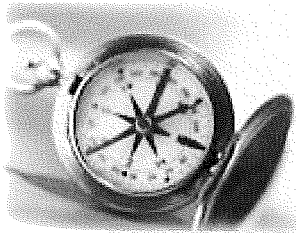


Chapter 1: Mission Statement



We also subscribe to a vision which represents the highest commitment to excellence. We envision a commitment to honesty, compassion, trustworthiness, flexibility, responsiveness, accountability, accessibility, creativity, and a passion for community service. From RCRC Vision

Chapter 1: Mission Statement

A Commitment To Excellence

The mission of the Community Services Department of Redwood Coast Regional Center is to provide excellence in services and supports in the following areas of responsibility:

Needs Assessment

Formal and informal assessment of four county-wide needs for supports and service

Liaison and Relationship Building

Serving as a bridge between RCRC and its service providers and service community

Resource Development

Locate, develop, vendor, and negotiate rates with new services and supports

Resource Continuance and Liaison

Ongoing technical assistance, training, and support to existing service providers

Rate Setting

Working with vendors and the Department of Developmental Services to negotiate or assign rates

Training and Education

Supporting the provision of formal/informal training and education to service providers, community, and staff

Technical Assistance

Providing assistance related to best practices, regulations, and regional center policy to service providers, community, and staff

Request for Proposals (RFP)

Writing and publishing RFP's; interviewing and selecting successful applicants

Quality Assurance

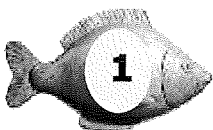
Formal and informal evaluation of quality of services and supports, and providing feedback and technical assistance related to the quality of services provided

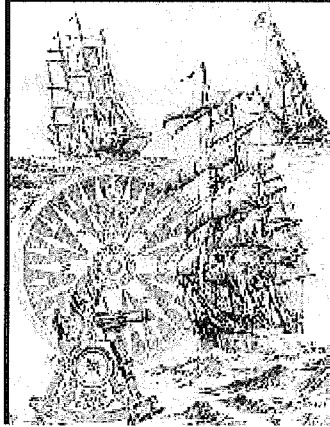
Individualized Service Plan Consultation

Participation in staffings, conferences, and ongoing work related to specific, individual consumer needs, which involve community services issues

Transportation Services and Review Oversight

Review of specified transportation issues





Chapter 1: Mission Statement

■ **Special Projects**

Projects and tasks which relate to overall service provision by the agency, and which are time limited

■ **Contract Writing and Administration**

In conjunction with the Fiscal Department, writing and overseeing specific contracts

■ **Publications and Agency Newsletter**

Publication of specific documents such as brochures, flyers, RCRC website, etc., and publication of the agency newsletter, *Community Life*

■ **Committee and Advisory Group Participation**

Regular attendance and active participation in committees or advisory groups which work to improve services or supports to individuals with developmental disabilities

“We must plan for the future rather than wait for the future to act upon us.”



Just as important as what determines our mission, is the way in which we carry out our responsibilities. The following statements are based on Stephen R. Covey's *The Seven Habits of Highly Effective People*, and are intended to briefly provide the guidelines by which we carry out our mission. We subscribe to the belief that we can only realize our Mission by observing the following principles.

■ **Be Proactive**

We must plan for the future, rather than wait for the future to act upon us. By systematically planning, we are able to choose the best possible course of action and follow it through in a thoughtful manner. This planning is process oriented and not reactive.



Chapter 1: Mission Statement

■ **Begin With The End In Mind**

Always begin with the desired outcome, or goal, in mind. Identify the goal first, and let all other plans and actions flow backward from that “North Star.” Keep the end on mind at all times when carrying out the plan. Allow that focus to determine priorities and non-priorities, and also to determine course corrections.

■ **First Things First**

We strive to plan and carry out work in “Quadrant II,” the Not-Urgent but Important Quadrant. Keep in mind law, regulation, best practices, fiscal stewardship, and equitable treatment for all. Never succumb to the temptation of a “quick fix,” but instead try always to practice considered, reasoned, thoughtful approaches to our work. Focus always on the process, and question whether our process reflects First Things (our Vision) First.

■ **Seek First To Understand, Then To Be Understood**

Listen with the intent only of hearing and understanding. Formulate replies only after the other has completely finished their communication, and we have fully understood that communication. Seek clarity, succinctness, calmness, and patience when responding. Honor confidence, act in ways that are entirely trustworthy and build relationships.

■ **Think Win-Win**

In every event and transaction, consider how the needs of everyone involved can be met. Strive to resolve issues in ways that constitute a Win-Win for all parties involved. In every situation, ask: “How will this actualize our Vision?”

■ **Synergize**

In the realm of human interaction, the “sum of the parts is greater than the whole.” Seek input and feedback from others, work always in a team process whenever possible and appropriate, and strive to be an exemplary team member. Celebrate team successes.

■ **Sharpen The Saw**

In order to support and nurture others, we must invest in our own greatest resource – ourselves. Read quality literature, attend conferences, participate in learning activities, and support others to do the same. Recognize the great importance of a balanced and healthy lifestyle and actively pursue such for yourself and for others. Affirm the need to accomplish four things in our work and in our lives to be successful: to live, to love, to learn, and to leave a legacy.

“Honor confidence, act in ways that are entirely trustworthy and build relationships.”

