

Vision, Mission, Value-Based Operating Principles (VBOPs)

VISION: Healthy People, Healthy Communities

MISSION: In partnership with the community, the Health and Human Services Agency will support and empower families and individuals to live healthy, safe, and sustainable lives in healthy environments, through advocacy, services and policy development.



VALUE-BASED OPERATING PRINCIPLES (VBOPs):

- 1. Organizational Operations:** In its internal operations and its delivery of services to the community, the Agency will use an approach that builds on the unique strengths of each individual. We will promote inclusive dialogue to support the most effective, engaged and successful outcomes for clients, employees and the Agency.
- 2. Cultural Competency/Respecting Differences:** The Agency will support and develop the ability of staff to work effectively in diverse and multi-cultural environments, through policies, programs and actions that communicate respect for the dignity of all people.
- 3. Accessible, Preventive and Responsive Services:**
 - Services provided by the Agency will be physically, culturally and linguistically available to all clients, and appropriate to the identified needs of the individuals and communities served.
 - To the extent possible, Agency services will be delivered at consolidated physical locations, with service hours reflective of community needs. Outreach will remain a key component of accessibility for clients unable to come to services.
 - The Agency will respond quickly and effectively to emergent issues and emergency situations.
 - The Agency promotes community prevention and education activities that effectively mitigate problems from reaching a stage where intervention and direct services are overwhelmed.
- 4. Transparent and Effective Communication:** Open, honest, direct and respectful communication will be the standard for interactions with each other, our clients and the community. Transparency requires that information will be available to staff and it will be clear how and why decisions are made.
- 5. Employee Satisfaction and Retention:**
 - The Agency acknowledges the value of its employees and will seek to maximize those aspects of the work environment that support employee health, satisfaction and positive morale.
 - The Agency will aim to retain valued staff, through skills development opportunities, greater involvement in decision-making and expanded scope of responsibility.
- 6. Employee Involvement and Development:**
 - Staff will have opportunities to participate in decisions related to their work, since their knowledge and understanding are valuable to the organization.
 - Staff will be provided training and work opportunities that support personal and professional growth.
- 7. Intra-Agency Education:** The Agency will work with all staff to increase understanding of Branch programs, services provided, client eligibility, referral processes, and desired outcomes for clients and the community.
- 8. Collaborative Services:** Services will be provided to clients from all disciplines across the Agency based on the client's needs, not programmatic structure. Coordinated and efficient services will be provided to meet client needs using a multidisciplinary approach across the Agency, other County departments and community partners.
- 9. Evidence-Based Best Practices:** In formulating responses to the service needs of our client populations or the community as a whole, the Agency will research, identify and implement evidence-based best practices, where possible, which are culturally acceptable to the communities served. The Agency will also support appropriate use of innovative and emerging practices.
- 10. Strong Community Partnerships:** We recognize that both the problems and the solutions addressed through our programs exist in the context of the communities we serve. We will work with formal and informal community groups to find solutions that are owned and supported by community partners and the Agency.
- 11. Program Accountability:** Services will be provided through a system incorporating outcome evaluation to ensure accountability for resource management and adherence to regulatory and statutory compliance.
- 12. Fiscal Reinvestment:** All newly identified monies resulting from efficiencies and enhancements developed by the Agency will be reinvested into the health and human services system.
- 13. Organizational Efficiency:** The internal functions of the Agency will be designed to achieve maximum administrative efficiency, while ensuring the Agency is able to support staff in providing services to clients and the community.