

Isanti County Family Services

Our Mission

“Making a Difference: Helping People Survive and Thrive”

We make a difference to people in our community by providing public human service programs with compassion and professionalism.

- **Ensuring Safety**
- **Meeting Basic Needs**
- **Promoting Stability**
- **Providing Effective Treatment**
- **Supporting Independent Living**
- **Encouraging Community Involvement**

Our Values

Client Dignity

To treat every client with dignity and respect

Staff Respect

To value each other's diversity and strengths

Positive Leadership/Teamwork

To listen and champion our mission and values

Service Focus

To prudently manage our workloads and resources

Recognition

To recognize each other's efforts and accomplishments

Isanti County Family Services

Values Statement

The following values guide our actions in meeting our mission. All members of our Department model these values and continually strive to create a workplace where we are all treated as valuable in the delivery of high quality services to our clients.

I. How We Treat Our Clients

1. **Clients First**
Our clients come first and we treat each of them with dignity and respect. We recognize that the actions we take have a significant impact on their lives. We value our clients diversity and strengths.
2. **Quality Services**
We provide high quality services to the individuals and families we serve.

II. How We Treat Each Other

3. **Dignity and Respect**
We are strongly committed to treating each other as valuable through respect and sensitivity.
4. **Cultural Diversity**
We value and draw upon the diversity of our staff and community. Diversity is an asset to our Department and a key to providing services.
5. **Communication**
Communication is key to providing quality services. We share information in a timely, open, honest and constructive way.
6. **Equal and Essential**
Each person is important to our mission and sees how they contribute to our success as an organization. Staff are aware of and value all programs and services. We work together to provide the best possible services for our clients.
7. **Union and Management**
Union and Management form a strong, respectful working relationship that builds a positive work culture and enhances our services to clients.

III. How We Work as a Team

8. Positive Teamwork

Together, management and staff champion our mission and values. We constantly promote a positive culture in our workplace. We continuously develop “best practices”. We call on the unique skills and creativity of our coworkers, constantly building relationships of trust and respect, and holding ourselves accountable to these Values.

9. Input

Leaders ask for, listen to and consider input in making decisions and give staff the rationale for them.

10. Feedback on Performance

Feedback is critical to enhancing service delivery. Job expectations are clear. Annual appraisals are conducted and used as a constructive means to enhance performance.

IV. Our Workloads and Resources

11. Appropriate Resources

We strive to provide staff with the resources needed to do the job and to maintain reasonable workload distribution. Jobs are efficient, streamlined and focused on client services. We all work within the limits of our mandates, budget, and Board directives. These limits often require difficult decisions, which are guided by a focus on the most critical client needs and by reasonable expectations for our staff.

V. Morale and Our Work Environment

12. Personal Responsibility for Mission and values

We each take personal responsibility to know, believe in and work to support the mission and values of Family Services. We are open to changing needs and challenges.

13. Celebrations

We celebrate our efforts and accomplishments and build staff cohesiveness.

14. Recognition

We recognize each other for exceptional and everyday work that results in success for clients.

15. Work Environment

Our work environment is positive, safe, healthy and non-violent.