

DHHS GUIDING PRINCIPLES - SERVICES

Community Based Services

Services will be planned, delivered and coordinated at the local level to the greatest extent possible. The Department will develop broad policies for service delivery and will allocate resources, provide technical assistance, and evaluate services to ensure quality.

Family Centered Services

Services will be responsible to the individual needs of each person and/or family. Solutions will be designated in concert with consumers and will be based on their unique strengths.

Prevention Oriented

Preventive programs will be developed to assure the well being of New Hampshire citizens and to avoid the need for more intensive, costly interventions.

Crisis Response

Every effort will be made to mobilize available resources to promptly respond to the needs of individuals and families in crisis.

Outcome Based

Services will be designed to achieve measurable results in maintaining or improving health, well being, and independence. Interventions will be monitored to determine effectiveness and used to assure positive outcomes.

DHHS GUIDING PRINCIPLES - OPERATIONS

Fiscal Responsibility

The Department, in recognition of its fiscal obligation to the larger state community, will maximize revenues, minimize administrative costs, and develop cost effective services, utilizing existing family, community and volunteer supports whenever possible.

Workforce Quality

The Department will maintain a workforce whose employees are caring, competent, valued and respectful of one another and those we serve. The staff will be knowledgeable, utilizing creative, effective solutions to address the needs of all consumers. The staff will have access to updated information including culturally and linguistically appropriate material and training necessary to provide quality services and achieve job satisfaction.

Management Quality

Department management will provide the leadership and support necessary for optimum staff performance and quality outcomes. They will assure professional growth and development opportunities, while encouraging innovation and teamwork and local decision-making.

Open Communications

The Department will promote an understanding of the agency's mission, goals and plans to staff, consumers, providers and other stakeholders. The Department will seek their input in the design and development of services.

Information Rich

The Department will develop and maintain data and information technology necessary for decision-making and continuous quality improvement. The department is committed to developing a research and analytical capacity that expands our knowledge and understanding of health and social issues and contributes to the development of effective solutions.