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.

To achieve our Vision and Mission, CDHS has placed its organizational goals in the four broad categories:

PUBLIC VALUE & STAKEHOLDER GOALS

- Account for the responsible use of public dollars by maximizing efficient use of resources
- Reduce costs to the State by reducing the need for future CDHS services
- Ensure community safety
- Develop effective working relationships with human services system and community partners

CLIENT & CUSTOMER GOALS

- Enhance client safety, independence, functioning, health, and well-being
- Promote stability and permanency in living situations for children and adults
- Promote self-sufficiency and provide financial assistance for children, adults, and families
- Assure that services satisfy the needs of diverse client and customer groups and are culturally sensitive

INTERNAL PROCESS GOALS

- Improve the access to, and range and amount of CDHS services available to clients and customers
- Implement speedy and accurate processes for eligibility, placement, treatment, licensing, and certification decisions
- Ensure speedy and accurate processing of information pertaining to financial resources, physical assets, client status, and program performance
- Effectively design and deliver services within CDHS and to the Department's human services system and community partners

ORGANIZATIONAL CAPACITY GOALS

- Recruit, develop, and retain a prepared, motivated, and diverse workforce
- Establish an up-to-date information technology and physical plant infrastructure that supports program missions
- Increase staff understanding of CDHS priorities, processes, and achievements through effective internal communication
- Increase staff knowledge and use of customer service, process improvement, and performance management tools

ADMINSTRATIVE SERVICES	ADULT SERVICES	CHILDREN, YOUTH, AND FAMILIES
Office of Information Technology Services Office of Operations Office of Financial Services Office of Performance Improvement	Office of Adult and Veteran's Services Office of Self Sufficiency Office of Rehabilitation and Disabilities Services Office of Behavioral Health and Housing	Division of Children's Health and Rehabilitation Division of Child Care Division of Child Welfare Division of Youth Corrections