review how other community colleges fund their mental health counseling departments.</i> 	<ul style="list-style-type: none"> • Wil Firmender • Kim Lee • Suzanna Ramirez 	<ul style="list-style-type: none"> • 12 months
<p>10.2</p> <ul style="list-style-type: none"> • Use the budget to plan out how to better reach underserved populations. 	<ul style="list-style-type: none"> • <i>Identify underrepresented demographics within department.</i> • Unspent funds from budget review will be prioritized for use with underserved populations. 	<ul style="list-style-type: none"> • <i>Determine appropriate frequency for budget review.</i> • <i>Create a procedure to create and review budget reports consistently.</i> • <i>Work with marketing and PyraMed care center to create data set regarding demographic representation among Psychological Service clients.</i> 	<ul style="list-style-type: none"> • Wil Firmender • Kim Lee • Suzanna Ramirez 	<ul style="list-style-type: none"> • 12 months

<p>11.1.1</p> <ul style="list-style-type: none"> Evaluate confidentiality of electronic health records and how information is backed up 	<ul style="list-style-type: none"> Determine if and how data is backed up on electronic health records system. Determine access to backed up data in electronic health records 	<ul style="list-style-type: none"> Coordinate with PyraMed help desk Implement software updates when made available by electronic health records system (e.g., updating system to support virtual computer access using Citrix when available) 	<ul style="list-style-type: none"> Wil Firmender Kim Lee Suzanna Ramirez 	<ul style="list-style-type: none"> 12 months
<p>11.1.2</p> <ul style="list-style-type: none"> Ensure forms are accessible to people with disabilities 	<ul style="list-style-type: none"> Determine if forms are able to be read and completed by people with disabilities. If not, make forms accessible within electronic health records and/or create other methods of completing forms. 	<ul style="list-style-type: none"> Create a procedure to test and review how forms look on PyraMed using a test profile created by PyraMed (If not accessible) Consult with DSPS and/or communications department to create a formatted template of each form that adheres to accessibility standards 	<ul style="list-style-type: none"> Wil Firmender Kim Lee Suzanna Ramirez 	<ul style="list-style-type: none"> 12 months
<p>12.1</p> <ul style="list-style-type: none"> Ensure new space being planned for Psychological Services Department will meet needs regarding maintaining privacy. 	<ul style="list-style-type: none"> Eventual creation of new Psychological Services location where privacy needs have been addressed. 	<ul style="list-style-type: none"> Attend meetings relating to creation of new Student Services building. Advocate for a new space that allows for privacy, both in waiting room and office, and in the case of a psychiatric emergency. Advocate for a space that has enough offices for Psychological Services to meet the needs of the student body based on De Anza enrollment. 	<ul style="list-style-type: none"> Wil Firmender Kim Lee Suzanna Ramirez 	<ul style="list-style-type: none"> Ongoing
<p>12.2</p> <ul style="list-style-type: none"> Ensure new space being planned for Psychological Services Department will meet needs of each therapist to having a private office where they can see clients in person and virtually. 	<ul style="list-style-type: none"> Eventual creation of new Psychological Services location where privacy needs have been addressed. 	<ul style="list-style-type: none"> Attend meetings relating to creation of new Student Services building. Advocate for a new space that allows therapists to have their own private offices where they can see clients, complete paperwork, and store files. Advocate for a space that has enough offices for Psychological Services to meet the needs of the student body based on De Anza enrollment. 	<ul style="list-style-type: none"> Wil Firmender Kim Lee Suzanna Ramirez 	<ul style="list-style-type: none"> Ongoing