



Strategic Framework

2024 TO 2027

Our Vision

A safe, healthy, and inclusive community for all.

Our Mission

We strengthen communities by supporting people experiencing barriers so they can achieve greater independence.

Our Values

Inclusive
Accountable
Person-Centered
Determined
Collaborative



ENGAGE

- Influence and facilitate **multi-sector collaboration**
- Attract the **best skills and experience**
- **Advance truth and reconciliation** through inviting Indigenous perspectives to inform our work



SERVE

- **Improve outcomes** for more people facing systemic barriers
- Find **innovative and responsive ways to meet needs** in underserved communities
- Add to the **continuum of housing**



SUSTAIN

- **Proactively invest** in our people and infrastructure
- Progress **Diversity, Equity and Inclusion** best practices
- Improve **employee experience** with a focus on creating and maintaining a high-performance culture
- Enhance **health and safety practices** to recognize the growing complexities of our sector