



YSSN Positioning Statements

Vision, Mission, Pillars, Priority and Values

Our **Vision** *the future we see for our service users and ourselves as providers*

A Meaningful Life: Relationships, Community, Well-Being.

Our **Mission** *what we do to accomplish our Vision*

Communicate. Connect. Support.

Our **Pillars** *the foundation our efforts are built on*

Leadership. Excellence. Collaboration.

Our **Priority Statement** *our #1 commitment above all else*

At YSSN we are...

Relentlessly Committed to People

Our **Values** *our beliefs and principles...the framework for deciding how we do things*

We focus on customer satisfaction.

Everyone at YSSN has a customer, whether that person is outside or inside the organization. We value our customers and measure their satisfaction to ensure we have it right.

We are grounded in certain principles specific to the services we offer. They are choice, individualization, creativity and flexibility. We embrace the idea that YSSN does not have to be the entire answer, but an integrated part of what is collectively available to our external customers.

We trust and respect.

We hold the people we support, and those we work with, in high esteem. We treat everyone we encounter through our work with the same dignity and respect we ourselves expect.

At YSSN we use our best judgement in any situation, and we trust each other to do so, just as we trust the people we support. Integrity is the foundation for trust. We work ethically and honestly, building trusting relationships with people inside and out.

We talk with each other.

We strive for transparency and for being fully informed. While respecting the need for privacy and confidentiality, we engage in open and timely conversations. We encourage constructive feedback because we know it contributes to a positive environment.

We own it.

We all have a stake in YSSN and its success. We hold ourselves accountable individually for fulfilling our responsibilities, and then some.

A positive attitude and a commitment to working together help us build a great organization. We are energetic, enthusiastic, motivated people who respect differences, share values and are committed to our vision. Diversity makes us richer.

We are generous.

We are thoughtful and helpful to those around us. We willingly share our knowledge and time. We commit to continuous learning. Lessons can come from anything that happens, positive or negative, and anyone — regardless of their role.

We acknowledge effort and accomplishment, large and small. We take time to celebrate.