



## 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.