

Our Fundamental Guiding Principles

Rooted in The Sanctuary Model®, the Mission, Vision and Values of Villa of Hope voice the commitment we make to those we serve, 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, adult and family service agency.

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 STATEMENT

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, Inclusion & Belonging 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, those we serve, and volunteers

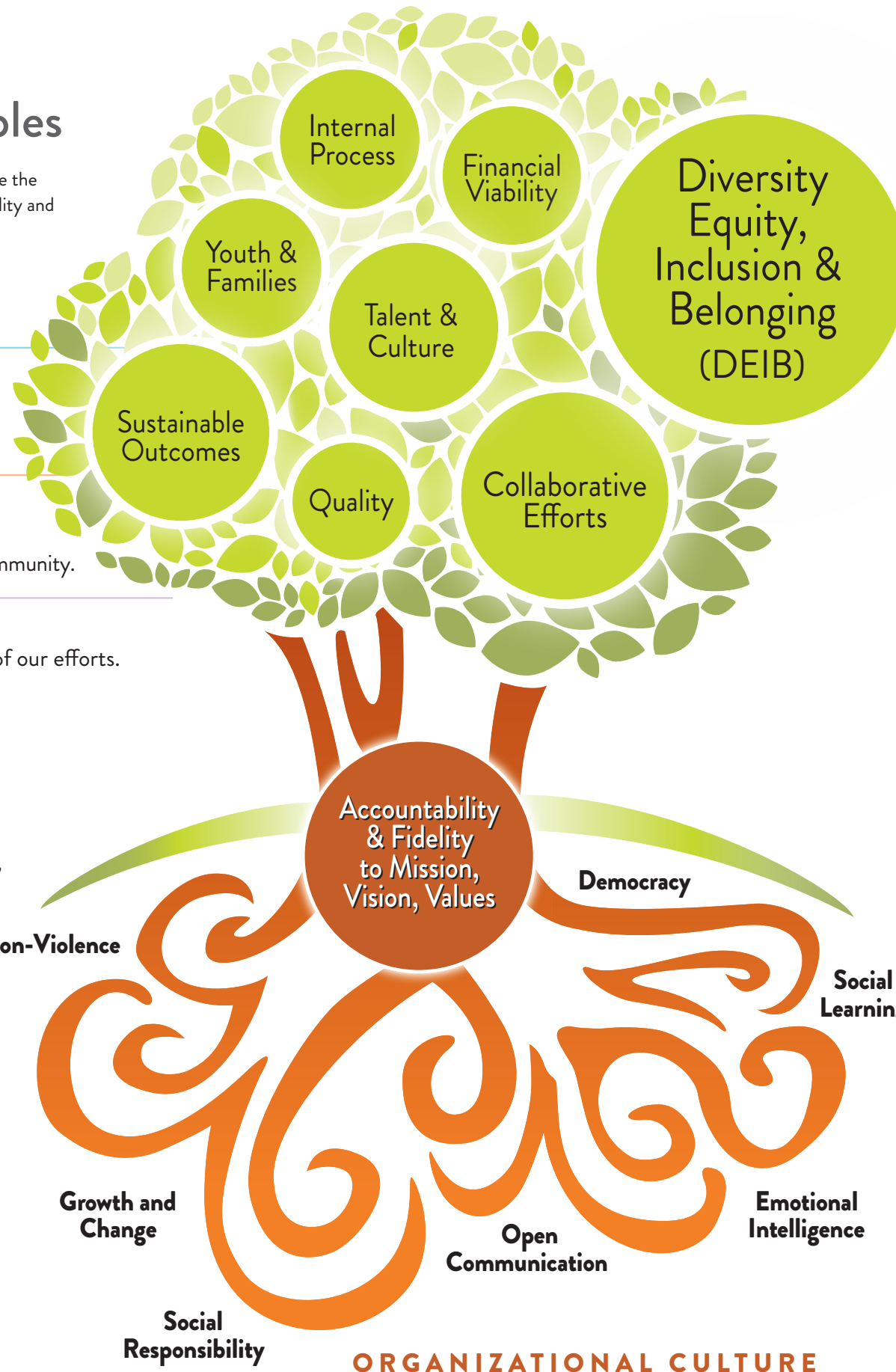
Emotional Intelligence We are caring, compassionate, respectful, balanced, self-aware

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

ORGANIZATIONAL PERFORMANCE



Diversity, Equity, Inclusion & Belonging at the Villa

Diversity – The variety of traits or characteristics within and between groups

Equity – The state, quality or ideal of being just, impartial and fair (i.e. Interpersonal Relationships, Organizational Culture, Structural and Systemic)

Inclusion – The act or state of including or of being included within a group or structure

Belonging – The feeling of security and support when there is acceptance, inclusion and identity for a member of a certain group

Mission Statement

We are committed to creating, nurturing and sustaining a culture of diversity, equity, inclusion and belonging – a workplace in which colleagues treat each other with respect by listening to different cultures, thoughts and ideas. We are committed to an environment where we value and leverage experiences, and possess the cultural humility to lead an engaged workforce, impact youth, individuals, families and community.

Vision Statement

We are a multi-cultural and anti-racist organization. We strive to build a greater understanding of community, systems and the lives that we touch to achieve and advance Diversity, Equity, Inclusion and Belonging.

SANCTUARY

ORGANIZATIONAL CULTURE