

CUSTOMER SERVICE

CUSTOMER SERVICE BEGINS AT THE FIRST POINT OF CONTACT AND EXTENDS THROUGHOUT ALL OF OUR RELATIONSHIPS. WE ARE RESPECTFUL, COURTEOUS, COMMUNICATIVE AND PROFESSIONAL WITH EACH OTHER, WITH OUR CHILDREN, YOUTH AND FAMILIES, WITH OUR COMMUNITY PARTNERS, AND WITH THE PUBLIC. WE ENGAGE OUR FAMILIES, FOSTER PARENTS, AND OTHERS AS PART OF THE TEAM PLANNING AND CARING FOR OUR CHILDREN AND YOUNG PEOPLE TO ACHIEVE POSITIVE OUTCOMES.

OUR STANDARDS

PROFESSIONALISM

WE ARE PROFESSIONAL, HONEST AND ACT WITH INTEGRITY IN ALL OF OUR RELATIONSHIPS. WE RECOGNIZE AND APPRECIATE THE PROFESSIONALISM OF OUR FOSTER AND ADOPTIVE PARENTS AS WELL AS OTHER STAKEHOLDERS.

COMMUNICATION

WE COMMUNICATE INFORMATION CONSISTENTLY AND CLEARLY. WE ACTIVELY LISTEN AND GENUINELY RESPOND TO QUESTIONS AND CONCERNS FROM EACH OTHER AND THE PEOPLE WITH WHOM WE WORK. WE ARE AVAILABLE TO STAKEHOLDERS AND RESPOND TIMELY TO CALLS, EMAILS AND OTHER INQUIRIES.

COURTESY AND RESPECT

WE ARE RESPECTFUL AND COURTEOUS WITH EACH OTHER AND THE PEOPLE WITH WHOM WE WORK. WE RECOGNIZE THE DIGNITY AND VALUE ALL STAKEHOLDERS IN THEIR CONTRIBUTIONS TO POSITIVE OUTCOMES FOR OUR CHILDREN AND YOUTH.

ENGAGEMENT

WE INVOLVE CHILDREN, FAMILIES, FOSTER PARENTS, SERVICE PROVIDERS, ADVOCATES, AND OTHERS AS A TEAM WORKING TOGETHER TO ENSURE THE SAFETY, PERMANENCY, AND WELL-BEING OF OUR CHILDREN AND YOUTH.