

**AMHD PRIORITIES & SUPPORTING STRATEGIES**  
**Collaborative Relationships**

Priority Statement: Build and sustain collaborative relationships and written agreements with key internal and external stakeholders to achieve AMHD's mission of providing a comprehensive, integrated mental health system that supports the recovery of adults with severe mental illness.

2008						
GOAL	ACTION	ET LEAD	RESPONSIBLE FOR ACTION	EXPECTED OUTCOME	BENCHMARKS	COMPLETION DATE
<b>Strategic Theme: INTERNAL INFRASTRUCTURE</b>						
1.1 Strategies that strengthen AMHD's capacity and processes for establishing and managing collaborative relationships.	1.1.1 Inventory and update all active MOAs	Brian Higgins	Enid Kagesa	Comprehensive list of MOAs	Schedule annual review of MOAs and update accordingly	03/31/08
	1.1.2 Clarify and establish roles and responsibilities within AMHD for developing and sustaining collaborative relationships.	Dawn Mendiola	Dawn Mendiola	Comprehensive list along with identification of AMHD point person	1. Schedule annual review of list and update accordingly  2. Use list for temporary staff reassignment in the event of staff vacancy	06/30/08
	1.1.3 Identify metrics (data) for specific feedback and evaluation of collaboration with key stakeholder groups. (Possibly Coordinate with Performance Excellence)	Dawn Mendiola	Andy Breton MHSRET	Relationships that make progress towards achieving goals	Periodic review of mtg minutes and/or newsletters	06/30/08

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<b>Strategic Theme: EXTERNAL RELATIONSHIPS</b>						
1.2 Strategies that identify people, groups and organizations with which AMHD will build collaborative relationships.	1.2.1 Identify and define (inventory) AMHD/s key partners (formal and informal). Identify nature of relationship.	Dawn Mendiola	Paula Sumida	Comprehensive list of key partners along with nature of relationship	Schedule annual review and update accordingly	06/30/08
	1.2.2 Identify “champion” within AMHD or “expert” for each relationship in inventory.	Dawn Mendiola	Paula Sumida	Comprehensive list of partners and “champion”	Schedule annual review and update accordingly	06/30/08
	1.2.3 Publish and communicate to the public AMHD staff names, areas or responsibility and ways to contact them.	Dawn Mendiola	Dawn Mendiola	Improved relationship with external partners due to decreased challenges on knowing AMHD names/contacts	Post on AMHD Web and keep updated	08/30/08
	1.2.4 Publish and communicate to staff, provider and consumer satisfaction studies. (Coordinate with Recovery-Based System)	Dawn Mendiola	Dawn Mendiola	Relationships that promote and build better communications		12/31/08

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<b>Strategic Theme: COMMUNICATIONS</b>						
1.3 Strategies that strengthen internal and external communications.	1.3.1 Identify and inventory current mode of communications with AMHD's key partners (internal and external, formal, and informal). (Coordinate with Information Management).	Dawn Mendiola	Paula Sumida	1. Comprehensive list of communication methodologies  2. Offers opportunities to communicate in ways that are consistent organizational wide	Significant way to identify gaps or areas of improvement for future communications and priority planning within AMHD  Significant method to communicate with, or about, key stakeholders.	04/01/08