

CATHOLIC CHARITIES  
OF THE ARCHDIOCESE OF CHICAGO

# Statement of Identity and Values





Whether they are young or old, hungry or addicted, homeless or friendless, Catholic Charities sees the face of God in those in need. We bring hope to those in despair in Cook and Lake counties.

*“At Catholic Charities,  
we live our values as we  
journey with our clients.”*

—MONSIGNOR MICHAEL M. BOLAND

PRESIDENT, CATHOLIC CHARITIES OF THE ARCHDIOCESE OF CHICAGO

## MISSION STATEMENT

CATHOLIC CHARITIES FULFILLS THE CHURCH'S ROLE IN THE MISSION OF CHARITY TO ANYONE IN NEED BY PROVIDING COMPASSIONATE, COMPETENT AND PROFESSIONAL SERVICES THAT STRENGTHEN AND SUPPORT INDIVIDUALS, FAMILIES AND COMMUNITIES BASED ON THE VALUE AND DIGNITY OF HUMAN LIFE.

In order to remain faithful to our mission, Catholic Charities is guided by a set of

## Core Values.

They are our organization's public testament regarding our ethical and moral responsibility for the services we deliver. Every day, we promise our clients, employees, donors, board members, volunteers, funding partners and the community that we will strive to be an agency of excellence.

Our promise is evidenced in our commitment to these core values:

**Respect**

**Compassion**

**Competence**

**Stewardship**

At Catholic Charities we embrace  
Principles of Catholic Social Teaching:

## We believe

that every human being is created in the image of God, and that human life at every stage of development and decline is precious.

## We believe

that human persons are social beings with fundamental rights and corresponding responsibilities.

## We believe

that human dignity can be protected and that the common good can be achieved only when human rights are protected and responsibilities are met.

## We believe

that each person is guaranteed a minimum level of participation in the economic, political, social and cultural life of society.

## We believe

that, as children of God, all persons have been blessed with unique gifts and talents that are to be developed and shared for the benefit of the community.

## We believe

that the poor and vulnerable have the most urgent moral claim on the conscience of any society.

*“The vocation of being a ‘protector’... means protecting people, showing loving concern for each and every person, especially children, the elderly, those in need, who are often the last we think about... It means building sincere friendships in which we protect one another in trust, respect, and goodness. In the end, everything has been entrusted to our protection, and all of us are responsible for it.”*

– POPE FRANCIS' MESSAGE AT HIS INSTALLATION, MARCH 19, 2013

# Respect

*We believe that people are the cornerstone of our mission.*

*We hold the rights, values, beliefs and property of others in high regard, and we express that regard with an attitude of mutual esteem and admiration. When respect is incorporated into one's attitude, caring for "the least among us" and contributing to the common good naturally follow.*

*“Let us love, not in word or speech,  
but in truth and action.”*

1 JOHN 3:18

We exercise the value of **Respect** for one another by:

- Being mindful that Jesus is the desired model of respect for all of our interactions with others
- Creating a welcoming environment for all through our words, actions, and physical environment
- Appreciating each others' thoughts, feelings, beliefs, perceptions, ideas and opinions, whether or not we are in agreement
- Accepting others unconditionally
- Valuing diversity as a source of strength, and remaining open to opportunities for solving problems where all voices are heard
- Promoting a climate that is fair, supportive, and responsive
- Celebrating the uniqueness of every person involved with the agency

# Compassion

*We regard all people as equals.*

*It is critical to the mission of Catholic Charities that each of us journey with our clients, our employees, our volunteers, and our board members. This compassion inspires a desire to relieve the suffering of others.*

We exercise the value of **Compassion** in action by:

- Striving always to walk alongside others—empowering, assisting and supporting rather than directing them—when they come to us in need
- Treating every individual as the special child of God they are, no matter what race, creed, sex, ethnicity, economic status, or sexual orientation
- Caring for people we may not have affinity with, or even those who may dislike us
- Striving to be sensitive to the needs of clients, employees, volunteers, and board members
- Advocating for a just society where the needs of the poor are a priority in shaping social policy

# Competence

*We are committed to bringing out the best in each individual.*

*We encourage decision-making, self-determination, creativity, and accountability for our clients and ourselves. Not only do we expect competency from our co-workers, but we also expect our clients to grow in competency. Competency fulfills our desire to become an agency of excellence.*

We demonstrate the value of **Competence** with our clients by empowering those we serve to gain mastery over their own affairs. We accomplish this by:

- Providing knowledge, tools and techniques so that clients can be empowered to make informed decisions to change and improve their quality of life
- Strengthening the capacity for clients to have more choice and control in everyday aspects of their lives
- Reinforcing clients' ability to manage and adapt to change
- Supporting clients' ability to generate positive changes in their environment as they move toward greater self-sufficiency

We demonstrate the value of staff  
**Competence** in service delivery by:

- Adhering to ethical, professional, and best practice standards established by the agency and authoritative bodies that govern our programs and services
- Ensuring that all persons selected for employment are well-qualified and fit to perform their duties
- Providing staff with on-the-job training, appropriate supervision, and adequate resources to be proficient in their position
- Ensuring that employees have the personal characteristics and the commitment necessary to carry out our mission
- Supporting continuing education and professional development of our staff
- Acknowledging and celebrating employee achievements, big and small
- Delivering sound management and dynamic leadership at all levels of the organization

# Stewardship

*We take moral responsibility for the management and prudent use of time, money, talents, and other resources in our work.*

*As stewards, we are accountable to all stakeholders for the resources they have entrusted to us in order to carry out our mission.*

## We demonstrate the value of **Stewardship** in the broader community by:

- Cultivating relationships with people of good will in the donor community to advance our mission
- Reaching out to Catholic parishes in order to offer members the opportunity to act on the social teaching principles of their faith
- Developing partnerships with other quality service providers to fill gaps and promote efficient and cost-effective service delivery
- Promoting partnerships with government offices to advocate for policies that meet our clients' needs and provide financial support for our work

We demonstrate the value of **Stewardship** to our clients by:

- Recognizing the dignity and strengths of those who seek our services
- Providing professional intervention and practical assistance that make a measurable difference in the lives of the clients entrusted to us
- Developing programs to fill service gaps and meet the needs of poor and vulnerable populations
- Maintaining a presence in communities of great need

We demonstrate the value of **Stewardship** with internal stakeholders by:

- Creating meaningful opportunities for our generous volunteers to serve
- Valuing the guidance and wise counsel of our Board members
- Honoring the skills, service and contributions and commitment of our staff
- Striving to provide a fair compensation and benefit package for our staff

Adoption/post-adoption services • Counseling and therapy • Daycare for low-income families  
Elder abuse investigation • Family shelters  
Food and clothing pantries • Health fairs for low-income communities • Help for domestic violence victims • HIV/AIDS counseling • Home care and day services for seniors • Immigration and Refugee assistance • Job training • Benefits screenings  
Nutrition for low-income seniors, mothers and children • Developing affordable housing  
Operating senior centers • Substance abuse counseling and prevention • Summer programs for teens in at-risk neighborhoods • Support for families and friends of suicide victims  
Teen parenting assistance • Supportive housing and job coaching for veterans

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[www.catholiccharities.net](http://www.catholiccharities.net)