



# SHW 2026 Strategic Plan



## PROVIDE ACCESSIBLE AND QUALITY SERVICES

### 2026 INITIATIVES

- Ensure that individuals receive a full eligibility assessment within 14 days of their service request at least 98% of the time during the 2026 calendar year.
- Strengthen and expand the use of evidence-based practices to support consistent, effective, and person-centered care.

## FISCAL RESPONSIBILITY

### 2026 INITIATIVES

- Maintain increased oversight of the General Fund Management by ensuring that 100% of individuals utilizing GF dollars are reviewed and monitored by the Utilization Management and Quality Department.
- Improve overall cash flow management to support financial stability and long-term sustainability.

## RETAIN AND RECRUIT QUALIFIED STAFF

### 2026 INITIATIVES

- SHW will implement the CE-CERT model organization-wide to build a culture of resilience, support staff wellness, and enhance the quality and sustainability of client care.
- The SHW Leadership team will conduct an in-depth evaluation of how productivity can be measured effectively and fairly, with the long-term aim of potentially introducing performance-based incentives.

## RETAIN AND INCREASE COMMUNITY PARTNERSHIPS

### 2026 INITIATIVES

- Continue building community awareness of SHW and expand understanding of the services provided by SHW through enhanced education and outreach efforts in 2026.
- Improve the contracting, onboarding, and monitoring of SHW's Provider Network through the Provider Management Committee and ongoing refinements of the Provider Audit Team