

Alameda County Social Services Agency

Our Core Values

Respect

- We are a welcoming workplace where everyone is treated with dignity and respect.
- Staff at every level use words and actions that model respect to people we serve and one another.
- Issues of race and equity are important, and our composition increasingly reflects the communities we serve.

Integrity

- We follow through on what we say we will do, and get consistently solid results.
- We uphold client confidentiality and privacy.
- We will act honestly, responsibly and ethically at all times.

Customer Service

- We are helpful, professional, and polite by actively listening, smiling and making eye contact.
- We are patient and accommodating to clients and community partners when explaining our process.
- By practicing empathy and exploring options with our clients, we go above and beyond to being solution focused.

Initiative

- We value new ideas and innovation to traditional approaches, balancing resources of staffing, finances, workload and time.
- We practice a flexible, collaborative approach to decision making.
- We nurture our staff with professional development opportunities—to contribute and connect with leadership as a voice in shaping the Agency's direction.

Responsibility

- Clear and focused goals help guide a unified purpose and direction in how we serve vulnerable populations.
- We use data and performance monitoring to drive our core work, which leads to improved community outcomes.
- Leveraging technology and systems improvements increase our efficiencies in providing the highest quality of care.