

# Fiscal Year 2013 Summary of Accomplishments

## Transforming Services in Northeastern Louisiana

2013 has been a productive year for NE Delta HSA. Here's a snapshot of how we've worked diligently to engage our citizens:

### Operational Highlights:

- Successfully completed Phases II and III of Local Government Entity (LGE) Readiness Assessment Criteria, which is comprised of clinical protocols, financial controls, human resources, legal resources, programmatic operations and purchasing & contracting.
- Awarded three-year accreditation by CARF, the highest accreditation possible, which demonstrates that programs and services are high-quality, measurable, and accountable.
- Memorandums of Understanding now in place with primary care providers, Dept. of Juvenile Justice, Dept. of Corrections
- Welcomed the Office for Citizens with Developmental Disabilities to NE Delta HSA, which allows increased services to clients and significant cost-savings in overhead.
- Efficiencies through organizational restructure to ever better serve our citizens.

### Events:

- Preparations to host state-wide Integrated Behavioral Health and Primary Care Summit
- Opening new Peer Support Centers
- Conducted Annual Health Fair
- Quarterly Developmental Disabilities Provider and Community Home Provider Meetings
- Substance Abuse Block Grant meeting Engagement with legislators; participation in LaCAN Legislative Roundtable Forum

See more Northeast Delta HSA activity on our Facebook page!

**Northeast Delta Human Services Authority**  
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### Community Outreach:

- Town hall Meetings to better understand citizens' needs and confirm priorities in providing care
- 2013 United Way Campaign exceeded participation goal by 17% and proudly received a New Campaign Award and a Special Achievement Award
- Hosted developmental disability middle school students to discuss future plans of independent living and skill building opportunities.
- Attended the 7th Annual NE Delta Crisis Intervention Team (CIT) meeting
- Prevention program, which provides research-based curricula to prevent and reduce risk taking behaviors.
- Outreach to clergy and faith-based organizations
- New NE Delta HSA logo, informational website and social media sites to increase awareness of services

### Strategic Initiative:

#### Integration of Behavioral Health and Primary Care

Behavioral health and primary health care integration and coordination is a progressive approach to reaching the best outcomes in caring for people with multiple healthcare needs. This integration may also prevent and reduce chronic diseases and address behavioral health issues by promoting a more holistic system of care. We are building business relationships with primary care groups throughout northeastern Louisiana, and we plan to continue this strategic initiative in the coming fiscal year.



## What is Northeast Delta HSA?

Louisiana Act 384 merged mental health, developmental disability and addictive disorder services (or co-occurring disorders) into Local Governing Entities (LGEs) as of July 1, 2010. Northeast Delta HSA is one of 10 independent LGEs. Each LGE is administered by an Executive Director who reports to a local board of community volunteers.

The Northeast Delta HSA Board establishes policy governance for its community-based programs and services relative to behavioral health, addictive disorders and developmental disability services for 12 parishes in northeast Louisiana: Caldwell, East Carroll, Franklin, Jackson, Lincoln, Madison, Morehouse, Ouachita, Richland, Tensas, Union, and West Carroll.

## Our Vision

To build a unified Northeast Louisiana where individuals are thriving and reaching their full human potential.

## Our Mission

NE Delta HSA serves as a catalyst for individuals with mental health, developmental disabilities, and addictive disorders to realize their full human potential by offering quality, excellent care with greater accessibility.

## Our Philosophy

- Demonstrate that we understand citizens' concerns. Provide hope and integrity.
- Connect with citizens we serve and help them reach their best potential.
- Focus on commonalities among us rather than differences. Unify around opportunities.
- Accountability for our actions.
- Opportunity for success equal for all citizens regardless of demographics.
- Acknowledge any previous shortcomings and demonstrate how we are improving. Build trust through accountability.
- We are a catalyst and co-advocate for people to engage and believe they can reach new heights.



These three tenets guide our actions every day for the people we serve:

- Greater access to services
- Excellent customer service
- Quality, competent care

