

# Guiding Principles and Best Practices

## Pillars of Excellence



### PEOPLE

We are committed to recruiting and retaining the best people and offering them opportunities for personal and career growth. In unity we serve each other and our community with honesty, respect and strength.



### SERVICE

With compassion and integrity, we strive to exceed expectations, enhance the recovery experience, and change lives.



### QUALITY

We are committed to exceeding each person's goals for recovery and wellness, setting the standards for health care results, and ensuring access to care for all.



### STEWARDSHIP

We strive to operate efficiently, be fiscally responsible, and maximize value, which allows us to focus our resources on those we serve and the community.



### COMMUNITY

We value our responsibility to create and strengthen connections with diverse community members and agencies to raise awareness and influence positive change.

## Core Values

### Be Innovative

Use creativity and ingenuity to reveal resources, nurture strengths, find answers and provide solutions.

### Collaborate

Galvanize each other, the people we serve, and the community to work together to improve peoples' lives and the behavioral health care system.

### Take action

Deliver and expect nothing less than impassioned and unwavering dedication to helping people realize independence, be more resilient, achieve recovery, and have purpose and meaning in their lives.

### Be strong

Search out strengths and abilities in yourself and in those around you, and share the strength and passion of our organization in every word and deed.

