

# SDSI & Affiliate Partners

## Working Relationship Guiding Principles

**The following principles are considered “two way”  
and expected of all parties**

- The needs of the person served is our shared top priority.
- Assume the best of each other (ascribe positive motives).
- Prompt Responsiveness (normally within 24 hour “working day”).
- Ongoing discussion of issues.
- Direct and open communication.
- Fairness as defined by clear and standardized approaches with equal application of policies.
- When challenges happen, start by listening and talking things over, go to the source first and follow the chain of responsibility.
- Operate as one CDDO area with 18 Counties.