STRATEGIC DIRECTION 2016-2020

MISSION
Partnering with you to achieve a better quality of life and a healthier community through engagement, teamwork and commitment

VISION
Murtis Taylor Human Services System leads the way to a better quality of life and a healthier community. We address ongoing challenges by having a significant bond to our neighborhoods and building upon the strengths of the community. We move individuals and communities toward optimal health by diminishing the effects of illness, discrimination, bias, and poverty through innovation, partnerships, and research.

VALUES
Quality
We will continuously improve our process with the aim of achieving outcomes that meet the highest quantitative and qualitative expectations of our clients and community.

Respect And Dignity
We believe that programs and services must be offered in an atmosphere of respect and dignity with high regard for individual choices. The environment must be aesthetically pleasing and comfortable.

Professionalism
We will pursue our mission with the character, attitude, competency and conduct which meet the highest standards of each profession represented within the organization.

Performance
We are committed to achieving outstanding results with meaningful impact.

Collaboration
We recognize the value of partnerships in achieving our mission.

Non-Discrimination
We are committed to the provision of the highest quality of comprehensive behavioral health and human services to all persons regardless of race or ethnicity, gender, age, income, or disability.

Cultural Competency
We value cultural diversity and promote staffing, services, and activities that are reflective of and provide opportunities for cultural expression.

Human Rights
We value advocacy that enables individuals and families to recover and access mainstream indicators of quality of life, such as good healthcare, decent housing, education and vocational training of their choice, suitable employment, relevant cultural experiences, and enrichment activities.

Integrity
We are committed to conducting our services and activities and financial and business operations with allegiance to the highest ethical principles and to establish policies that ensure that our performance is consistent with our mission and values.

Family Life
We believe in strengthening families and recognize the variety of family configurations as important and legitimate.

Community Engagement
Strengthen the Organization’s Public Image
Expand Community Engagement

Talent Resources
Expand Workforce Capacity to Meet Demand
Shift Organizational Culture and Strengthen the Customer Service Framework which centers on Respect & Dignity and Cultural Competency

Quality Improvement
Strengthen the Comprehensive Program Evaluation System

Operations
Shift Mental Health Operations to a Managed Care Environment
Strengthen the Integration of Mental Health & Family Center Services
Expand Services/Products

Financial Resources
Strengthen Existing Services
Explore Opportunities and Partnerships to Diversify Funding
Strengthen the Organization’s Financial Position

Infrastructure
Strengthen Information Technology and Physical Plant Infrastructure
Strengthen Staff Performance and Client Services through Technology-Centered Solutions