



# Guiding Principles

FOR THE BLACKBURN CENTER PROJECT

The Blackburn Center project is guided by a set of guiding principles that drive the design and decision-making for the campus.

## Person Centered and Trauma Informed

We will design and deliver our services with a focus on what our customers want and need and within a framework that recognizes their personal history and current circumstance.

## Integration and Innovation

We will design and deliver our services in an integrated and innovative manner that creates a seamless experience for our customers, reduces hand-offs, eliminates redundancies, and enables us to effectively support the whole well-being of our customers.

## Partnership and Collaboration

We will focus on what we do best and leverage and be responsive to community partners to enable us to serve our customers in the most effective and efficient manner while meeting our commitments to our partners.

## Diversity, Equity and Inclusion

We will design programs and hire staff to deliver services that are reflective of the populations and community we serve, and we will create an environment that respects the diversity that our clients bring.

## Sustainability

We will design, deliver and manage our services and assets in a manner that is operationally excellent, financially sustainable, meets our fiduciary, regulatory and compliance requirements and enables us to provide quality services to as many people as possible.

