

# STRATEGIC PLAN

## PIERCE COUNTY HUMAN SERVICES

### PRIORITIES

#### 1 Meeting Community Needs

##### CUSTOMER EXPERIENCE

Ensure that Pierce County's community members basic needs are met with a positive experience.

##### ACCESS TO PROGRAMS

Ensure PCHS uses equity principles in community-based service delivery.

#### 2 Serving Community Members

##### SERVICE

Ensure that PCHS' role and programs are understood. Community members are connected to the right services at the right time.

##### OUTREACH

Increase awareness of PCHS programs and services by developing an outreach and engagement campaign plan.

#### 3 Working Together for Impact

##### ENGAGE FOR SUCCESS

Build a collaborative, inclusive and results-oriented culture that inspires employees to do excellent work to meet our goals.

##### COMMUNITY COLLABORATION

Create strong external partnerships that support the basic needs of Pierce County residents.



### VISION

- Empowered Individuals
- Healthy Families
- Thriving Communities



### MISSION

We work to ensure all of Pierce County has equitable access to community-based services that respect each person's unique experience.



### GUIDING PRINCIPLES

- We embrace a culture of excellence.
- We welcome the ideas of everyone.
- We treat all with dignity and respect.
- We engage in honest, open partnerships.
- We believe the greatest reward is human connection, and we make time for it.



Pierce County  
Human Services

# PIERCE COUNTY HUMAN SERVICES STRATEGIC PLANNING PROJECT TEAM

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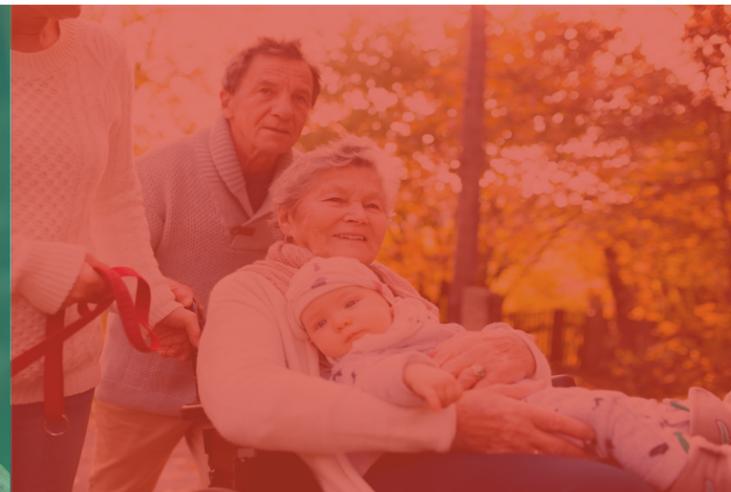
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