

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.



Relationships between the customer-owner, the family, and provider must be fostered and supported

Emphasis on wellness of the whole person, family, and community including physical, mental, emotional, and spiritual wellness

Locations that are convenient for the customer-owner and create minimal stops for the customer-owner

Access is optimized and waiting times are limited

Together with the customer-owner as an active partner

Intentional whole system design to maximize coordination and minimize duplication

Outcome and process measures to continuously evaluate and improve

Not complicated but simple and easy to use

Services are financially sustainable and viable

Hub of the system is the family

Interests of the customer-owner drive the system to determine what we do and how we do it

Population-based systems and services

Services and systems build on the strengths of Alaska Native cultures