



2017-2019 STRATEGIC GOALS & OBJECTIVES

NAVIGATING CHANGE IN OUR NATIONAL AND
STATE HUMAN SERVICES SYSTEM OF CARE

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Dear Seven Hills Community:

Seven Hills Foundation recently completed a comprehensive strategic planning process that will guide our important work in the coming two years. Our process included gathering feedback, ideas, and future goals from members of our staff from our 12 Seven Hills affiliate organizations, our Board of Directors, and individuals we support. We listened, learned, and then designed a course that will challenge us, while motivating us to grow and create the most efficient and dynamic system of care across all areas of service.

I am pleased to present six goals and objectives that will align the strategy of our work in the coming 24 months. Seven Hills is uniquely positioned to respond to the changing landscape of human services at the national and state levels. I am confident that our talented and dedicated staff will achieve these six goals and continue to position Seven Hills as the leader in providing the highest quality services and supports.

Our Vision of being the preeminent leader and resource in the identification of unmet community needs; in the promotion of individualized supports; and as an advocate of emerging public policy, continues as we embark on our Strategic Plan for 2017-2019. I look forward to reporting on our continued success.

David A. Jordan

Dr. David A. Jordan, President/CEO





Goal 1

Seven Hills Foundation will enhance its clinical supports to meet the current and changing needs of individuals served.

Objectives

1. Identify and prioritize clinical gaps by affiliate.
2. Implement internal clinical career pathway program for staff.
3. Implement aggressive clinical recruitment and retention program.
4. Create Chief Clinical Officer role whose responsibility is to develop systems throughout Seven Hills Foundation.
5. Obtain technology and tools for data collection and clinical outcome measurement.



Goal 2

We will expand the capability of our support functions including HR, IT, and Facilities Management to ensure the highest quality of services.

Objectives

1. Identify and prioritize additional support function staff to meet increasing service needs.
2. Evaluate and improve the processes and communication in HR, IT, and Facilities Management.



Goal 3

Seven Hills Foundation and affiliates will recruit and retain a quality workforce.

Objectives

1. Advocate to Federal and State government for salary increases across affiliates and award increases accordingly.
2. Continue to negotiate with health insurance companies to provide the highest quality insurance at the lowest possible cost.
3. Increase annual tuition reimbursement amount and opportunity to receive pre-payment of tuition.
4. Continue to vigorously recruit qualified candidates for vacant positions locally, nationally, and internationally.
5. Expedite the hiring and onboarding process across all affiliates.



Goal 4

Seven Hills Foundation and affiliates will enhance the direct support employee experience.

Objectives

1. Create a direct support mentoring program.
2. Create a program-specific training to the individuals supported.
3. Provide career ladders to support employees to grow professionally.
4. Provide all frontline supervisors training to help them create a supportive work environment.



Goal 5

Seven Hills Foundation will implement an employee communication exchange to promote organizational and team success by building employee trust, engagement, and loyalty to our mission.

Objectives

1. Develop effective accessible platforms for the exchange of information and ideas.
2. Incorporate marketing communication strategies into all levels of staff development including frontline manager training.
3. Deepen our organizational culture consistent with our mission and values.



Goal 6

Seven Hills Foundation will position itself as an interdisciplinary care provider and develop an integrated service delivery system that is person-centered and financially sustainable, improving the experience and quality of care for the people we serve.

Objectives

1. Invest in the infrastructure of long-term services and supports including pertinent information technology, data analytics, and expertise.
2. Develop strategic partnerships to provide quality, integrated care, and triple aim.
3. Prioritize the values of community-first, independent living, and cultural competence in the delivery of integrated person-centered care.
4. Develop services in response to the unmet needs of the community and the changing health and human services landscape.

MISSION & VISION

The mission of Seven Hills Foundation and its Affiliates is to promote and encourage the empowerment of people with significant challenges so that each may pursue their highest possible degree of personal well-being and independence.

The vision of Seven Hills Foundation is to be a preeminent leader and resource in the identification of unmet community needs; in the promotion of professional and compassionate models of service; and as an advocate of emerging public policy which exemplifies the dignity of all persons regardless of physical, social, or emotional condition.

NAVIGATING CHANGE IN OUR NATIONAL AND STATE HUMAN SERVICES SYSTEM OF CARE



Goal 1 ▶ *Seven Hills Foundation will enhance its clinical supports to meet the current and changing needs of individuals served.*



Goal 2 ▶ *We will expand the capability of our support functions including HR, IT, and Facilities to ensure the highest quality of services.*



Goal 3 ▶ *Seven Hills Foundation and affiliates will recruit and retain a quality workforce.*



Goal 4 ▶ *Seven Hills Foundation and affiliates will enhance the direct support employee experience.*



Goal 5 ▶ *Seven Hills Foundation will implement an employee communication exchange to promote organizational and team success by building employee trust, engagement, and loyalty to our mission.*



Goal 6 ▶ *Seven Hills Foundation will position itself as an interdisciplinary care provider and develop an integrated service delivery system that is person-centered and financially sustainable, improving the experience and quality of care for the people we serve.*

