



DHHS Vision Statement

All North Carolinians will enjoy optimal health and well-being.

DHHS Mission Statement

The North Carolina Department of Health and Human Services, in collaboration with its partners, protects the health and safety of all North Carolinians and provides essential human services.

DHHS Values

When all DHHS employees adhere to the following values, all North Carolinians will view DHHS as the best managed agency in state government:

- **Customer-focused.** North Carolinians are the center of our service design and delivery and the allocation of human and fiscal resources.
- **Anticipatory.** DHHS actively monitors changes in the needs of its customers and the impact of its services and applies new and innovative approaches in a timely, targeted and effective manner.
- **Collaborative.** DHHS values internal and external partnerships.
- **Transparent.** DHHS shares information, planning and decision-making processes and communicates openly with its customers and partners.
- **Results-oriented.** DHHS emphasizes accountability and measures its work by the highest standards.

DHHS Service Goals

- **Goal 1:** Manage resources to provide effective and efficient delivery of services to North Carolinians.
- **Goal 2:** Expand awareness, understanding and use of information to enhance the health and safety of North Carolinians.
- **Goal 3:** Provide outreach, support and services to individuals and families identified as being at risk of compromised health and safety to eliminate or reduce those risks.
- **Goal 4:** Provide services and supports to individuals and families experiencing health and safety needs to assist them in living successfully in the community.
- **Goal 5:** Provide services and protection to individuals and families experiencing serious health and safety needs that are not, at least temporarily, able to assist themselves with the goal of helping them to return to independent, community living.

