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|  | General Policy | | | |
| | Chapter: | Board Operations and General Administration | Policy # | 1-1-1 |
| | Section: | WCMCMH Mission, Vision and Values | Revision # | 1 |

- I. **PURPOSE:** To establish policy and procedures for developing and reviewing the mission, vision, and values of the West Michigan Community Mental Health.
- II. **APPLICATION:** All program and services operated by the West Michigan Community Mental Health Governing Body.
- III. **REQUIRED BY:** Administrative Rule 330.2803 and accrediting bodies.
- IV. **DEFINITIONS:** Not applicable.
- V. **POLICY:** It is the policy of West Michigan Community Mental Health to ensure that its Board of Directors and employees are involved in the development and review of the organization’s mission, vision, and values.
- VI. **PROCEDURES:**
 - 1. The Chief Executive Officer shall be responsible for scheduling a strategic planning meeting with the Board of Directors and designated CMH employees to review the organization’s mission, vision and values on an annual basis and revise accordingly.
 - 2. West Michigan Community Mental Health’s mission, vision and values shall be used as the foundation for developing the organization’s annual goals and provision of services.
 - 3. The Chief Executive Officer and administrative employees shall be responsible for communicating the organization’s mission, vision, and values to the employee group. In addition, the mission, vision, and values shall be included in the employee guidebook and posted in the waiting areas throughout the organization.
- VII. **SUPPORTING DOCUMENTS:**

Appendix 1-1-1A: West Michigan Community Mental Health Mission, Vision and Values

VIII. **POLICY/PROCEDURE REVIEW:**

| REV# | APPROVED BY | Policy/Procedure | DATE |
|---|-------------|------------------|---------|
| | | | 08/2005 |
| | | | 12/2018 |
| 1 | SMT | Annual Review | 12/2021 |
| 1 | SMT | Annual Review | 11/2022 |
| 1 | SMT | Annual Review | 12/2023 |
| <i>Board Approval Date: 03/19/1996</i> | | | |

IX. **CHIEF EXECUTIVE OFFICER ENDORSEMENT:**

I have reviewed and approved of policy # 1-1-1 Revision # 1.

CEO: Lisa A. Williams Approval Signature: _____

| Our Core Values | Our Purpose | Our Promise |
|--|--|--|
| <p>We believe every person has the potential to renew, rebuild, and recover.</p> <p>We strive for excellence.</p> <p>We demonstrate integrity and resiliency.</p> <p>We honor and respect the uniqueness and diversity of all people.</p> | <p>We help people lead their best life.</p> <p>We coordinate and provide high quality care for children, adults and families experiencing mental illness, intellectual/developmental disabilities, and substance use disorders.</p> <p>We collaborate to support whole-person health for the people and communities we serve.</p> | <p>We offer experienced, local professionals to coordinate personalized care for everyone we serve.</p> <p>We provide access to a variety of proven services to address each person’s needs.</p> <p>We provide access to Crisis services, 24 hours a day, 365 days a year.</p> <p>We provide support to each person in their recovery.</p> |
| <div style="border: 2px solid black; padding: 10px; color: red; font-weight: bold;"> <p>BHAG</p> <p>We will use evidence-based clinical practices to improve the lives of 5,000 people per year by 9/30/2025.</p> </div> | | |
| Strategic | | Priorities |
| 3-5 Year 2023 - 2025 | | Year 3 Q1-Q4 of 2023 |
| <p>Sustainable Business Model</p> <ul style="list-style-type: none"> Expand & diversify sources of funding to support stabilization & sustainability Maximize the value that comes from other funding sources & minimize disruption from complex payors Know and understand our costs, make ourselves cost competitive, & demonstrate value of any additional costs Develop ability to prioritize and adapt to continual changes in policy, funding, & structure Evaluate effectiveness of current business model for changing healthcare environment <p>Impact and Outcomes</p> <ul style="list-style-type: none"> Increase community access Maximize the value each team member brings to the organizational team, consumer outcomes & the health of our communities Use methods & models that have proven results Ensure that all individuals in the organization have access to data that allows them to know that they are having the desired impact | <ul style="list-style-type: none"> The WM team will collaborate to enhance our workplace experience so that we are energized, engaged, and equipped to do our best work for the people we serve Embed principles and practices of care coordination to enhance the care model Maximize efficiency, effectiveness, and outcomes of residential service delivery network Ensure access to a comprehensive, high quality crisis continuum | |