COLORADO DEPARTMENT OF HUMAN SERVICES

VISION

CDHS, the nation's leader in helping Individuals, families, and communities be safe and independent.

MISSION

Our mission is to design and deliver quality human services that improve the safety and independence of the people of Colorado.

GUIDING PRINCIPLES

To realize our vision, mission, and organizational goals, CDHS employees are committed to the principles of:

- Demonstrating leadership that encourages internal teamwork, external partnerships, open communication, and mutual trust.
- Delivering comprehensive services through the establishment and use of effective partnerships among public and private entities.
- Identifying the critical needs of our customers, devoting our resources to meeting those needs, and being accountable for the outcomes of our services.
- Exhibiting high levels of integrity and fairness, and expressing respect for individuals and our cultural diversity.
- Focusing on results, quality, and continuous improvement, and on using state-of-the-art technology to be more efficient and effective.
- Offering opportunities for challenging, rewarding, results-oriented work in an environment that respects, values, and recognizes the contributions of departmental staff.

EMPLOYEE CODE OF CONDUCT

All employees of the Colorado Department of Human Services are expected to:

- Treat all customers fairly.
- Be truthful, honest, and courteous to co-workers and to customers at all times.
- Listen actively and share information in open, honest, and appropriate ways.
- Demonstrate respect for all people and their ideas, and commit to resolve conflicts.
- Be considerate of fellow workers when performing job tasks.
- Accept responsibility for own mistakes; ask for clarification and guidance when unsure about job duties
- Communicate your needs clearly to people in our organization.
- Show support of departmental decisions through your actions.
- Assist customers and co-workers in a positive manner and follow through on commitments to them
- Do your job proactively; don't wait to be told; see the problem, ask for guidance if needed, solve the problem and inform others what was done
- Propose solutions to problems.
- Complete tasks, meet deadlines, and communicate any reason for delay
- Stay current with technical knowledge available for their skill field
- Adapt and be flexible when change happens
- Take the initiative about seeking communication; don't always wait for it to come to you
- Be committed to your job and present yourself as a good role model.
- Treat others as they wish to be treated.
- Have a CARE attitude (Caring Attitudes Respect Excellence)