



Department of
**Mental Health &
Substance Abuse Services**

OUR MISSION: CREATING
COLLABORATIVE PATHWAYS
TO RESILIENCY, RECOVERY & INDEPENDENCE
FOR TENNESSEANS LIVING WITH MENTAL ILLNESS AND SUBSTANCE USE DISORDERS

A STATE OF
RESILIENCY,
RECOVERY, AND
INDEPENDENCE
IN WHICH
LIVING WITH MENTAL ILLNESS
AND SUBSTANCE USE DISORDERS
**OUR VISION:
TENNESSEANS
THRIVE**

AS A DEPARTMENT, WE VALUE:

CUSTOMER FOCUSED:

An unwavering commitment to keep patients and those who serve them *at the forefront of every decision.*

INTEGRITY:

Honesty and truth in all we do.

INSPIRED PURPOSE:

The *call to action* in service of a cause greater than one's self.

EXCELLENCE:

The *highest standards* for services, efficiency, and conduct.

COMPASSIONATE

AND EFFECTIVE LEADERSHIP:

The commitment to *make effective decisions and inspire others* through active listening and empathy.

SOLUTIONS AND OUTCOMES-ORIENTED:

The *commitment to positive outcomes and meaningful changes* in response to the critical needs of the Tennesseans we serve.

PARTNERSHIP:

Beyond teamwork, *collaboration based on mutual success* to the benefit of the Tennesseans we are blessed to serve.