

APPENDIX C

SAMPLE VISION, MISSION, PLEDGE, AND STANDARDS OF CONDUCT

Our Vision

We model strategic leadership, excellence in service, transparency, cooperation, and integrity so that we may best serve and support management and line workers as they empower clients to change their lives and enrich our community.

Our Mission

We recognize that our dedicated staff work to empower clients to change their lives and enrich our community every day. We hold ourselves accountable for partnering with stakeholders to develop processes that assist our talent in achieving our mission. We provide leadership in attracting, developing, recognizing, and training a diverse workforce within a supportive environment. Particular emphasis is placed on providing outstanding customer service, enhancing employee engagement, and collaborative labor relations. Leading an outstanding talent management initiative, and implementing technology solutions to streamline and improve the delivery of services.

Our Standards of Service

We are committed to the delivery of excellent customer service. We will deliver service in a prompt, professional, and courteous manner as defined by our pledge.

Our Pledge

We pledge to promote a welcoming, supportive environment that empowers clients and colleagues through superior service, outreach, and support service. We pledge to maintain a professional and courteous attitude at all times as we deliver seamless service across divisions, agencies, and in the community. We know our duties and our unit's services, will be responsive to all requests, provide accurate information, follow up and follow through. We will take pride in the service we provide and attempt to exceed expectations.

Outreach

We pledge to exemplify our mission, vision, and core values; demonstrate service leadership, get involved, get to know others, and cultivate relationships with colleagues. We will develop collaborative solutions, embrace our diversity and treat others with respect; inspire, recognize, and celebrate service excellence department wide in order to make a positive difference in our clients' lives.

Support

We pledge to take the initiative to resolve issues, take ownership of challenges, foster creativity and innovation, and be flexible and willing to help others. We will develop our talents and empower others to do so. We will encourage decision making at all levels, be mindful of timing and be team players.

Confidentiality and Communication

We will steadfastly maintain confidentiality, promote clear communication channels, and seek professional development opportunities to leverage our knowledge and expertise across all functional areas. In modeling service excellence, we pledge to respond to inquiries within two business days where possible.