

Welcome!

As an employee of New Haven Youth and Family Services, Inc. (referred to herein as “New Haven” and/or the “Company”), you are an important member our team effort. We hope that you will find your position with New Haven rewarding, challenging, and productive and that you will take pride in your work with us.

To work successfully here, you must be dedicated to providing the best possible care for our youth. Our care must transcend the minimum requirements of the State, County, and School District regulations. We applaud your decision to “make a difference” in the lives of our youth. We truly believe that you are our most important asset. It is by building positive relationships with our youth that the opportunity for positive changes in their futures begins. Our program expands those efforts, but it is the work that you do here that will change lives.

We have provided a link to the employee handbook online (see below) so that you can easily find answers to questions regarding our organization and our policies and procedures. We also maintain a Policy and Procedures Manual in each facility for further reference. We think you will find the online version of the handbook easy to use and it enables us to provide current information and tools to work successfully together. You will also find links to training and benefit information. If you ever wish to have a hard copy, you can obtain one from the Human Resources Department.

The employee handbook is to acquaint you with New Haven’s beliefs and to provide you with information regarding your benefits, policies affecting your employment, as well as provide the guidelines by which decisions are made regarding employees. Please read this handbook so that you understand the philosophy of New Haven as well as the system by which it is run. You will be asked to acknowledge that you will abide by our policies by signing a Handbook Receipt and Acknowledgment Form. A copy is provided in the Appendix Section.

While we know that we cannot anticipate every circumstance or question about our policies and practices, the intent of this handbook is to make you aware as much as possible. As we grow and change, revisions to this will occur and we will do our best to keep you informed. However, should you have any questions or suggestions, now or in the future, feel free to ask your supervisor and/or our Human Resources Department and someone will be happy to answer them for you.

The Employee Handbook is found under an “insider” employee link at

www.newhavenyfs.org

ABOUT US

New Haven is a publicly funded, private social service agency that operates a residential treatment program 24 hours per day, 7 days per week for boys 11 to 18 years of age. Troubled youth are referred for services through the Departments of Mental Health, Social Services and Probation, and local school districts from Los Angeles, Riverside, Orange, San Diego and San Bernardino Counties. We provide special education instruction for students with learning disabilities. These include behavioral, substance abuse, and/or truancy problems; those significantly affected by physical, sexual and or emotional abuse or family distress; as well as those engaged in criminal and violent activities.

We provide a safe, supportive, structured home living environment where adolescent boys with special needs are valued and given hope and the skills for a better future. We emphasize life-skills development, providing instruction in social skills, independent-living skills, substance abuse prevention and anger management. We care about our youth and believe, with your help and passion, that we can all make positive changes and build “sustainable” futures in their lives. By joining us, you join and help us achieve our mission.

As a non-profit organization, we are overseen by a Board of Directors. Our Executive Director is employed by the Board and is responsible for carrying out our policies and practices. But each of us, as employees, is also responsible for carrying out the practices that help us define our program(s) and for following the policies that reflect how we operate.

We are licensed by the State of California Department of Social Services and regulated by Community Care Licensing. Our non-public school is certified by the State of California Department of Education and must meet all the criteria to conform to those state requirements. In addition to those regulated practices, we follow personnel policies and program processes that are unique to our organization. We believe that these policies and procedures define us as a quality employer, one who is dedicated to finding and keeping the “best people” who want to work for the “best place” and believe in following the “best practices.” Although we are ever-changing to adapt to both our residents’ unique issues and the world and workforce around us, our procedures, training, and processes are always designed to be both responsive to the needs of our children and to support you, our staff, as you work to provide superior services and safe, compassionate care.

Our mission, “BUILDING positive futures for youth, their families, and our communities,” today broadens our original objective from “restoring hope” to providing opportunity and evidence based practices; objectives that confirm our belief that each one of our youth’s ability to change, hope, and plan for a better future will improve and enrich the community at large. All of our programs and services, in addition to our location (in the heart of the Vista Townsite area), afford us the advantage to further reach out and service those youth who are deemed likely candidates to be involved in criminal and violent activities, including gangs. We believe we are well positioned to respond to the continued need for services to youth, their families, and our greater communities and to provide challenging, meaningful, and rewarding careers to those wishing to contribute to our mission and grow with us.

OUR MISSION

Building positive futures for youth, their families, and our communities

(We believe in each youth's ability to hope and plan for a better future)

OUR CORE BELIEFS

Resiliency

All Individuals Have the Power to Transform and Change

Social Competence

Ability to Form Relationships

Meta-Cognition

Ability to Problem Solve

Autonomy

Ability to Develop a Sense of Identity

Purpose and Future

Ability to Plan and Hope

OUR GUIDING PRINCIPLES

- Provide a positive work environment whereby all are treated with respect and dignity
- Embrace personal differences and recognize their richness in the lives of our staff and youth
- Apply the highest standards of excellence to our services
- Provide customer service to our partners, youth, families, and community members with enthusiasm and commitment
- Recognize that both fiscal stewardship and respect for our property are vital to our future success
- Partner with our families and youth to identify and build on their individual and collective strengths
- Use the power of the team to achieve successful education and treatment outcomes

MANAGEMENT

**Doreen Quinn, President
Chief Executive Officer / Executive Director**

**Dru Adams
Residential Director**

**Carol Andrews, SPHR
Director of Human Resources**

**Casey Rogers, M.Ed, LCSW
Director of Educational Services**

**Mary Anne Herman, CFO
Director of Finance**

**Bill Kincaid
Director of Development**

**Lisa Tenney, LMFT
Clinical Director**

**Brad Wiscons, MA
Chief Quality Officer**

YOUR ROLE

As an Individual

Whether you serve our youth, our families, or support the people around us in person, by phone, or in other ways, you are important! Your skills and your personal qualities (courtesy, helpfulness, knowledge, and good judgment) influence what people and our youth think about us and influence how others (employees included) feel about their experience(s) here. Your contribution to New Haven includes responding positively with a friendly and encouraging voice and supporting the organization in a helpful manner. Our success depends upon your efforts and your dedication.

As a Team Member

The key to our success includes our ability to work well together. As a member of the New Haven staff, your ability to work well as a part of a team is important to all – your peers, your supervisors, and to the youth we serve. That spirit means looking for the best in your teammates, encouraging and supporting those new to the job function, being willing to help when needed and/or keeping us informed when you are unable to meet expectations.

Our continuing goal is to have the “best people” and to work together to be the “best place.” We look to you and the other employees to think of ways to help the organization and individuals learn our philosophy of working to not only high standards but with compassion and excellence. Together we contribute to the success of the New Haven and to truly living “best practices”. We thank you up front for joining us with these objectives in mind.

We're proud you are a part of New Haven

Best People . . . Best Place . . . Best Practices