



MISSION

Self-reliance, an improved quality of life, and protection for those who need it.

VALUES

THE PEOPLE WE SERVE

- We serve our clients equitably, respectfully and in a caring way.
- We recognize and build on people's strengths.
- We value initiative and individual responsibility.
- We provide excellent service.

OUR EMPLOYEES

- We value each other and take pride in the work that we do.
- We are responsible and accountable for our work.
- We act in an ethical, honest and professional manner.
- We learn from each other and the people we serve.

HOW WE WORK

- We promote and develop effective partnerships.
- We place a high value on flexibility and teamwork.
- Our organizational structure promotes a collaborative approach to service delivery.
- We make decisions that are fair and equitable.
- We communicate in a constructive, open and supportive manner.
- We foster creativity, innovation and continuous improvement.



VISION

Client Focused and Integrated Service Delivery

The Department of Family and Community Services is a client focused organization. We are known as a Department that truly cares about people and their issues. Clients are treated with respect, fairness and empathy. The Department always applies a client perspective before taking action, asking 'How is what I am about to do going to help my clients?'.

Clients are encouraged and supported to be more self-reliant, recognizing that many of our clients will never achieve total independence. For these clients, the aim will be to ensure their safety and to help them improve their quality of life. We build on our clients' strengths and they are full partners in finding solutions to their issues.

Our services are client-centred, that is, they focus on the security, development and growth of the individual, the family and the community. They are individualized, that is, clients receive only the benefits and services required to meet their unique needs. Clients are not expected to 'fit' programs, programs and services are designed to address client needs.

The Department of Family and Community Services delivers integrated, comprehensive and individualized case management services to clients. The department has a common understanding of the case management process. Case management begins when the client first contacts the department but not every client has a case plan. Some require access to specific services or benefits



(such as a day care subsidy or housing repair loan) but do not require full case plans. Other clients have more complex circumstances and require a number of departmental services and thus a comprehensive case plan.

Case planning begins with a comprehensive assessment of client needs. Case plans build on the strengths of clients and are mutually agree upon with the case management team and the client. We employ an interdisciplinary approach to building case plans (intervention plans). Departmental staff works in teams with clients to implement case plans, but these teams are not necessarily permanent. The lead role in implementing case plans may move amongst team members, depending on the needs of the client and the skills of the individual team members. Information about clients is shared but client privacy is respected. The department offers a varied menu of benefits and services that may be accessed by staff as required to meet the needs of clients.

Government is no longer the exclusive provider of services for our clients. FCS staff has strong ties with partners in their communities and other departments.. Partnerships with community agencies, service providers and other departments is collaborative and co-ordinated. We recognize that communities know best their own needs and must take a more active role in decisions affecting their lives. We are leaders in supporting our communities to build capacity to help their citizens.

Service delivery is supported by state-of-the-art technology that allows for informed decision-making and sharing of information on common clients. Administrative procedures and policies are consistent province wide in every office. Programs and policies are consistent and complementary.



Caring professional staff

The Department of Family and Community Services is known as the best department in which to work. Employees are leaders in their fields and are highly professional. Every employee is valued for the role he or she plays in serving our clients. We work in a climate of trust and all managers communicate openly and frequently with employees.

We have a team-based style of management that provides us with opportunities to affect change within the organization. The leadership of the Department is strengthened by the participation of employees at all levels in the decision-making process. We have the authority, responsibility and support needed to do our jobs well. The organization values team success over individual success but recognizes individual contributions. We are expected to work with others, within the organization as well as with government, business and community partners.

We strive to solve problems creatively and to be innovative in our approach. We have confidence that our ideas are listened to. Job functions are well-defined and we are not duplicating efforts. Our skills are used to their best advantage.