

FY2027 to FY2031

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Our Vision

Become an exceptional community health provider that addresses healthcare inequities, close gaps in life expectancy, and pursues social justice

Our Mission

To serve as a center of excellence that provides high quality, and accessible health care and social services that achieve health equity, social justice, and the economic well-being of our diverse patient population

B U S I N E S S
R E S U L T S

To Financially sustain our mission, on what must we focus?

CUSTOMER

To achieve our vision, how should we appear to our customers?

INTERNAL

To satisfy our customers, donors, and mission, at which operational processes must we excel?

LEARNING
AND GROWTH

To achieve our vision, how will we sustain our ability to change and improve?

FINANCIAL STEWARDSHIP AND FUNDS DEVELOPMENT

Diversify Revenue and Reduce Financial Vulnerability
Implement multiyear funding campaign

Improve Financial Performance and Cost Management

Expand Strategic Partnerships and Community Presence

Pursue Mission-Aligned Growth and Market Positioning

STRATEGIC ALLIANCES, COMMUNITY PARTNERSHIPS, COMMUNITY TRUST, EQUITY LEADERSHIP, AND ADVOCACY

Strengthen Integrated Behavioral Health Services
Expand Chronic Disease and Complex Care Management

Advance Mobile Health Van and Community-Based and Preventative Care Models

Support Youth and Young Adult Wellness
Prepare for the Evolving Needs of Older Adults and High-Need Populations

Expand Public Housing and Community Clinics

INTEGRATED, COORDINATED AND WHOLE-PERSON CARE

Strengthen Integrated Behavioral Health Services
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Advance Mobile Health Vans and Community-Based and Preventative Care Models
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ADVANCED DIGITAL TRANSFORMATION, DATA STRATEGY, AND RESPONSIBLE AI

Build an Enterprise Data and Analytics Platform
Expand Telehealth and Digitally enabled Care Models

Implement Responsible AI and Workflow Automation
Strengthen Cybersecurity Infrastructure

Strengthen Strategic Technology Partnerships and Infrastructure

WORKFORCE SUSTAINABILITY, LEADERSHIP AND ORGANIZATIONAL CULTURE

Strengthen Workforce Recruitment and Retention

Invest in Leadership Development and Workforce Growth

Promote Workforce Well-Being and Organizational Culture

Improve Workforce Efficiency Through Workflow Redesign and Technology

STRENGTHEN ENTERPRISE OPERATIONS AND ORGANIZATIONAL EFFECTIVENESS

Optimize Access, Scheduling, and Patient Navigation

Improve Operational Efficiency and Standardization

Enhance Patient Experiences and Service Excellence

Build Organizational Agility and Strategic Execution Capacity

MARKETING AND BRAND DEVELOPMENT

Develop and Implement a Comprehensive Marketing and Brand Strategy

Strengthen Digital Engagement and Social Media Presence

Advance Media Relations and Social Media Presence

Built Thought Leadership and Stakeholder Engagement

CONTINUOUS QUALITY IMPROVEMENT, RISK MANAGEMENT, AND CENTER FOR HEALTH EQUITY RESEARCH

Maintain and Strengthen Regulatory Compliance and Risk Management
Advance a Culture of Patient Safety and Continuous Improvement

Strengthen Quality Governance and Cross-Functional Oversight
Establish the Center for Health Equity Research as a Center of Excellence

Implement Evidence-Based interventions to Advance Health Equity

Secure Funding and Expand Research Partnerships