



## Our Vision

Proactively defining our future by understanding what the world needs from us and what we should expect from the world.

## Our Values

**Courage:** Put yourself out there and adapt

**Passion:** Love what you do and do it with zeal

**Excellence:** Remove barriers to achieve greatness

**Collaboration:** Act as one

**Integrity:** Achieve greatness by doing what is right

**Innovation:** Drive change with purposeful intent

## 2021 Priorities & Measures

### **People First Approach**

Understanding what the world needs from us and meeting people where they are with INNOVATIVE, COLLABORATIVE solutions.

**Measures of Success:**

Satisfaction scores for identified stakeholder groups, including employee satisfaction with hybrid approach to work model.

### **Breathe Life into Our Business Operating System**

Breathe life into our Business Operating System that drives a financially sound, efficient, COLLABORATIVE organization that strives for EXCELLENCE by meeting its goals, managing risk, and living its stated values and beliefs with PASSION.

**Measures of Success:**

Deliver on operating plan and budget while reducing discretionary spend by 1%.

### **Build Capacity to Bring About Systems Change Internally and Externally**

Understanding what we should expect from the world and having the COURAGE and INTEGRITY to work towards the change we want to see.

**Measure of Success:**

Establish multi-year plans for Equity & Social Justice and 21st Century Leadership.

### **Broadening Our Reach**

Provide INNOVATIVE service delivery options guided by our belief in human dignity that remove barriers to underserved populations.

**Measures of Success:**

Establish a new relationship to provide services to at least one new, underserved community.

### **Continue to Innovate and Incubate with Passion**

Continue to INNOVATE and incubate with PASSION to create and deliver products, services, and systems the world needs from us.

**Measures of Success:**

Establish one new service offering and define value equation criteria.