



CORE VALUES

OUR CORE VALUES REPRESENT WHO WE ARE AS A CITY ORGANIZATION. THEY DIRECT US IN MAKING GOOD DECISIONS AND PROVIDING OUTSTANDING SERVICES.

TEAMWORK - We work together to make San Antonio better.

INTEGRITY - We model ethical behavior.

INNOVATION - We are driven by continuous improvement.

PROFESSIONALISM - We are qualified, skilled and committed.

MISSION

OUR MISSION REFLECTS OUR COMMITMENT TO OUR CUSTOMERS, COMMUNITY & EMPLOYEES.

We promote lifelong success for families and individuals by providing human services and connections to community resources.

PRACTICAL VISION

OUR VISION ARTICULATES WHAT WILL WE WANT TO SEE IN PLACE BY 2017

The Department of Human Services:

Is recognized for leadership and innovation in human services

Provides services that are responsive to customer needs and preferences

Promotes staff excellence, unity and commitment to quality

Fosters strong partnerships and collaboration

Expands our reach through volunteers



Provides case management services for San Antonio residents seeking better employment through higher education and training opportunities



KEY STRATEGIES

WHAT ARE THE FEW THINGS THAT WILL MAKE THE BIGGEST DIFFERENCE?

1 Engage our customers and the community in decision making

- Standardize customer surveys across the department to establish baseline data and measure progress.
- Develop system and conduct customer and stakeholder focus groups.
- Develop instrument and survey stakeholders and community partners to identify opportunities for program improvement.
- Use feedback to develop targeted program improvements for Fiscal Year 2016.

2 Use data to demonstrate results and improve services

- Centralize responsibility for integrated data collection and performance reporting
- Train program staff and providers on performance measurement and evaluation
- Identify opportunities and technologies to integrate program and fiscal reporting systems.
- Design performance measurement system that facilitates ongoing planning, benchmarking, and evaluation

3 Increase community awareness of DHS resources and services

- Departmental divisions present internal “road shows” to ensure all employees are familiar with DHS services.
- Implement process to highlight positive program results through news releases, newsletters, and social media
- Develop and utilize consistent system to notify community, staff, and COSA of major departmental changes
- Expand DHS Social Media presence and utilize these systems to increase opportunities for feedback and tell our story
- Create a shared database of community inquires and complaints and review to inform improvements.

4 Focus on employee development and engagement

- Conduct departmental in-service for all full and part time employees.
- Align Employee Development Plans with Employee Performance Evaluations.
- Develop policies and procedures book and flowcharts for DHS processes.
- Implement encore employee recognition program
- Develop DHS University - orientation and training process for new employees.
- Work with HR to align positions with job responsibilities