

Clear Objectives

We are committed to setting clear and measurable goals that are mutually acceptable, clear and family specific. Families will know what is expected of them and will know when they have achieved their goals. Communication will be clear, open and honest.

Leadership

We are progressive, engaging leaders who lead families and communities by developing trust-based relationships and being transparent. We are committed to our practice and safety model.

Teamwork & Shared Decision Making

We approach our work with families and communities with an engaging and empowering manner. Families and service providers will be full partners and have a voice in service planning and case development. Interventions respect cultural diversity and are adapted to the family's culture.

Respect

We are committed to creating a culture of respect through collaboration with all families and system partners. This collaboration inspires families and system partners to be the experts of their own needs.

Continuous Improvement

We take personal responsibility for continuous learning and improvement. We deliberately ask families and system partners for information and feedback to evaluate and course correct our work to reach the best outcome for families.

Celebrate Success

We take pride in our work. We recognize and acknowledge our success and the success of our families and communities. Families are clear about what success looks like.

Engagement

We honor families and recognize they are the experts of their families. We will engage families with a strength-based approach and enhance their protective capacities.