

2018-2021 Strategic Plan: Year Two

2019 Strategic Initiatives

1. **Practice transformation: Put the client at the center of our clinical practice through multi-disciplinary care teams**
 - Begin redesign of our 421 Fallsway building to accommodate co-located care teams
 - Create and put into practice new clinic workflows, policies and procedures and updated job descriptions that support high quality, client-centered care
 - Strengthen our practices around client safety

2. **Create a three-year plan for the expansion of supportive housing in Baltimore City**
 - Increase area hospital investment in supportive housing and the convalescent care program through innovative partnerships
 - Increase supportive housing slots by partnering with private housing developers and public housing administrators
 - Develop administrative and legislative relationships to develop and support policy solutions to the housing crisis

3. **Create the vision and begin a capital campaign**
 - Engage community to develop and implement a bold vision
 - Implement campaign leadership, staffing and infrastructure
 - Secure lead private commitments and identify governmental support