



## Mission, Vision, and Values

### **Mission:**

Improving the health and well-being of our members by collaborating with our provider and community partners to deliver high quality and accessible services.

### **Vision:**

All residents of Alameda County will achieve optimal health and well-being at every stage of life.

**Values: (TRACK)**

**Teamwork:**

We actively participate, support each other, develop local talent, and interact as one team.

**Respect:**

We put people first, embracing diversity and equity, striving to create a positive work environment, excellent customer service, and value all people's health and well-being.

**Accountability:**

We work to create and maintain efficient processes and systems that minimize barriers, maximize access, and sustain high quality.

**Commitment & Compassion:**

We are empathic and care for the communities we serve including our members, providers, community partners, and staff.

**Knowledge & Innovation:**

We collaborate to find better ways to address the needs of our members and providers by proactively focusing innovative resources on population health and clinical quality.