



BOARD POLICY I.1

AREA:	Governance		
SECTION:	Mission/Vision/Values & By-Laws	PAGE:	1 of 1
SUBJECT:	MISSION, VISION & STATEMENT OF ORGANIZATIONAL VALUES	EFFECTIVE:	12/9/08
		REVISED:	8/29/23
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MISSION:

We enhance the lives of the citizens we serve by providing a range of individualized mental health, substance abuse, wellness and recovery services.

VISION:

Pivotal will be the premier behavioral health care agency providing an excellent system of care for the community in need by focusing on wellness, hope and recovery.

STATEMENT OF ORGANIZATIONAL VALUES:

We will ensure that services are delivered in a manner that is:

- Customer centered
- Community based
- Welcoming and accessible
- Outcome based and valued by customers
- Offered by competent, friendly, and helpful employees
- Respectful, and responsive to cultural diversity
- Trauma Informed