

# Our Four Key Practices

*Customer Service...doesn't stop at rules and regulations.*

## Individuals & Families

We look beyond program eligibility to find ways to support individuals and families. People feel listened to and understood, feel that we are responding to their needs, and receive respectful and clear answers.

## Workforce

Staff feel listened to and respected, supported in their efforts to be creative and flexible in finding solutions, and are routinely asked to provide ideas for system and service improvements.

## Service System

Human service policies and practices encourage deep listening, flexibility, creativity, and respect in all aspects of the work.

*Holistic Service...is about looking past discrete individual needs to the whole person.*

## Individuals & Families

We consider the whole context of people's lives beyond the boundaries of a particular program.

## Workforce

Mutual respect, teamwork and cooperation are the norm. Staff get the support and resources they need to work holistically with people participating in services, and are supported during life events and transitions.

## Service System

Human service policies forge connections among programs and the natural supports in the community, and promote crisis prevention and support during transitions.

*Strength-Based Relationships...are more effective than talking about what's wrong with someone.*

## Individuals & Families

We identify and build on the assets and strengths of individuals and families.

## Workforce

We value the skills and expertise of our staff, routinely recognize and reward positive practices, and provide opportunities to learn and grow professionally.

## Service System

Human service policies reinforce and reward AHS staff and community partners as they apply strength-based practices while working with individuals and families participating in services.

*Results Oriented...means more than how much we did and how well we did it, it's about people's lives being better.*

## Individuals & Families

We look for opportunities to offer prevention and early interventions that support healthy individuals and families. We commit to helping one another make gains in our lives.

## Workforce

We have a work environment that thrives on continuous improvement, encourages professional growth and the development of best practices, and acknowledges the valuable contributions of staff in improving the lives of Vermonters.

## Service System

Human service efforts are focused on results that relate to the health and well-being of communities. Policy, evaluation, and decision-making reinforce the attainment of measurable results rather than delivering units of service.