



## MISSION:

The mission of Hospitality House is to rebuild lives and strengthen community by providing a safe, nurturing, healthy environment in which individuals and families experiencing homelessness and poverty-related crises are equipped to become self-sufficient and productive.

## VISION:

A community where every individual and family thrives.

## VALUES:

**Respect** for each individual and his or her path, situation, and place in life.

**Sustainability** of life, community, and environment.

**Dignity** in action and example.

**Compassion** for all.

**Integrity** of intent and behavior.

**Ownership** of the mission.

**Initiative** to be an innovative and creative leader in the organization and community.

# Hospitality House of Northwest N.C.

## Strategic Plan 2021 - 2025

### 1. Sustainability

- a. By June 2023, establish and sustain a maintenance discretionary fund equal to one month of operating costs
- b. By June 2025, build an endowment of \$250K

### 2. Staff Recruitment, Development and Retention

- a. Salary ranges per position reflect the differences in responsibility, risk, and experience
- b. Annually assess salaries and if needed, develop a plan for corrective action to reflect the above differences and to remain competitive with similar organizations

### 3. Facilities

- a. By March each year, conduct an inspection of all facilities and equipment
- b. By May each year, prepare a prioritized Replacement and Repair Report that includes priorities and cost estimates for each year of this Strategic Plan
- c. Annually assess regional housing needs and the capacity of Hospitality House facilities to meet those needs