

CORE VALUES



Transforming Work Opportunities

1. Staff Contribution as a Key Asset

Foster an environment where:

- Distinct accomplishments are celebrated, both individual and team based.
- Growth and learning at the individual and organizational level are promoted.
- Dynamic team approaches are utilized.

2. Demonstrate Professionalism & Quality Service

Endeavor to:

- Provide timely, accurate, thorough and knowledgeable services.
- Present a positive image with consideration and respect for others, both in appearance and conduct.
- Be honest and maintain integrity.

3. Display Mutual Respect

Ensure all are:

- Equally valued regardless of differences.
- Welcomed to express ideas and suggestions in a receptive environment.

4. Effective Communication

Ability to:

- Meet the verbal and written communication needs of your audience.
- Provide clear and concise questions, answers, directions and instructions.
- Utilize positive communication techniques while listening and responding in a sympathetic and supportive manner.
- Be approachable to allow direct communication.
- Understand before being understood.

5. Commitment to Sound Business Principles and Practices

Dedicated to:

- Following all WAC's, RCW's and appropriate guidelines.
- Incorporating reliable and consistent processes to complete work product.
- Achieving win/win solutions when possible.
- Maintaining and developing business relationships.
- Ensuring decisions are made based on the value and betterment of the organization.

6. Acknowledge and Fulfill Customer Needs

Seek to:

- Understand what is expected and exceeding expectations.
- Listen, hear and then respond in a positive, tactful and respectful manner.
- Offer creative solutions.

7. Exhibit Ethical Practice

By maintaining:

- Confidentiality, professionalism and proper disclosure.
- Appropriate boundaries.
- Case management Code of Ethics to included CRC & CDMS.
- Consistent & equal services to all clientele.

8. Embrace Innovative Technology

Willingness to:

- Utilize user friendly systems and programs to the fullest benefit to increase efficiency.
- Inquire, share and integrate solutions.
- Provide and support specialized training.

9. Promote Ownership

Strive to:

- Encourage informed choices, decisions and actions for professional growth.
- Take initiative to expand knowledge, skills and abilities.
- Be responsible for individual outcomes and contributions.

10. Premier Industry Leaders

Committed to:

- Producing work product that surpasses industry expectations.
- Remaining proactive in the development of evolving rules, policies and procedures.
- Utilizing efficient and cutting edge technologies within our industry.
- The growth of our company both at the individual and organizational level.