**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.

**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.
PIERCE COUNTY HUMAN SERVICES
STRATEGIC PLANNING PROJECT TEAM

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