

Quality Standards

One of the ways we implement the mission and vision of the Department of Human Services is by focusing on quality standards. Each DHS employee is expected to abide by the Quality Service Standards in all aspects of their work and to serve as a role model for Quality Service. The Quality Service Standards consist of four categories of behaviors: Safety, Integrity, Professionalism, and Compassion.

Quality Standards are the practices, procedures and mindset we implement to achieve quality service as an employee of DHS.



- **Safety** means employees, customers and work places are free from harm or danger. Safety is everyone's business and responsibility.
- **Integrity** refers to consistency in the way a person lives the values, principles and expectations of the organization in relationships with coworkers, customers, partners and stakeholders. Honesty, trust and fairness are central to integrity. This includes organizational and individual integrity and means that we act with only the highest ethical standards.
- **Professionalism** means having the skills, good judgment, and behaviors that are expected from a person who is trained to do a job well.
- **Compassion** is an awareness of others' needs together with a desire to help. It refers to a willingness to assist someone, without passing judgment, who is in need, sick, hungry, vulnerable or in trouble.

The Quality Standards closely align with the Child Welfare Practice Standards. The CW Practice Standards are the values and principles of the work of a CW Specialist. These values and beliefs set the tone for everything we do as a CW Specialist.