



Agency Values

	Leadership		Advocacy		Solutions	
Organizational Values	Partnerships	Proactive Responsive	Advocacy	Best Practices	Innovation	Equipping Ownership
	Non-judgmental	Empowering Respectful	Collective Impact	Prevention System change	Outcomes Driven	Responsibility Accountability
		Collaborative Community Building				
Operational Values	Teamwork		Advocacy		Client Centered	
	Empathy					
	Human Relationships					

Organizational Values:

Leadership

Collaboration: Believing we achieve more by working collectively to effect systems change, we engage community partners in proactive dialogue, education, advocacy, and responsive action to align goals, processes, structures, and resources to improve the lives of those impacted by homelessness.

Non-judgmental: Listening to the lived experiences of people faced with homelessness, we strive to understand the complexities of each person's story and find solutions that equip individuals and families with resources that best serve them.

Advocacy

Advocacy: Working at all levels of government, we advocate for equitable and trauma-informed best practices to prevent and end homelessness in our community.

Solutions

Innovation: Aware of the global nature of the homelessness, we seek creative solutions to respond to the immediacy of current needs and take ownership of the complexities involved in championing inventive long-term solutions.

Outcomes Driven: Accepting responsibility for the work entrusted to us, we are committed to careful evaluation of facts and lived experiences, establishing processes that ensure accountability, and to effective results.

Operational Values:

Leadership:

Empathy: We treat people with dignity and respect, striving to provide support through a trauma-informed and equity lens.

Teamwork: We are better together because we are adaptable, place trust in our colleagues' lived experience and expertise, and enjoy being with one another.

Human Relationships: We believe in building trusting relationships with people we serve, community members, and colleagues—appreciating the contribution of every voice.

Advocacy:

Advocacy: We believe housing is a human right.

Solutions:

Client-Centeredness: We believe everyone is the expert in their own life, and we best serve our community members by being a partner as they progress their plan for success.