



Adopt a Culture of Collaboration & Innovation

When possible, program design should be developed across departments, including those outside the Agency, implemented in a collaborative manner, and supported by our entire Agency. We will courageously try new approaches to solve our most intractable problems. The unceasing pursuit of innovation, applied thoughtfully, will catalyze our improvement efforts.

We must ensure that the delivery of our programs and services are centered on the needs of the people we serve. We therefore focus our attention and energy on work which will directly improve the lives of the people.



Focus on Outcomes & Value Generation



Use Data to Drive Action

While we have built good systems to amass data, we find ourselves data rich but information poor. We must better leverage our data to understand the conditions in our community, the impact of our current programs, and the opportunities to improve our service delivery. Actionable data can help us advance social and economic mobility and improve the health and well-being of children, families, and individuals across California.

Somehow many “person-centered” programs stopped being about people and became focused on satisfying a specific funding source or administrative process. We must engage the people and their communities so that programs are structured to meet the diverse and unique needs of each community and constituent.



Put the Person back in Person-Centered



See the Whole Person

Regardless of which department is leading on a given issue, we should always be thinking about what each person needs comprehensively to thrive, and integrating opportunities to meet those needs – both within government and with our community partners.