



**City of Phoenix  
Human Services Department  
*Strategic Plan Highlights<sup>1</sup>***

**Statement:**

Human Services Department provides comprehensive social services to improve the quality of life of Phoenix residents.

**Vision:**

Excellence in Human Services – We Make Phoenix Better!

**Core Values:**

- Respect
- Trust
- Teamwork
- Work Ethic/Professionalism
- Customer Driven

**Strategic Choices:**

1. HSD will use technology to facilitate the achievements of the strategic goals  
*“Technology achieves strategic goals”*
2. HSD is a nationally recognized model for “best practices”  
*“Model Best Practices”*
3. HSD is committed to developing its workforce  
*“Develops workforce”*
4. HSD is committed to allocate resources to implement key strategies  
*“Allocate resources, implement key strategies”*
5. HSD is committed to promoting effective communication and collaboration  
*“Effective communication and collaboration”*
6. HSD is committed to providing customer services in a seamless integrated environment  
*“Customer service, seamless and integrated”*

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<sup>1</sup> 2002 Strategic Planning, January 22-24, 2002.