CELEBRATING 50 YEARS

of delivering culturally responsive and evidence-based safety-net services to the most vulnerable members of our community.
OUR MISSION
Encompass Community Services believes that health isn’t just something we get at the doctor’s office; it starts in our families, in our schools and workplaces, in our neighborhoods. **We address the conditions in which people in our community live so that everyone has the benefit of a long, healthy life.**

OUR VISION
The benefit of good health is equally accessible to all members of our community.

OUR VALUES
- Treat Everyone with Dignity and Respect
- Cultivate Human Potential
- Strive for Equity
- Create Opportunity
- Act with Authenticity and Integrity
- Champion a Growth Mindset
Imagine if everyone in our community could access the care they need and deserve to live a healthier, more fulfilling life. That’s exactly why Encompass Community Services exists.

Encompass is the largest community-based provider of health and human services in Santa Cruz County, offering programs in:

**HEALTH AND HOUSING**
We develop trust and respectful relationships with adults and transition-age youth who are experiencing homelessness, substance use disorder, mental health conditions or are transitioning out of foster care to link them to whole-person care, housing support, crisis support, primary care and other services that improve their health and quality of life.

**INTEGRATED BEHAVIORAL HEALTH**
We provide high-quality, accessible residential and outpatient substance use disorder and mental health treatment, therapy and educational programs to more than 2,300 adults, youth and families across Santa Cruz County every year.

**CHILD AND FAMILY DEVELOPMENT**
Our high-quality, culturally responsive early education and supportive services help children and families build a strong foundation for growth and learning. These programs promote school readiness, provide parent training opportunities, improve parent involvement and parent-child relationships, and support child development, health and family well-being.

**CONTACT US**
831.469.1700 | info@EncompassCS.org
www.EncompassCS.org | 380 Encinal Street, Suite 200, Santa Cruz, CA 95060
2022-25 FOCUS AREAS

1. Quality Experience
2. Financial Sustainability
3. Data-Driven Decision Making
4. Staff Recruitment, Development, and Retention
5. Communications and Culture
6. Resiliency and Racial Equity

We will continue to evolve to meet our community members' greatest needs through high-quality services that treat every child, adult and family with the dignity and respect they need and deserve to thrive.
1. Quality Experience
   **GOAL:** Ensure that the people we serve have a consistent, high-quality experience
   **How we will do it:**
   - Collect ongoing feedback from staff, partners & persons served
   - Ensure policies, procedures and training are aligned with best practices and feedback
   - Ensure staff have resources needed to implement best practices for persons served

2. Financial Sustainability
   **GOAL:** Strengthen the financial health of our organization for long-term sustainability
   **How we will do it:**
   - Evaluate and optimize our contracts and vendor relations
   - Evaluate organizational performance, structure, and key responsibilities
   - Explore different lines of business

3. Data-Driven Decision Making
   **GOAL:** Make decisions guided by evidence and high-quality data
   **How we will do it:**
   - Evaluate and improve the way we are collecting and using data
   - Use high-quality internal and external data to guide our decisions
   - Identify ways to share our data with internal and external audiences
Staff Recruitment, Development and Retention

GOAL: Be a competitive employer that attracts, develops and retains the best talent the region has to offer

How we will do it:

- Collect ongoing information from staff and managers about their work experience
- Change how we interview; ensure staff are trained on our mission and values
- Ensure opportunities for staff development and promotion; ensure compensation is consistent, fair and competitive

Communications and Culture

GOAL: Raise awareness of Encompass services, values and mission amongst staff, persons served and community partners to deepen connection to our work and purpose

How we will do it:

- Create a cohesive look and feel across staff/person served experience and agency’s physical sites through The Encompass Way
- Increase community visibility and reputation through external communications and community forums
- Improve internal communications flows to improve staff connection and integration

Resiliency and Racial Equity

GOAL: Bring to life our commitment to racial equity and diversity in everything we do

How we will do it:

- Support Encompass’s staff-led Racial Equity Workgroup in achieving its goals to advance equity within our own agency
- Ensure ALL staff have meaningful foundational and advanced racial equity training
- Ensure staff and community are aware of these efforts and continuously seek opportunities to deepen our work