

# UMATILLA COUNTY ADDICTIONS PROGRAM MISSION & VALUES STATEMENT

MOTTO: Service with Quality  
Support with Dignity  
Change with Respect

VISION: We envision an efficient professional organization providing excellent, innovative and cost effective services within an environment treating clients and staff with dignity and respect and generating community pride.

MISSION: Committed to providing the most effective and appropriate treatment and support by the development and delivery of extraordinary customer service.

Umatilla County Addictions Program is a treatment and support organization dedicated to enhancing the quality of life of its clients.

We believe that...

Every individual is capable of and responsible for enhancing the quality of her or his life.

We believe that...

In order to be of maximum support to its clients we must be:

## CUSTOMER \* SENSITIVE

- \* Treat clients and other customers with respect
- \* Value all customers equally
- \* Provide a quality service experience
- \* Strive for optimum outcomes

## SERVICE EXCELLENT:

- \* Individualize comprehensive services
- \* Respond promptly
- \* Offer a wide range of appropriate treatment modalities
- \* Provide ongoing professional staff development
- \* Involve customers in service evaluation
- \* Obtain staff and agency professional certification
- \* Facilitate multi program access
- \* Encourage program specialization

\*The Customer includes = Clients, Family Members, Primary Health Care Providers, Agencies, Payors, Employers, Government.

#### ORGANIZATIONALLY SOUND:

- \* Promote open communications between all partners (clients, customers, staff and administration)
- \* Possess common commitment to client welfare
- \* Encourage innovation/creativity and adaptability
- \* Be aware of the changing nature of the evolving health care environment

#### COMMUNITY AWARE:

- \* Maintain representative Advisory Committee
- Promote positive interagency relationships
- Support community based services
- Respond to community needs
- Provide cultural competence

We believe we have not achieved our goals or upheld our values unless UCAP is the treatment and support choice for ourselves and our own families.

#### DATA:

All systems (driven by client need) research, support, program evaluation demographics, program progress, statistics, community opinion, information flow, employees opinion, consumer opinion, collection - dissemination procedures, rule/law compliance

#### ORGANIZATIONAL:

External and internal organization; Accountability (profit/non-profit status); Programs/Departments; Mission Statement, values, tools, goals, objectives; Goal: Maximize effectiveness of strategic planning.

#### FINANCIAL:

Budget, accounts receivable, medicaid rate, etc/. accounts payable, cost analysis, collections (individual billing, electronic) salaries and benefits, systems, scales, ranges.

#### OPERATIONAL:

Structure within which inter-agency relationships, policies and procedures; management; employees (compensation, staffing patterns, utilization requirements, career paths); job descriptions; physical systems (office building configuration; style, etc., marketing.

#### CONTINUUM OF CARE:

Mission - overall and program etc., range of service that provide consumer needs vs community.