



# Organizational Values

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Respect & Compassion | Collaboration & Partnership  
Equity & Justice | Stewardship & Accountability | Courage & Ingenuity

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## Housing is at the core of what we do and people are the reason it matters.

- We show respect for the people we serve and each other through patience, compassion and a belief that we're all doing our best.
- Our mission is to safely house thousands of families in our community. Our job is to meet each person in front of us with our full attention and the best of ourselves.

## We're a team of many teams, striving together for excellence.

- We take time to build relationships and support each other, because we know that no one succeeds alone in the work we do.
- We nurture collaboration with partners and strive for progress at a scale that can only be made together.

## We do our work in support of systemic change for racial and social justice.

- We invest ongoing time and energy to learn about racism and systemic inequities. We are honest with ourselves about how we participate in these injustices and we work to correct them.
- We use our voice to bring attention to these issues and their impact on our community, and advocate for change at a broad scale.
- We work to build and sustain an agency that reflects our diverse community at all levels of Home Forward, especially at the highest positions of power and influence.
- The people who experience injustices and inequities have the wisdom to bring about the change that is needed. We listen to them.

## We are stewards of public resources and champions for those who need them.

- We make big decisions collaboratively and transparently, we make public information available and easy to understand, and we admit when we make mistakes.
- Our housing is home to the people it serves, and we constantly work to make sure it stays safe and welcoming for decades to come.
- We see the strength and resilience of the community we house. We take seriously our duty to protect their privacy, to support their stability and to stand with them when they need allies.

## We are brave and innovative.

- We constantly adapt to meet the needs of our community. Even when change is uncomfortable, we have the courage to take smart risks and to evolve.
  - We plan strategically, for the long term, and position ourselves for a future in which our mission is accomplished.
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