

	High Quality and Seamless Care	Communication	Family Driven	Leadership	Strategic Growth	Stability	Workforce
Strategic Goals (2017-2022)	<ul style="list-style-type: none"> • Improve Client Satisfaction • Assess and Monitor Program Outcomes • Promote Integration with Primary Care and Schools 	<ul style="list-style-type: none"> • Increase Referrals • Communicate Program Impact • Improve Communication • Optimize Technology 	<ul style="list-style-type: none"> • Integrate Family Voice • Strengthen and Empower Families 	<ul style="list-style-type: none"> • Increase Strategic Planning Capacity • Succession Planning • Increase Expert Knowledge • Organizational Structure • Key Performance Indicators 	<ul style="list-style-type: none"> • Establish Alliances and Partnerships • Increase Referral Opportunities 	<ul style="list-style-type: none"> • Fiscal Stabilization of Existing Programs • Revenue Diversification 	<ul style="list-style-type: none"> • Increase Employee Engagement • Increase Employee Retention
Measures	<ul style="list-style-type: none"> • Satisfaction Survey • Outcomes dashboard • Number of integrated care sites 	<ul style="list-style-type: none"> • Number of referrals to each LOB • Employee Engagement Survey 	<ul style="list-style-type: none"> • Number of employees identified as family advocates • Number of family centric trainings and interventions 	<ul style="list-style-type: none"> • Bronx succession plan • Organizational chart update • Successful program and regulatory audits • Reduction in repeat citations 	<ul style="list-style-type: none"> • Number of agency partners • Active list of referral sources 	<ul style="list-style-type: none"> • Overall P/L of each LOB • Total dollars raised • Total unrestricted dollars 	<ul style="list-style-type: none"> • Employee Engagement Survey • Salary comparisons to market • Trends in exit interviews