

housing FORWARD

ending homelessness

2023 – 2025 STRATEGIC PLAN

Expanding Solutions, Building Strength



Vision

Our vision is to end homelessness.

Mission

Our mission is to transition people from housing crisis to housing stability.

Approach

Our approach is to prevent homelessness, respond to housing crises, and stabilize those facing homelessness with permanent housing and services.

Values

In our pursuit of excellence, we strive to embody values that create sustainable, equitable, and community-wide impact:

- **Compassion** – We engage people with dignity and respect to help them overcome trauma and inequity.
- **Individuality** – We recognize that every person has unique needs and strive to meet them holistically.
- **Community** – We collaborate with all of our stakeholders with purpose, care and integrity.
- **Innovation** – We continuously explore and test effective ways to end homelessness.
- **Impact** – We use data and evidence to inform our strategy and achieve significant social outcomes.
- **Teamwork** – We embrace our diversity, life experiences and skills to end homelessness.
- **Equity** – We advance equity and promote inclusion and access in our programs, policies, and advocacy.

Strategic Priorities

Prevent - Make Homelessness Rare

Build a community-wide systemic response to end homelessness before it begins.

Respond - Make Homelessness Brief and Nonrecurring

Leave no one unsheltered and prevent recurring homelessness by supporting people on their path to housing.

Stabilize - Accelerate the Path Home

Expand housing options, partnership development and innovative solutions.

Build Our Capacity and Resilience

Invest in our people and infrastructure to achieve organizational excellence and impact.

Sustain Our Momentum and Impact

Optimize resource development and utilization.

Mobilize For Greater Impact, Inclusion And Equity

Expand and leverage our networks to further our role as a leading change agent.