**Mission:** Transform lives by building the capacity of individuals, families, organizations, and communities to learn, thrive, and achieve their goals. As a human services leader, we strive to be the provider, employer, and partner of choice.

**Vision:** Vinfen will build on its leadership in the human services industry, specializing in a broad array of community-based services. We will continue to meet the challenges in the system of care, including housing, employment, and health care. High-quality care will be ensured by effectively supporting our workforce and managing our financial resources, producing positive outcomes through evidence-based practices. Our leadership will thrive through our commitment to serve people with the most challenging issues and by contributing to the health and prosperity of our communities.

**Breakthrough Objective:** We will give and receive information that fuels individual and collective thought and action. This focused communication will build and sustain our commitment to accelerate organizational learning and elevate agency performance.

**Values**
- Improve organizational support to management staff at the customer interface
- Be a great place to work where motivated, prepared staff share goals, care deeply about their work, and support one another and the people they serve
- Deliver creative and effective customized solutions to payers
- Philosophy of care is individualized, strengths-based, community-focused and family-centered
- Be financially sustainable in the service of our mission

**Customer Perspective**
- To achieve our mission, how must we appear to our customers?
  - C1: Deliver services consistent in value & quality (M)
  - C2: Increase public awareness and visibility (M)
  - C3: Strengthen government engagement
  - C4: Engage & expand community support
  - C5: Deliver quality services to special populations

**Internal Perspective**
- To satisfy our customers, at which processes must we excel?
  - P1: Implement comprehensive CQI process
  - P2: Improve business practices & efficiencies (M)
  - P3: Develop & implement an integrated information system
  - P4: Manage increased clinical & business risk (M)
  - P5: Contribute to human services research and innovation

**Learning and Growth Perspective**
- To achieve our mission, how must our organization learn and improve?
  - L1: Improve organizational trust & teamwork
  - L2: Build professional competencies that support strategy
  - L3: Recruit & retain a highly skilled workforce (M)
  - L4: Ensure organizational learning based on data, outcomes & experience (M)
  - L5: Contribute to human services research and innovation

**Financial Perspective**
- If we succeed, how will we look to our stakeholders?
  - F1: Improve efficiency & effectiveness of contracting process
  - F2: Increase direct care cost efficiency (M)
  - F3: Increase administrative cost efficiency
  - F4: Achieve financial sustainability (M)

**Value to Customer Supported by Operational Excellence**