

**Guiding Principles:**

- + Resource Families will be treated as professionals with respect, dignity, and cultural competence.
- + Resource Families will be respected for their individualized differences and strengths including non-traditional and cultural differences
- + Resource Families will be included as active members of the intervention team.
- + Resource Families have the right to information known to DHS that directly affects the care of the children in their home.
- + Resource Families will receive consistent support and training needed to be an effective partner in working with families.

**Standards in order of Priority: [Respect...Safety...Case Plan...Commitment...Compassion...Authority](#)**

STANDARDS	What this looks like in action	What is unacceptable
<ul style="list-style-type: none"> <li>+ <b>Respect:</b> Every family, child and staff member is treated with dignity and respect.</li> <li>+ <b>Safety:</b> The welfare and safety of children, families and staff is a paramount concern.</li> <li>+ <b>Commitment:</b> Everyone follows through on commitments and meets timelines.</li> <li>+ <b>Compassion:</b> Every family, child and staff member is treated with empathy.</li> <li>+ <b>Authority:</b> Members of the team continually examine the use (misuse) of power, use of self and personal biases.</li> </ul>	<ul style="list-style-type: none"> <li>• Practice welcoming and helpful behaviors</li> <li>• Be positive, open and approachable</li> <li>• Demonstrate respect and sensitivity to the unique characteristics, perspectives and circumstances of families</li> <li>• Show genuine interest and concern for all members of the family</li> <li>• Confront and correct disrespectful/discourteous behavior toward resource families or any team member</li> <li>• Respond to requests and return calls in a timely manner</li> <li>• Be rigorous in providing accurate and timely information</li> <li>• Listen attentively and acknowledge families’ concerns, expertise and opinions</li> <li>• Deal with difficult issues honestly and in a straight-forward manner</li> <li>• Strive to resolve conflict incorporating the views, interest and needs of the parties involved</li> <li>• Demonstrate reliability and predictability by meeting commitments and keeping promises</li> <li>• Apologize and take responsibility when mistakes are made</li> <li>• Show appreciation for the commitment and work of families</li> <li>• Anticipate difficult circumstances, provide help and show empathy and compassion for families</li> </ul>	<ul style="list-style-type: none"> <li>• Speaking to or about others in an unkind, negative or threatening manner</li> <li>• Talking down to or being condescending</li> <li>• Imposing personal issues or using relationship inappropriately</li> <li>• Punishing others for a different opinion, asking questions or advocating for a child or self</li> <li>• Abusing your position, authority, bullying or retaliating or threatening a family with removal of a child or services</li> <li>• Blaming others for your shortcomings or mistakes</li> <li>• Displaying or requesting favoritism</li> <li>• Not meeting commitments</li> <li>• Making assumptions</li> <li>• Overstepping boundaries, including physical, verbal and cultural</li> <li>• Stereotyping or disregarding a family’s beliefs or cultural practices</li> <li>• Refusing to discuss a matter without explanation</li> </ul>

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<ul style="list-style-type: none"> <li>✦ <b>Respect:</b> Every family, child and staff member is treated with dignity and respect.</li> <li>✦ <b>Safety:</b> The welfare and safety of children, families and staff is a paramount concern.</li> <li>✦ <b>Compassion:</b> Every family, child and staff member is treated with empathy.</li> <li>✦ <b>Authority:</b> Members of the team continually examine the use (misuse) of power, use of self and personal biases.</li> </ul>	<ul style="list-style-type: none"> <li>• Assure that safety for families, children/youth and staff is paramount</li> <li>• Involve families in case decisions and communicate changes as soon as they are known</li> <li>• Focus meetings, interactions, problem solving and decisions on the child's/youth's best interests</li> <li>• Honor and carry out decisions made by the team</li> <li>• Make it possible for families to participate in meetings, utilizing technology and other means to increase participation</li> <li>• Encourage creative solutions and be open to the ideas of others</li> <li>• Treat every interaction as a possible learning opportunity</li> <li>• Share timely, accurate and comprehensive information with all team members</li> <li>• Explain and clarify processes and procedures in easily understood language</li> <li>• Takes initiative to inform and include families in all case planning activities, changes and court hearings</li> </ul>	<ul style="list-style-type: none"> <li>• Driving your own agenda</li> <li>• Setting about to damage reputations</li> <li>• Acting in ways to discount or undermine team decisions</li> <li>• Acting aggressively</li> <li>• Being non responsive</li> <li>• Ridiculing</li> <li>• Dredging up the past</li> <li>• Allowing concerns to be unresolved</li> <li>• Ignoring/Dismissing the input of those who will be most affected by decisions</li> <li>• Dominating team discussions</li> <li>• Acting independently in spite of team consensus</li> <li>• Holding back ideas in team meetings</li> <li>• Excluding family in case planning activities, team meetings and/or court hearings</li> </ul>
<ul style="list-style-type: none"> <li>✦ <b>Case Plan:</b> Safety, permanence and the wellbeing of children are the goals of the case plan. The *team is competent, unified and accountable to carry out the case plan.</li> <li>✦ <b>Respect:</b> Every family, child and staff member is treated with dignity and respect.</li> <li>✦ <b>Authority:</b> Members of the team continually examine the use (misuse) of power, use of self and personal biases.</li> </ul>	<ul style="list-style-type: none"> <li>• Advocate for continuous service improvements</li> <li>• Be flexible, provide additional support and information?</li> <li>• Advocate and remove barriers for families to get services they need, when they need them</li> <li>• Think outside the box, taking responsible risks (evaluating pros and cons) to insure families and children/youth receive needed services</li> <li>• Provide regular and timely information regarding available training and community resources</li> <li>• Encourage creation of and active participation in support groups and mentoring activities</li> <li>• Respect family's availability and time constraints by including them in arranging child/youth services</li> <li>• Support and empower families to be their own advocates and advocates for the children and youth in care</li> </ul>	<ul style="list-style-type: none"> <li>• Resisting or sabotaging efforts to reach case plan goals</li> <li>• Making demands or using a demanding tone</li> <li>• Ignoring or delaying the initiation of services or support</li> <li>• Withholding information that impacts their ability to care for the child/youth</li> <li>• Withholding resources</li> <li>• Not following through on referrals or securing resources promised</li> </ul>