



Harbor Care

HOUSING ▾ HEALTHCARE ▾ VETERAN SERVICES

2023-2026 STRATEGIC PLAN

To break the cycle of homelessness in New Hampshire.

Mission and Vision

Our mission is to provide vital services, including housing and healthcare, to all in our communities needing assistance.

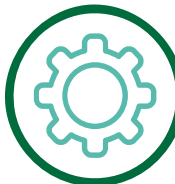
Our vision is one where everyone gets to live safe, stable, and healthy lives, filled with purpose, respect and dignity.



Establish our Philosophy of Care

Create a clear philosophy of care for our clients to outline how we deliver care based on our clients' highest priority needs, proven best practices, and goals. Key activities include:

- Create a new Community Needs Assessment.
- Develop a "Philosophy of Care."
- Develop new organizational values to support our new philosophy and DEI initiatives.
- Identify and implement best practices and models of care to support our philosophy.



Create a Strategic Decision-Making Framework

Establish a value-based decision-making framework with clear criteria to guide the existing and future organization consistent with our Philosophy of Care.

- Standards and criteria that we will use to establish the decision-making framework are created.
- The tools and processes that will be used to support the decision-making framework are developed and implemented across all of Harbor Care.



Establish Service Excellence

Improve the client experience, achieve better outcomes, and improve organizational efficiencies.

- A Knowledge Management plan and systems are implemented across all administrative and direct care staff.
- Internal and external service access barriers identified.
- Service barriers measured via implemented operational service dashboard.
- Department evaluation framework implemented – includes quality, process and client/patient/end-user outcomes, financial performance, end-user ratings.
- Defined "Centers of excellence."



Service Coordination

Make it easier and faster for clients to get the help and support they need for critical services. Enhance and nurture collaborative partnerships, improve seamless referrals and information sharing to support an integrated approach.

- Cohesive branding and marketing campaign around the Philosophy of Care implemented.
- Community partnership and engagement plan enacted.



Enhance the Staff Experience

Enhance staff's abilities to support the new Philosophy of Care. Ensure staff have the tools and resources they need to succeed.

- Overall compensation strategy established and implemented (to include wage and non-wage factors).
- Employee engagement program created and implemented.
- Comprehensive performance management system established and implemented.