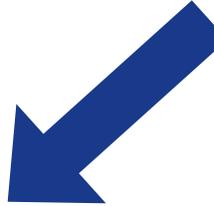


# Catawba County Social Services Strategic Priorities

**MISSION**  
 To strengthen, with dignity and respect, the quality of life for all citizens through supportive services and advocacy.



FOCUS AREAS	GOALS			
<b>Community Impact</b>	Provide access to preventive services for vulnerable children and adults, embracing each family, adult or child with an unwavering dedication to release their potential, believing in the possibilities long after others give up.	Provide services that allow for vulnerable children and disabled adults to remain safely in their own homes whenever possible.	Assist citizens to become or remain economically stable and/or independent.	Maximize individual and family functioning and safe/stable living environments through education, support treatment, and access to needed resources.
<b>Business Operations</b>	Achieve positive results through an ongoing commitment to continuous quality improvement (CQI).	Provide the highest standards of efficient and effective services.	Ensure diligent stewardship of local, state, and federal resources and maintain fiscal strength.	Ensure ongoing commitment and adherence to principles of collaboration with internal and external partners.
<b>Customer Experience</b>	Ensure ongoing attention and commitment to customer satisfaction with services.	Increase citizens' knowledge of internal and external services and resources.	Administer services in accordance with federal, state, and county laws and regulations.	Provide quality, outcome-focused programs and services for children and families that are responsive to the changing human services environment.
<b>Employee Experience</b>	Encourage teamwork, innovation, and shared decision making.	Recruit, select, develop, and retain caring, culturally competent, and diverse staff.	Support training, learning, and the ongoing growth and development of staff.	Provide staff with a safe, healthy and pleasant work environment.