



**WEST VIRGINIA DIVISION OF ADMINISTRATIVE SERVICES
AGENCY POLICY STATEMENT**

**SUBJECT: MISSION, VISION, VALUES AND GUIDING
PRINCIPLES**

INDEX NUMBER: 101.00

EFFECTIVE DATE: 1 April 2021

PURPOSE: To ensure that each employee knows, understands, and supports the mission, vision, values, and guiding principles of the Division of Administrative Services, and applies them as they seek to do their jobs effectively and efficiently in a myriad of circumstances.

REFERENCE: West Virginia Code §15A-2-1, §15A-2-2, and §15A-2-4.

RESPONSIBILITY: None.

CANCELLATION: Any previous written or verbal instruction on this subject.

APPLICABILITY: All Division of Administrative Services employees.

DEFINITIONS: The words defined in this section have the meanings given them for purposes of this policy statement.

Cabinet Secretary: The Cabinet Secretary of the West Virginia Department of Homeland Security.

Customer: is anyone we provide services to, including other state agencies or agency sections, the public, and the vendors conducting business with the State of West Virginia.

Director: means the Director of the West Virginia Division of Administrative Services (DAS.)

POLICY:

- I. **Agency Mission:** The statutory mission of our agency is to provide fiscal, payroll, human resource and purchasing services for the Division of Corrections and Rehabilitation and any other agencies or boards required by the Cabinet Secretary. The Division also serves as the criminal justice planning agency and grant administrator for criminal justice and public safety grants, to include serving as the designated staffing agency for the Governor's Committee on Crime, Delinquency, and Correction, and all of its subcommittees. Additional mission components, such as asset and fleet management services, may be authorized under the statutory authority of the Cabinet Secretary or Director.

II. Agency Vision: DAS will set the example within state government in providing a premier level of customer service to the agencies, employees, and public we serve.

III. Core Values:

Customer Service: A demonstrated commitment to the needs of our customers above our own needs.

Accountability: We demonstrate accountability by conducting ourselves and all agency business with honesty, integrity, respect, trust, and transparency with colleagues and customers.

Responsibility: We are responsible to help our customers accomplish their missions effectively and efficiently. Our team will advise and assist customers to overcome obstacles, find solutions, and deliver exceptional results within the boundaries established by law, rule, and policy.

Evolve and adapt: The people that work here are smart, and smart people know you can always get better. Mistakes can be valuable, *provided* you learn something from them, are not making them repeatedly, and do not result in irreparable harm to the confidence placed in us by our customers. We believe that your time spent working here should make you a better employee.

IV. Guiding Principles

A. Customer Service:

- We always seek to meet the customer's need(s) in the most effective and efficient manner possible while complying with appropriate law, rule, and policy.
- To assist customers, succeed in accomplishing their mission, we must be experts in the processes we administer on their behalf.
- We listen to our customers, seek to understand them, and provide sound process related advice, but we do not substitute our judgment for the customer's when it comes to their determination of what they need to fulfill their mission.

B. Accountability:

- We adhere to the laws, rules, and policies that govern the processes we administer on behalf of our customers. We respond to all requests in a timely manner. We treat all persons with respect. We work hard to earn and keep trust.
- We take a balanced approach to transparency and confidentiality, recognizing that law, rule, and policy may require disclosure in certain matters, while at the same time recognizing that the homeland security and public safety missions of our customer agencies may require confidentiality in certain matters.
- We don't make promises to a customer or colleague that common sense and experience teach us cannot be fulfilled.

C. Responsibility:

- Our goal in all processes and tasks is to get it done right the first time. Timeliness, accuracy, and completeness are integral to providing a premier level of customer service.
- Each employee is responsible to develop a clear understanding of a customer's service needs, specifications, and service delivery time requirements.
- Assistant Directors, managers, and supervisors will create an environment in their sections and units where decisions are made at the lowest appropriate level in accordance with law, rule, and policy and commensurate with good judgment.

D. Evolve and adapt:

- Becoming a process expert requires the investment of time, the setting of clear expectations, and job-relevant training. These investments are a shared responsibility of each employee, their supervisor, and their manager.
- Managers and supervisors will ensure employees complete orientation training and an annual program of in-service training that is relevant to the employee's duties and responsibilities. (See the Agency Policy Statement 103.00 "Employee Training and Development.")
- Mistakes happen, one key in dealing with them is for an employee, their supervisor, and their manager to be able to find the teachable moments in a mistake to develop a deeper understanding of the job and to prevent the mistake from happening again. The first step in finding the teachable moment and developing deeper understanding is a willingness on behalf of the employee, supervisor, or manager to be able to "name it" and "own it." Passing the buck, or deflecting wastes time, encourages the same mistake to be made repeatedly, and erodes trust with colleagues and customers.

ATTACHMENT(S): None

APPROVED SIGNATURE: _____


Michael V. Coleman, Director


Date