



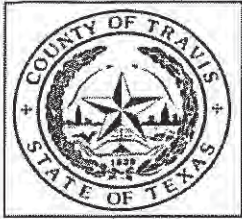
Travis County HHS/VS Procedure Manual

Procedure Number	HHSVS PR4
Procedure Title	Customer Service & Professionalism
Key Words	Customer Service, Intervention, Professionalism
Related County Policy	https://www.traviscountytx.gov/images/commissioners_court/Doc/county-code/chapter-9.pdf
Submitted by	Travis County HHS&VS Procedures Committee (Corie Cormie, Laura Sovine, Christinia Kuehn, Jane Prince-Maclean, Stacy Landry)
Date Submitted	February 3, 2016
Responsible Party	HHS&VS Department Staff

As a public employee, your primary responsibility is to serve the residents of Travis County. You may be the only contact a resident has with County government. The impression made through direct contacts and in telephone conversations often determine the opinion people form about the organization. The residents we serve are never an interruption of our work – they are the reason for it.

1. The residents and businesses of the County are entitled to have fair ethical and accountable local government. All Travis County HHS&VS employees are expected to:
 - Comply with both the letter and the spirit of the laws and policies affecting operations in state statute, civil services rules, all County policy and procedures, and all Department policies and procedures;
 - Be independent, impartial and fair in their judgement and actions;
 - Use their position for the public good, without regard for personal gain; AND
 - Encourage public confidence in the integrity of County government and its fair and effective operations.
2. With clients, colleagues and all others, Travis County HHS&VS employees shall:
 - Greet all people in a warm and friendly manner and maintain waiting areas and offices that are safe and welcoming to the general public.
 - Give clients choices and options, particularly with regard to their goals and services.
 - Work from a strengths-based perspective; acknowledging client's successes and values. Paperwork and service/intervention plans shall reflect this strength-based practice as well.
 - Document information in an ethical manner that supports the privacy of the client.
 - Approach clients in a culturally sensitive manner, allowing clients to "be the expert" of his/her life experience.
 - Use accurate and respectful language in all communications. Employees will not use derogatory language in their written or verbal communications to or about clients.

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3. With clients, colleagues and all others, Travis County HHS&VS employees shall not engage in the following behavior:
 - Verbal abuse, comments or jokes based on membership in any protected class including age, color, disability, genetic information, military status, sex/gender, sexual orientation, race, ethnicity, or religion per Chapter 9 of the Travis County Code
 - Graphic or degrading comments about a person's appearance based on membership in any protected class.
 - Any conduct based on membership in any protected class that creates an intimidating, hostile, or offensive working environment even if no tangible or economic damages result
 - Comments suggesting that a client or employee does not conform to traditional stereotypes based on membership in any protected class
4. All Travis County HHS&VS employees shall complete annual customer service training provided by the Department.
5. All Travis County HHS&VS client programs shall implement a customer service survey at least annually.

**Clients are program participants who are seeking services, financial assistance or intervention from the Department. Individuals who participate in community forums, trainings and other community development activities are considered participants rather than clients.*

ACKNOWLEDGEMENT STATEMENT

I have read and understand the above procedure and agree to abide by it. I understand that failure to follow Department Procedure may lead to disciplinary action up to and including termination of employment.

Employee Signature

Sheri E. Fleming