

The Landis Communities Board of Directors has adopted five broad **Strategic Pillars**. Each individual Board will develop a **Descriptive Statement** indicating what each pillar means to them. This will become the basis for their **Strategic Priorities** within each pillar. Staff will develop, and Board will affirm **Goals** that align with each **Strategic Priority**. These elements will produce a **Strategic Plan** for the next three years.

Strategic Pillars



LANDIS HOME AND COMMUNITIES BASED SERVICES MISSION

Delivering a comprehensive array of integrated services to allow individuals to age with dignity wherever they call home.

VISION STATEMENT

Enriching Lives

VALUES

Guided by Joy, Compassion, Integrity, Stewardship, and Community

Descriptive Statement of each strategic pillar

- **Resident/Client Centered** – Actively listen to clients to better serve current and future needs.
- **Engaged & Valued Workforce** – Create and maintain an engaging and positive work environment focusing on flexibility, belonging and understanding individual needs, including the unique needs of a remote workforce.
- **Operations & Systems** – Pursue operational excellence and efficiency through existing and new practices, workflows, and standards, including the careful selection of external partners.
- **Financial Strength** – Operate within margins to allow for future growth and expansion of high quality services.
- **Growth** – Grow intentionally and sustainably to serve more lives.

Strategic Priorities within each pillar

Resident/Client Centered

- Create a continuous feedback cycle that encourages client input to deliver care that meets current and future needs, paying attention to the value of social connection
- Expand Care Navigation services
- Evaluate technology options to enhance aging in place

Engaged & Valued Workforce

- Provide competitive Compensation and Benefits Package (Total Rewards), including flexibility and mentorship opportunities
- Enhance team member engagement and retention for remote workforce, with team member appreciation and relationship-building initiatives
- Integrate Landis HCBS workforce into the broader organization's culture and sense of belonging

Operations & Systems

- Focus on being educated in HCBS industry trends and technology advancements
- Revisit Transformation Plan to find additional efficiencies and emerging technologies
- Establish innovative operational systems particularly in Care Navigation

Financial Strength

- Operate within financial margins to create financial sustainability with cash flow
- Determine benchmarks for targeted financial margins
- Evaluate profitability of various service and concierge products

Growth

- Explore opportunities for new services lines, such as End of Life Doula, and expanded geography
- Continue to learn and explore new innovations and technologies to enhance service to clients
- Grow intentionally and sustainably in a way that aligns with the mission and serves more lives

Staff will develop, and Board will affirm Goals that align with each Strategic Priority. These elements will produce a Strategic Plan for the next three years.