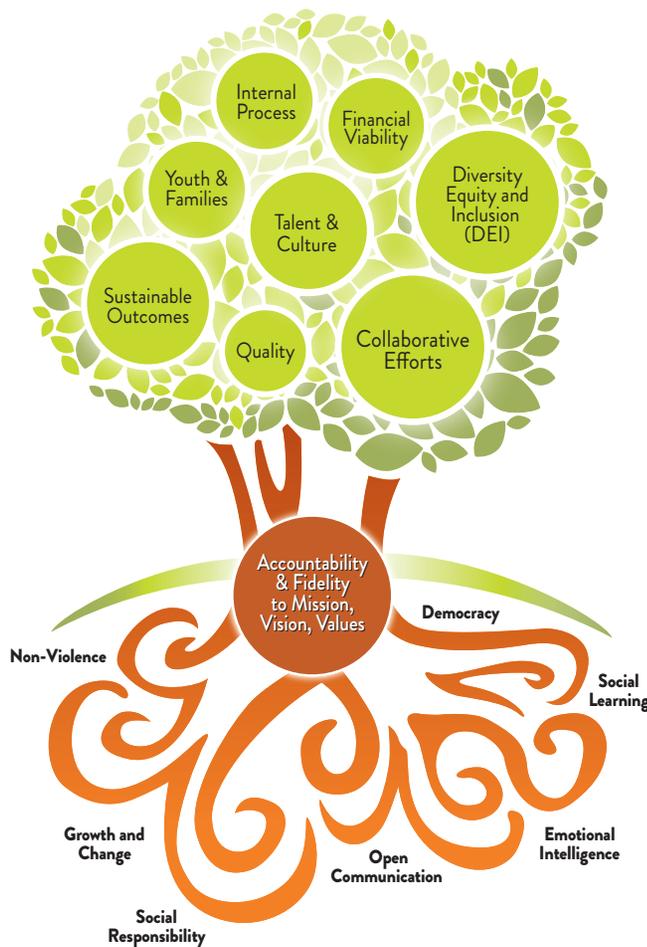


Our Fundamental Guiding Principles



Rooted in The Sanctuary Model®, the Mission, Vision and Values of Villa of Hope voice the commitment we make to our youth and families, our community and each other. Accountability and fidelity to our Mission, Vision and Values is at the core of how we perform as a youth and family service agency.

ORGANIZATIONAL PERFORMANCE



ORGANIZATIONAL CULTURE

SANCTUARY

Why we exist.

MISSION

Villa of Hope partners with individuals, families and communities to **Rebuild** relationships, **Recover** potential, and **Renew** hope for the future.

2030 VISION

Villa of Hope will advance human potential by transforming the social foundations of our neighbors, elevating lifelong health outcomes for our community.

VALUES

Relationships based on **Caring, Hope** and **Respect** are the foundation of our efforts.

What we have to accomplish.

ORGANIZATIONAL PERFORMANCE

Quality We provide superior programs, services and internal processes

Sustainable Outcomes We hold ourselves accountable for achieving sustainable outcomes

Financial Viability We are good financial stewards

Youth & Families We engage from a strength based perspective

Collaborative Efforts We build strong and lasting partnerships, internally and externally

Internal Process We maintain clear, strong and efficient policy and procedures

Talent & Culture We empower staff

Diversity, Equity and Inclusion We believe in the dignity and humanity of all people to reach their full potential

How we do it.

ORGANIZATIONAL CULTURE

Social Responsibility We are accountable, reliable, proactive, positive, appreciative

Growth & Change We innovate, ignite, promote, initiate and support a change ready culture

Democracy We engage staff, youth, families and volunteers

Emotional Intelligence We are caring, compassionate, respectful, balanced, self-aware

Open Communication We demonstrate integrity, honesty, humility, transparency, vulnerability

Social Learning We are courageous, encouraging, committed to seeking and sharing best practices

Non-violence We are committed to physical, social, psychological and moral/ethical safety