

2 OPERATIONAL PRINCIPLES

SCF's operational principles provide guidance from customer-owners when improving systems and developing new programs or services. SCF's Vision, Mission, and Goals emphasize working together with individuals, families, and the community, which means our systems and services are built on RELATIONSHIPS. We believe multidimensional wellness can only occur effectively in a relationship-based system of care designed by and for the customer-owner, when, where, and how they want it.



- R**elationships between the customer-owner, the family, and provider must be fostered and supported
- E**mphasis on wellness of the whole person, family, and community including physical, mental, emotional, and spiritual wellness
- L**ocations that are convenient for the customer-owner and create minimal stops for the customer-owner
- A**ccess is optimized and waiting times are limited
- T**ogether with the customer-owner as an active partner
- I**ntentional whole system design to maximize coordination and minimize duplication
- O**utcome and process measures to continuously evaluate and improve
- N**ot complicated but simple and easy to use
- S**ervices are financially sustainable and viable
- H**ub of the system is the family
- I**nterests of the customer-owner drive the system to determine what we do and how we do it
- P**opulation-based systems and services
- S**ervices and systems build on the strengths of Alaska Native cultures