



Washington State
Department of Social
& Health Services

VISION

*Safe, healthy individuals,
families, and communities*

MISSION

The Department of Social and Health Services will improve the safety and health of individuals, families and communities by providing leadership and establishing and participating in partnerships.

VALUES

Excellence in Service

Respect

Collaboration and Partnership

Diversity

Accountability

ORIENTATIONS

Early childhood development

*Person- and family-centered,
strengths-based*

OUR IMPACT

*Together we will decrease
poverty, improve safety and health
status, and increase educational
and employment success to
support people and communities
in reaching their potential.*

August 11, 2011

Strategic Framework for the Future

High-performing programs in an integrated organization working in partnership for statewide impact

Our Priorities

Health

- Behavioral and primary health care integration through person-centered health care home
- Chronic care self-management
- Improved quality, cost and effectiveness
- Improved nutrition

Safety Net

- Assist WorkFirst families to be on a pathway out of poverty to economic security
- Prevent fraud, abuse and misuse of public benefits and ensure accountability
- Access to benefits and supportive services
- Responsive to abuse and neglect

Special Populations

- Elders and people with disabilities who need a system of long-term care and supports
- Populations with health disparities
- Transitioning youth – bridging to adulthood
- Children and youth at risk and/or with special needs
- Tribal governments and communities with disproportionate representation in department programs

Children, Elders, People with Disabilities, and Families

- Safety, permanency, and well-being as outcomes experienced while in care
- Build community capacity
- Strengthen and support families
- Prepare for the aging of Washington's population

The Department of Social and Health Services remains fully committed to all populations that are eligible for services, however, the priorities identified above will receive increased emphasis by the Department.

Our Actions

EXTERNALLY, as a shared responsibility:

- Leveraging knowledge and resources
- Proactively working with stakeholders and decision makers
- Establishing and participating in intentional and uncommon partnerships
- Describing our work together in economically beneficial terms
- Valuing and supporting an informed, inspired and engaged citizenry
- Driving for statewide consistency and quality
- Building capacity within communities
- Adopting best practices statewide
- Partnering with other state agencies for impact
- Building strategic alliances with philanthropic organizations
- Strengthening relationships and partnerships with all units of government, including Tribal governments
- Respecting cultural and religious diversity

INTERNALLY, as an agency:

- Driving for statewide consistency and quality
- Consistently aligning values throughout the organization
- Providing integrated, client-centered case management
- Managing and developing talent - employees are key to our success
- Valuing and supporting an informed, inspired, diverse and engaged workforce
- Reducing risk through increased management and mitigation strategies
- Implementing best practices across the organization
- Strengthening government-to-government working relations with Tribes
- Developing measures and reporting outcomes – we do what we measure
- Becoming a learning organization through continuous learning and professional growth
- Realigning the Executive Leadership Team around shared leadership
- Being a smart purchaser of services through performance-based contracts and consolidated contracting
- Identifying and busting barriers
- Leveraging and maximizing revenues
- Ensuring that services and supports are sustainable beyond the duration of American Recovery and Reinvestment Act funding
- Operating with transparency
- Maximizing use of technologies