

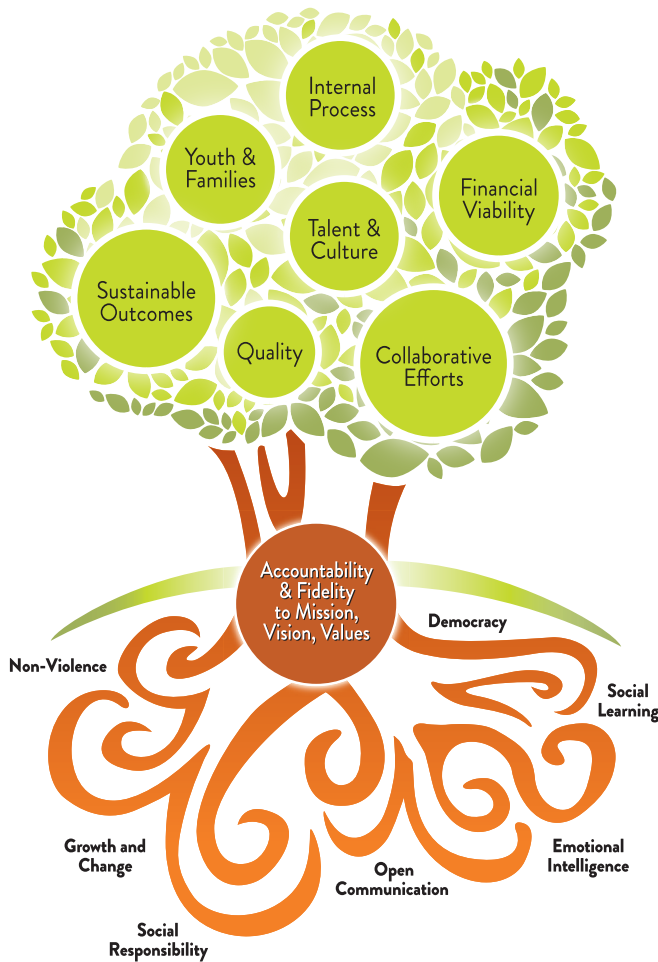
Our Fundamental Guiding Principles

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.



VILLA of HOPE
 YOUTH & FAMILY SERVICES
 rebuild. recover. renew.

ORGANIZATIONAL PERFORMANCE



ORGANIZATIONAL CULTURE

SANCTUARY

“why”
 Why we exist.

MISSION

Villa of Hope, an innovative human services organization, renews hope to youth and families, building stronger communities.

VISION

Villa of Hope will be the recognized leader in trauma informed care, producing sustainable positive outcomes for our youth and families by 2020.

VALUES

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

“what” “how”
 What we have to accomplish. How we do it.

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

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