



**A VIABLE™ Strategic Plan**

**2024-2027**

## About This Plan

After many years defined by our rapid pivot to respond to the COVID-19 pandemic, and as our previous strategic plan ends, we have set out to chart a new course forward for the next three years. We know that the environment will change in both expected and unexpected ways, so we have developed a strategic plan that allows us to nimbly adapt to challenges that arise as we intentionally amplify our impact.

From August to December 2023, we followed an inclusive and collaborative approach to develop a new strategic plan. We gathered information and incorporated input from key stakeholders and the leadership team and evolved this plan, meeting almost every week to discuss new opportunities and launch us into our next phase of transformation.

This document outlines an exciting three-year strategic plan for FY 2024 through FY 2027. We are eager to embark on this new strategic direction organized around our deep commitment to meeting the health and wellness requirements of community members who need us the most. To do this, we must expand the foundation and infrastructure that support our programs and services. We will enhance the health and well-being of our patients, administrative and medical staff, and community members through four strategic priority areas:

# Executive Summary

## VISION

The Vision for this strategic plan aligns perfectly with our vision for our organization:

***To become the leading healthcare and housing organization in our community.***

## IDEALS

Our Ideals will guide our behaviors and choices throughout this work and are centered around the three key groups that make us who we are: our **Community**, our **Patients** and **Providers**, and our **Staff**.

## STRATEGIC AREAS OF FOCUS

**Integrated Network of Care** (Bringing together the services CCHC provides)

**Community** (Outreach and inclusion to all members of the communities CCHC serves)

**Workforce** (Maintaining a competitive workforce in a challenging labor market)

**Culture** (Building a culture that strongly supports our staff, clients, and community)

INTEGRATED NETWORK of CARE	COMMUNITY	WORKFORCE	CULTURE
Leverage Networks of Dynamic Clinicians and Providers	Focus on Active Patient & Clinician Engagement & Retention	Facilitate Patient-Centered Team Recruitment & Training	Encourage Culturally Competent & Consistent Engagement
Differentiate Services & Improved Patient Outcomes	Strengthen Partnerships & Collaboratives	Invest in Building & Developing Team Leaders	Promote Performance-Based Management
Deploy Population Health & Analytics Strategies	Inform Engagement with Data Insights	Create Cross-Functional Teams	Build Results & Outcomes Orientation
Embrace & Advance Value-Based Care	Proactively Meet Unique Community Needs	Offer External Professional Development Opportunities	Execute High-Quality Care & Measured Performance