Solano County Health & Social Services

Mission, Values, and Leadership Principles

Ensuring Responsiveness, Relevance, and Results

H&SS deeply believes in our mission of **promoting healthy, safe and stable lives for the residents of Solano County** and in the importance of an authentic set of core values informing our culture, behavior and decisions.

What is our new mission and vision?

Mission:

Promote Healthy, Safe, and Stable Lives

Vision:

A Healthy, Safe, and Stable Community

What are the values we subscribe to?

Diversity

Respect

Integrity

Fairness

Transparency

Equity

Responsiveness

What are leadership principles and why are they important?

Strong leadership is an essential element of our culture and our effectiveness as an agency. It must be present in our thinking, behavior, and decisions. **These Leadership Principles translate our mission and values to actions,** providing tangible guideposts for how we treat each other, our colleagues throughout the county, our partners and the people in the communities we serve.

Leadership Principles

Optimism

We believe in our ability to make a difference in the lives of the people we support. Leaders are role models for positive thinking and behavior, bring fresh ideas to solving difficult challenges and help others avoid the pitfalls of negativity and cynicism.

Agility

Our focus is on having a positive impact in our community as it changes. Leaders adapt and are responsive to changing conditions as they work to effect change, knowing that being nimble and agile has both internal and external benefits.

Communication

We listen with open minds and open hearts and strive to express our ideas with honesty and clarity. Leaders know that information empowers us all and communicate in a manner that is—at a minimum — timely, frequent, respectful, direct and honest.

Thoroughness

We work in highly sensitive and critical situations, and we look to understand the root causes of problems in order to find effective solutions. Leaders know that insight and ideas reside throughout the organization and engage their teams in robust discussion and thorough planning.

Leadership Principles *continued*

Curiosity

We recognize that our ability to deliver best-in-class services requires we stay curious, humble and ready to learn. Leaders stay current on emerging social service trends, issues and resources to ensure our approaches are relevant.

Delivering Results

Our success is directly tied to community outcomes and we evaluate ourselves accordingly. Leaders appreciate strong effort and know it's important, yet are mindful that results matter and we hold ourselves accountable to deliver.

Excellence

We take pride in our work and know that good enough doesn't cut it. Leaders know that details matter and excellence is our benchmark.

Collaboration

We need each other to achieve our goals of community impact. Leaders embrace intense collaboration, listening and sharing, and check their egos at the door. Leaders encourage others and recognize that we're all part of a team, understanding that the variety of expertise and points of view makes our work better.

Leadership Principles *continued*

Partnership

We know we need trusted partners to achieve our desired outcomes. Leaders build and nurture strong partnerships, recognizing that benefits result from productive collaboration and frequent communication.

Commitment

To fulfill our mission and achieve our goals the road will be rocky. Leaders know that change happens slowly, and we must be committed and tenacious.

People Matter

In our work together, we're always mindful to treat each other with dignity, respect and empathy. We take care of each other, have each other's back and understand that our behavior is a direct reflection of our values. Leaders are committed to building a culture of caring throughout the department and know the benefits of being inclusive and kind.

How will we put them into daily practice?

INTRODUCE TO EXECUTIVE TEAM

Executive Team planning meeting to introduce the new Mission, Values and Principles in October 2018

- Presentation and handout

INTRODUCE TO ALL EMPLOYEES

"Town Hall Meetings" in Nov. and Dec. 2018

- Handout hard copy of principles to employees at those meetings

SOCIALIZE WITH EMPLOYEES

Employee Focus Group Meetings in Q1 2019
A series of employee meetings diving into the principles and how to 'bring them to life' in HSS led by managers/supervisors

- How do we internalize these principles in our daily work?
- What do we do well now and what do we need to work on?

INTEGRATE INTO PERFORMANCE MANAGEMENT AND GOAL SETTING

Specific measures for leadership principles

- Process for incorporating into employee development/performance planning
- Process for incorporating into annual/quarterly program planning
- Process for incorporating into recruiting and onboarding of new employees

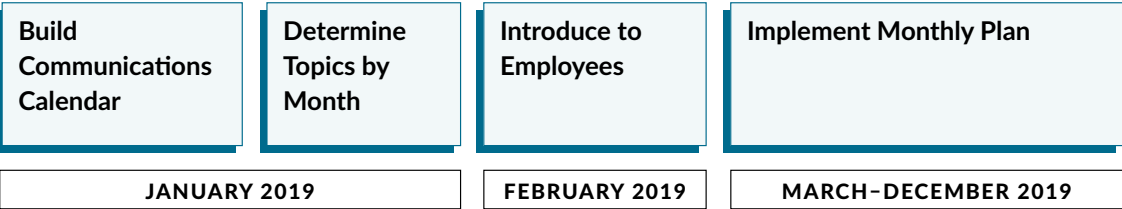# How does this fit into department communications overall?

REVIEW EXISTING COMMS	DETERMINE AREAS OF NEED AND PRIORITIZE	IDENTIFY GAPS: CONTENT & TYPE

1 Mission, Values, & Leadership Principles

Develop M/V/LP Rollout Process	Design Presentation	Share with Executive Team	Launch Department Rollout Employee Meetings, Videos, TED Talks, Stories from the Field

OCTOBER–NOVEMBER 2018	DECEMBER 2018

2a Dept. Priorities & Updates: Projects, Initiatives, Partnerships

Build Communications Calendar	Determine Topics by Month	Introduce to Employees	Implement Monthly Plan

JANUARY 2019	FEBRUARY 2019	MARCH–DECEMBER 2019

2 Protocols & Guidelines

Develop Department Wide Communications Program Identity / User Guide / Calendar / Training	Design Identity & Create User Guide

NOVEMBER 2018	DECEMBER 2018

2b Communications Training

Customize Communication Training Curriculum	Conduct Group Workshops	Conduct One-On-One Coaching Sessions

JANUARY 2019	FEBRUARY 2019	MARCH–DECEMBER 2019

Where do we start?

What will you do differently tomorrow?

What do we do well now and what do we need to work on?

What is most important for us to focus on?

How do we internalize these principles in our daily work?

How do we bring them to life?

What are the obstacles to putting them into practice?

Thank you.