

VISION

Healthy, Safe, Thriving San Diego Communities

MISSION

**To make people’s lives healthier, safer, and self-sufficient
 by delivering essential services**

GUIDING PRINCIPLES

Integrity Accountability Innovation Quality Results

WHO WE SERVE

General Population – The 3 million San Diego County residents who will benefit from a more coordinated, comprehensive and proactive approach.

At-Risk Population – Those we will engage with early, proven interventions to prevent health, self-sufficiency and safety problems from developing or escalating.

High-Need Population – Those already in the County system who will benefit from assistance to achieve health, stability and self-reliance to avoid re-entering the County system.

MISSION CRITICAL SERVICES

PREVENTION

ACCESS

PROTECTION

**CARE &
TREATMENT**

**PREPAREDNESS
& RESPONSE**

OPERATIONAL EXCELLENCE

**FISCAL STABILITY
 CUSTOMER SERVICE
 LEADERSHIP
 WORKFORCE EXCELLENCE
 ESSENTIAL INFRASTRUCTURE**

**INFORMATION MANAGEMENT
 ACCOUNTABILITY & TRANSPARENCY
 CONTINUOUS IMPROVEMENT
 COMMUNICATION
 INTEGRATION**

GUIDING PRINCIPLES

	<i>What we are</i>	<i>How we do it – Applying Operational Excellence</i>
Integrity	We will be ethical and transparent, and retain the trust of County residents.	Fiscal Stability, Leadership, Accountability & Transparency
Accountability	We are responsible to the people we serve and protect taxpayers' dollars.	Fiscal Stability, Accountability & Transparency, Communication
Innovation	We try new ideas and methods that get at the results we want.	Continuous Improvement, Integration
Quality	We want to provide services that meet or exceed expectations.	Customer Service, Workforce Excellence
Results	We want to produce outcomes that matter.	Leadership, Information Management

MISSION CRITICAL SERVICES & ACTION STATEMENTS

PREVENTION: *Provide prevention and early intervention services to maximize the health, safety and well-being of our community.*

ACCESS: *Provide outreach and links to services to help at-risk children, families and vulnerable adults lead safe and healthy lives, and become self-sufficient.*

PROTECTION: *Provide services that protect children, families and vulnerable adults from dangerous conditions.*

CARE & TREATMENT: *Provide quality care and treatment to improve physical health, mental health, and to increase self reliance.*

PREPAREDNESS & RESPONSE: *Monitor, identify and respond to health-related events and behaviors, while preparing the community to react and recover from disasters.*

OPERATIONAL EXCELLENCE: *The Agency will support critical services through the following disciplines -*

FISCAL STABILITY	Ensure fiscal responsibility and integrity by living within our means, being cost effective and maximizing external revenue streams.
CUSTOMER SERVICE	Provide customer-focused and culturally competent services timely and accurately.
LEADERSHIP	Deepen partnerships and create opportunities between communities and government.
WORKFORCE EXCELLENCE	Develop a talented, diverse, engaged, and satisfied workforce by encouraging employees to reach their full potential.
ESSENTIAL INFRASTRUCTURE	Identify and address critical infrastructure needs and practice environmental responsibility.
INFORMATION MANAGEMENT	Organize, access and analyze data for operational effectiveness and efficiency.
ACCOUNTABILITY & TRANSPARENCY	Conduct County business as openly as possible, resulting in responsible and ethical use of public funds.
CONTINUOUS IMPROVEMENT	Maximize efficiency and effectiveness of services through data driven innovation, continuous improvement and management controls.
COMMUNICATION	Ensure timely and accurate communication to support and promote the exchange of information and ideas.
INTEGRATION	Whenever feasible, combine separate operations and services to increase efficiency, streamline operations, and improve the customer experience.

For information about results or questions, contact HHSa Office of Strategy Management at 619.685.2244 or www.sdcounty.ca.gov/hhsa/programs/sd/office_of_strategy_management