

 Paradise Oaks Youth Services Policy and Procedure	Policy Issuer	Executive Team
	Policy Number	
	CARF Number	1.C.2.b. and c.
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Strategic Plan	Review Date: TBD	
Department: Executive Approved by: Chief Executive Officer		

Strategic Plan Summary Paradise Oaks Youth Services (POYS)

Clients: Putting Youth First

POYS is dedicated to delivering strength-based, culturally competent mental health services to eligible youth, particularly those with serious emotional disturbances or at risk. Care is individualized, child-centered, and family-driven.

- Youth actively participate in their care plans, developed with a strength-based, harm-reduction approach.
- A collaborative approach with families and external support fosters youth development through activities like sports and arts.

Workforce: Strengthening Our Teams

POYS emphasizes building a skilled, motivated workforce to enhance performance and service quality.

- Employees receive over 40 hours of annual training, guidance, and performance bonuses.
- Investments in technology, including Paycom systems and QR-based workflow tracking, streamline operations.
- Cultural audits and educational opportunities ensure a supportive and inclusive work environment.

Services: Consistent and Structured Programming

POYS uses a trauma-informed approach to offer predictable, structured behavioral modification programs.

- Individual and group therapies, coupled with life skills activities, promote self-awareness, growth, and independence.
- Services are continuously reviewed for quality and compliance.

Leadership: Embracing Change and Innovation

POYS leadership seeks innovative ideas to improve programs and actively engages with staff, clients, and stakeholders.

- Policies and procedures are regularly updated based on input from surveys and external assessments.
- Future plans include launching a Substance Use Prevention and Treatment (SUPT) program and exploring enhanced case management services.

Stakeholders: Collaborative Partnerships

POYS collaborates with community partners, government agencies, and other organizations to enhance client services.

- Partnerships include Sacramento County BHS, CPS, probation departments, and educational institutions.
- Active involvement in the Valley Collaborative and local chambers of commerce strengthens relationships and advocacy efforts.

Progress and Achievements

- Initiated client surveys and peer partner programs to improve engagement.
- Enhanced staff support through EAP, training, and performance incentives.
- Revamped youth programming, including financial literacy and welcoming care initiatives.

Business Analysis

Strengths: Established reputation, experienced staff, and strong organizational structure.

Weaknesses: Revenue dependency on limited sources and high fixed costs.

Opportunities: Diversifying funding with private placements and specialized programs.

Threats: Financial pressures from rate changes and increasing labor costs.

Key Performance Indicators (KPIs)

Metrics include occupancy rates, staff retention, client outcomes, and service quality measures.

Industry Analysis

With the Continuum of Care Reform (CCR), the industry is shifting toward reduced residential placements and specialized programs. POYS is adapting by pursuing new opportunities like SUPT and maintaining compliance with evolving regulations.

Marketing Plan

POYS relies on direct outreach, county meetings, and updated marketing materials to maintain visibility among placement agencies. SUPT programs are expected to generate significant interest upon licensing.

Conclusion

Paradise Oaks Youth Services remains committed to providing exceptional care, fostering innovation, and adapting to industry changes while building strong community partnerships.