



## TRI-LAKES CARES WISDOM WORKS COLLABORATIVE | SEPTEMBER 2025

### MISSION, VISION, VALUES

#### MISSION STATEMENT

We decided to keep our mission statement unchanged as we felt it was representative of our current situation and our future: **“Empowering families and individuals to reach towards a better tomorrow.”**

This still aligns with our organizational shift from focusing intently on the low-income population to becoming a broader community resource center serving people who need resources, support, and connections.

#### VISION STATEMENT UPDATE

We had to change our vision statement because it contained language like “low-income individuals” and “poverty” that was too narrow for our future plans. The new vision positions us as a community convening connector hub.

Our new vision statement reads: **“At Tri-Lakes Cares, we envision a connected, compassionate and thriving community where every person has access to resources, support and pathways to live healthy, fulfilling and empowered lives. We will be recognized as the trusted hub that brings individuals and families together, coordinates services and inspires a shared responsibility for wellbeing.”**

#### VALUES APPROACH - A WORK IN PROGRESS

We started with traditional values like transparency, inclusivity, integrity, collaborativeness, and community-centric. While these are all true, it felt like we were trying to fit into a smaller box than we’re planning for the future. We even decided to not have a value statement at all because we value so much—community, donors, the individuals we serve, transparency, inclusiveness, and collaboration.

This morning, we changed direction again. Tim suggested shifting from listing what we value to telling stories of who we value and how we value them. Instead of traditional values statements, we’re exploring creating stories—potentially 60-second videos of various stakeholders explaining “This is why I value Tri-Lakes Cares.”

This approach would make our values unique because those stories happened through interactions with us, not with another organization. The stories could serve as engagement tools with donors, neighbors, employees, community leaders, and help people see their face in our picture.

#### NEXT STEPS

We’re sharing the vision statement with our full staff at our next all-staff meeting and will add the values conversation to a subsequent meeting with them. We want to continue hearing their input to help build our recommendation to the board.

The values statement, items, lists, or whatever we end up with is still very much a work in progress—we might change our minds tomorrow. But we’re committed to wrestling with this because it needs to be meaningful to us and reflect who we truly are as an organization.

## THRIVING LEADERSHIP PRACTICES

### CONSCIOUSNESS

#### Through Me

- We spend time right now at all consciousness levels, but we're increasingly moving towards living in the space of "through me".
- We think we need to be in the "through me" level to effectively communicate our new vision. We want to move the entire organization to this level of consciousness.

### SKILLS

#### Facilitation ♦ Communication ♦ Engagement

- We need facilitation skills for championing this new vision, facilitating the work that needs to be done, and leading where leadership is required.
- We need communication skills to effectively community with our internal and external stakeholder groups, whether that's through social media or face to face or zoom calls.
- We need to up our game in all of these skills to support the evolution of the new vision.

### PATTERNS OF BEHAVIOR

#### Engaging organization in envisioning process

- We want to move the entire organization to the “through me” level of consciousness by engaging the entire staff in the envisioning process.
- We will model for the rest of the staff what we want to see from them.
- We will have direct, open, frank, respectful conversations where every member of the leadership team has an equal voice at that table.
- We are committed to a shared decision-making model rather than just the executive director making decisions and everyone lining up behind her.
- We will use a more inclusive and thoughtful process and share that inclusive process with the entire staff.

### ACTIONS & PRACTICES

#### Create goals & benchmarks ♦ Convene listening sessions ♦ Engage board as active & informed partner in planning

- We will conduct listening sessions by convening small groups of neighbors from the community including business folks, government officials, provider partners, neighbors we serve, and donors. We'll share pieces of our vision, then ask questions and listen to what may be missing.
- We recognize we need to construct more opportunities to listen and not just talk, recognizing that communication is a two-way street.
- Our board has gone through a transformation from a working board to a governing board, now working hand-in-hand with staff rather than getting involved in operations.

### COMMITMENTS

#### Appreciate & value staff feedback & involvement ♦ Transparency

- We commit to bringing our staff along to move to the desired level of consciousness.
- We commit to showing more appreciation to our staff.
- We commit to increasing the level of transparency in the organization.