2027 Strategic Plan – Implementation Plan

4 Strategic Priorities | 11 Goals | 20 Objectives

- Goal fully achievable 2027
- Goal partially completed in 2027
- Objective fully achievable in 2027
- Objective partially completed n 2027

Strategic Priority / Goal / Objective		2027 Plan
1.Operational Excellence & Innovation *Modernize information, technology, performance, management, and organizational alignment to improve execution and decision-making.*	Goal 1: Transparent Communication & Information Access.	Partial
	1.1 Establish Communication Governance & Standards	Complete
	1.2 Strengthen Transparency & Two-Way Communication	Partial
	Goal 2: Digital Transformation & Data Strategy.	Partial
	2.1 Build Secure Data Governance & Information Infrastructure.	Complete
	2.2 Advance Systems Modernization & Automation	Partial
	Goal 3: Organizational Performance & Alignment.	Partial
	3.1 Enable Data-Driven Performance Management.	Partial
	3.2 Strenghten Cross-Functional Alignment & Collaboration.	Not Planned
	3.3 Advance Risk Management & Organizational Readiness.	Not Planned
2.Workforce & Culture *Develop a skilled workforce*	Goal 4: Leadership & Workforce Development.	Partial
	4.1 Develop Leadership, Talent & Success Capacity.	Partial
	4.2 Improve Workforce Effectiveness & Empowerment.	Not Planned
	Goal 5: Workforce Wellbeing, Culture & Engagement.	Partial
	5.1 Foster Trust, Belonging & Collaboration.	Partial
	5.2 Promote Wellbeing & Worforce Sustainability.	Partial
3.Vendor Excellence & Service Delivery *Build a strong service system delivery high-quality outcomes.*	Goal 6: Vendor Development & Capacity.	Partial
	6.1 Strengthen Vendor Readiness, Capability & Engagement.	Partial
	6.2 Expand Vendor Capacity, Diversity & Geographic Access.	Partial
	Goal 7: Vendor Quality & Accountability.	Partial
	7.1 Improve & Monitor Vendor Quality Standards.	Partial
	Goal 8: Effective & Accountable Service Delivery.	Complete
	8.1 Improve Service Delivery Processes.	Complete
4.Consumer, Family & Community Impact *Improve outcomes, access, trust, and engagement for consumers and families.*	Goal 9: Family & Consumer Empowerment.	Complete
	9.1 Educate, Empower, & Partner with Consumers and Families.	Complete
	9.2 Establish Family Voice & Continuous Improvement.	Complete
	Goal 10: Equitable Access & Community Engagement.	Partial
	10.1 Identify & Close Service Access Gaps.	Complete
	10.2 Expand Community Outreach & Engagement.	Partial
	Goal 11: Strategic Community Partnerships	Partial
	11.1 Strengthen Cross-System Coordination & Capacity.	Partial
	11.2 Influence Systems Change & Long-Term Sustainability.	Complete