impact
Behavioral Health Partners

STRATEGIC PLAN

April 2025

Leading with Compassion and Expertise

Impact leads in creating housing stability and improving mental health outcomes. We prioritize those in greatest need, skillfully integrating housing, wrap-around mental health, and employment services to help each person become their best self. As pioneers in best practices, we share our expertise and insights for the greater good.

Our work fosters a community rooted in human dignity and respect for all. We recognize that participant journeys often run parallel to our own, allowing us to empathize without judgment. We prioritize the fundamental right of self-determination, understanding that wisdom comes from both mistakes and successes.

Collaboration is central to our mission. We believe building a just society requires collective effort. As a trusted and influential community partner, we are part of a broader system that anticipates needs, addresses gaps, and drives meaningful, lasting change.

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Mission

We empower participants, living with mental illness, through individualized housing, employment, and clinical services so they can achieve their goals and live as independently as possible.

Vision

A community that prioritizes human dignity, fosters a just society, and embraces individuals experiencing mental illness.

Values

Compassion: We embrace a profound empathy and authentic concern for the experiences of others.

Empowerment: We believe in each individual's capacity for and right to self-determination. Our work fosters personal growth and agency for participants and staff.

Excellence: We work to deliver the best to our participants and each other so our community can thrive.

Collaboration: We are part of something greater than ourselves. This belief inspires us to collaborate across the organization and within the community.

Respect: We uphold the inherent worth and value of every individual, treating each person with the utmost respect and consideration.

Goals

Goal 1

Grow unrestricted revenue and increase brand awareness to strengthen Impact's capacity and sustainability.

Goal 2

Invest in staff development by enhancing supervisor training, expanding administrative infrastructure, building leadership capacity, improving workflow and communication, and streamlining processes to align staff efforts with strategic priorities.

Goal 3

Cultivate an organizational culture that empowers staff to understand, integrate and align with Impact's values and vision, while fostering an environment where failure is understood as a positive catalyst for continuous learning and growth.