

# Strategic Plan 2025

## We Change Lives

We lead with a person-centered approach to integrated delivery of services and supports to the people and families we serve.

### Outcome: Service Excellence

Design and implement an organizational culture that delivers exceptional service

- Provide culturally competent, trauma-informed care
- Develop standardized measures on patient satisfaction
- Involve people and families in the design of patient-centered models of care

### Outcome: Healthy Living

Improve the overall health of the people we serve

- Track nationally-recognized measure of improved health and wellness
- Improve on measures of social determinants of health
- Join community partners to holistically approach health in our community

### Outcome: Financial Sustainability

Design and implement short- and long-term solutions for financial sustainability and community growth to ensure quality care and capacity to provide it

- Maximize revenue from existing sources
- Develop new, diversified funding sources
- Design and negotiate value-based payment models

Our employees and new technologies will enable us to deliver and improve these outcomes.