Washington State
Department of Social & Health Services

Six Year Strategic Direction (2001–2007)

The Mission of DSHS is to improve the quality of life for individuals and families in need.
We will help people achieve safe, self sufficient, healthy and secure lives.

Themes

Client Health & Safety	Public Safety
Client Self- Sufficiency	Public Trust

Public Value
(This is what the general public expects DSHS to accomplish.)

- Clients who are able to work are employed.
- Services help children experience stable lives.
- People in DSHS care or referred to DSHS are safe from abuse or neglect.

- Clients maintain or improve their health.
- Clients live as independently as possible.
- People are treated with courtesy and respect.
- Services prevent future client needs.

Customer (Client & Family)
(This is what our clients and their families expect of us.)

- Services are high quality.
- Services are easy to access and timely.
- Information about services is clear and available.
- Services meet the needs of a diverse population.

Financial Costs
(To be financially responsible, we have these goals.)

- DSHS accounts for its use of public dollars.
- DSHS finds and minimizes fraud and error.
- Services reduce future costs to society.

Internal Processes
(To accomplish the Public, Customer, and Financial goals, we must excel at these activities.)

- Monitor services for quality and safety.
- Coordinate service delivery systems within DSHS and with communities.
- Communicate effectively about DSHS services and outcomes.
- Recruit and support a knowledgeable, diverse workforce.
- Determine eligibility accurately and quickly.

- Evaluate and report client outcomes linked with service costs.
- Coordinate case management.
- Integrate and coordinate information systems.
- Develop services that meet geographic, cultural, tribal, and individual needs.
- Assess needs to determine risk and target services.
- Negotiate and write effective contracts.

Learning and Growth
(To support the Public, Customer, and Financial goals and the Internal Processes, we must learn to excel in these activities.)

- Use client, employee, provider, and public expertise to spur improvements.
- Provide continuous skill and leadership development.
- Express recognition and thanks.

- Test ideas and share best practices to improve program effectiveness.
- Use outcome reports to evaluate service access and effectiveness.

August 2000

Integration
innovation
information