

VALUES

Family Services, Inc. believes well-functioning families provide emotional, physical, and economic support to their members, and foster the development of important assets which are essential for lifelong happiness and success. To characterize, these assets are:

- Support – We all need to be surrounded by people who love, appreciate, and accept us.
- Empowerment – We all need to feel valued and valuable. This happens when we are treated with safety and respect.
- Boundaries and Expectations – We all need clear rules, consistent consequences, and encouragement to do our best.
- Constructive Use of Time – We all need opportunities - outside of work and school - to enjoy ourselves, develop new skills, and build positive relationships with others.
- Commitment to Lifelong Learning – We all need to develop a lasting sense of the importance of learning and a belief in our own abilities.
- Positive Values – We all need to develop strong guiding values or principles to help us make healthy life choices.
- Social Competencies – We all need the skills to interact effectively with others and cope with new situations.
- Positive Identity – We all need a sense of self-worth, power, purpose, and promise.

These characteristics provide the broader context to which we respond with our mission. Our values guide us through our journey. As we persevere with our purpose, we are guided in all of our programs services and activities by these basic operational values:

Exceeding Expectations

The quality of our services will exceed the expectations of our partners, as well as our internal and external customers.

Acting with Integrity

Integrity, trust, honesty, respect and fiscal responsibility form our cornerstone.

Making a Difference

Individually and collectively, we will act to make the greatest positive impact on families and the communities in which they live and work.

Respecting Diversity

We recognize the inherent worth in every individual and the strength which comes from diversity, and we view the family primarily in terms of its status as a functional group rather than in terms of its form.

Encouraging Innovation and Collaboration

We will develop and utilize a holistic perspective to foster collaboration, cooperation, integration, and innovation in all of our relationships with our partners and customers.

Accessibility and Affordability

Agency services are available without regard to race, color, religion, sex, marital status, age, national origin, veteran status, sexual orientation, disability, or political beliefs. Fees for service are assessed on a sliding scale based on family size and income.

Responsible Stewardship

We make the best possible use of the human and financial resources which are invested with us. We are accredited by the Council on Accreditation (COA) and recognized for excellence in meeting Best Practice Standards for program delivery, governance, financial operations, performance and quality improvement. We are also members of the Alliance for Children and Families and the Indiana Council of Family Services. Our Financial Counselors are certified by the National Foundation for Credit Counseling and by the Executive Office of the United States Trustees in the U.S. Department of Justice.

Our Core Beliefs

American family life reflects our heritage of cultural and ethnic diversity and encompasses a variety of family structures. A family consists of two or more people, whether living together or apart, related by blood, marriage, adoption, or lifetime commitment to care for one another.

Well-functioning families are both a building block for, and a support to, businesses and the larger community. Such families provide emotional, physical and economic mutual aid to their members, assisting family members in both survival and well-being by fostering intimacy, continuity and commitment among their members from birth through death.

Strong families are characterized by nine major factors: clear, open, and frequent communication; encouragement of one another; commitment to the family unit; spiritual orientation; social connectedness; ability to adapt to stressful changes and potentially damaging events; expression of appreciation for the unique qualities of each family member; clear definition of roles between parents and children; and quality free time spent with one another.

The community as a whole must partner with families to ensure their success in order to have a healthy, prosperous community and economy.