

Mental Health Agency Optimization

Challenge: Improve operations for a 40+ year-old mental health nonprofit agency providing housing, treatment, and community engagement in preparation for strategic growth and leadership transition.



Success Factors

Best Practice | Knowledge | Experience. Ballista's team combined healthcare administration, strategic planning, and organizational development experience with process improvement project management expertise to deliver and begin implementing a 3-year strategic roadmap that enables organizational scalability and growth.

Approach

Ballista assessed existing organizational structure, operational processes & technology usage through targeted interviews & surveys. Collaborated with leadership on future needs & priorities.

Outcomes

Ballista delivered detailed findings & recommendations with restructured org chart. Created actionable 3-year roadmap to streamline operations, strengthen staffing & prepare for CEO retirement.



Facility Maintenance System selected, configured & fully implemented to improve essential operations



70% staff survey response to identify strengths, weaknesses & gaps; interviewed leaders and key staff



60 recommendations prioritized, plotted on roadmap with **79% adopted** in first 8 months