

Buckner International is a global, faith-based ministry **dedicated to following the example of Jesus by serving vulnerable children, families and seniors in the United States and around the world.**

We're driven by our **core values of faith, integrity, respect, service and teamwork.** With the organizational mission, vision and values as our foundation, this document reflects the guiding principles for all Buckner Children and Family Services in our call to deliver God's best to the children and families we're so fortunate to serve.

**Buckner International** is a faith-based nonprofit ministry dedicated to transforming the lives of orphans, vulnerable children, families and senior adults in the United States and internationally. Founded in 1879 in Dallas, Texas, today Buckner serves people through a variety of programs designed to protect children and build strong families.



BUCKNER®

Hope shines here.®

# ACAP

## GUIDING PRINCIPLES FOR SUCCESS

Buckner Children and Family Services



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Hope shines here.®

# ACAP: GUIDING PRINCIPLES FOR SUCCESS

## ACCOUNTABILITY



Accountability promotes workplace empowerment through focused activities and behaviors that strengthen the critical skills and confidence needed to achieve organizational goals. Our goal is for all team members to maintain commitment and willingness to accept responsibility for themselves, others, as well as the Buckner mission, vision and values.

## COMPLIANCE



Understanding and complying with the policies, protocols, regulations and laws that apply to the workplace, and to the work that we do every day as we serve others, helps to ensure greater protection of clients. It also ensures prevention of abuse, protection of staff and overall reduction of risk to the organization.

### *Other key objectives include:*

- Identifying opportunities that strengthen

the quality of client services through outcome measures and customer satisfaction.

- Strengthening consistency of programming and operations through compliance with Buckner standards, policies and procedures.
- Ensuring compliance with contracts and memorandums of agreement (MOUs).
- Providing a process of documentation, accountability and follow-through on action items.
- Promoting consistency across locations through:
  - *Improved standardization and sustainable outcome measurements.*
  - *Dependable data collection, forms, surveys, etc.*

## ALIGNMENT



Alignment requires commitment at every level of the organization. Misalignment among teams and ineffective collaboration can present vulnerabilities, leading to inconsistent performance and a less viable future. Buckner

is committed to an organizational strategy that promotes a bright future through Four Levels of Organizational Alignment:

1. *Employee-role alignment*
2. *Employee-goal alignment*
3. *Employee-team alignment*
4. *Employee-organization alignment*

## POSITIONING



The right positioning will increase brand visibility, create opportunities for networking, and establish Buckner as a voice of influence. This will provide opportunities for advocacy and increased sustainability for programs. Buckner will leverage data for strategic decision-making, program improvement and evidence-based results. This will strengthen our capacity for innovation, research and development to respond to trends and identify new opportunities for growth and impact, elevating BCFS as a top thought leader in the industry.