



Core Values

Service is responsively delivering on our commitments to all of our internal and external customers. Social Service staff will be there for our customers by:

- Meeting customer needs by applying a good working knowledge of the services and information provided by the agency.
- Following through on customer commitments in a timely manner.
- Developing relationships with customers that are marked by attention and customer satisfaction.
- Communicating respect for everyone through positive and professional attitude and appearance.

Quality is providing public services that are reflective of “best practices” in the field. Social Service staff will accomplish this by:

- Continuously seeking opportunities for professional growth.
- Utilizing feedback to evaluate and enhance the effectiveness of our services.
- Taking responsibilities seriously and consistently meeting performance standards for quality, service and professionalism.
- Supporting and expecting employees to create an environment of continuous quality improvement.

Integrity is honesty, openness and demonstrating mutual respect and trust in others. Social Service staff will provide this by:

- Protecting the confidentiality of our customers.
- Professionally communicating intentions, ideas and feelings openly and directly.
- Conducting oneself in a manner that reflects well upon the reputation of Marathon County.
- Maintaining accountability for our actions, efforts and contributions relative to the agency’s expectations.

Shared purpose is functioning as a team to attain our organizational goals and working collaboratively with our policy makers, departments, employees and customers. Social Service staff will achieve this by:

- Actively sharing one’s knowledge to develop the talents and skills of others.
- Working with team members to improve team collaboration in order to accomplish goals and tasks.
- Supporting Marathon County being the healthiest, safest, and most prosperous county.
- Promoting a positive future for the community in collaboration with other agencies.

Diversity is actively welcoming and valuing people with different perspectives and experiences. Social Service staff will attain this by:

- Honoring and respecting individual beliefs, values, viewpoints and learning styles.
- Understanding other cultures through education, inquiry and interaction with diverse groups.
- Treating all people with dignity and respect regardless of cultural or socioeconomic background.
- Effectively working with people of diverse backgrounds regardless of personal differences that may exist.

Stewardship of Resources is conserving the human, natural, cultural, and financial resources for current and future generations. Social Service staff will accomplish this by:

- Monitoring and evaluating outcomes to effectively manage our work time and resources.
- Focusing on achieving results, rather than activities that may not add value.
- Recognizing and taking appropriate action to effectively address problems and seize opportunities for increased efficiencies.
- Delivering on the public’s investment by committing to a strong work ethic.