



Community Compact

One of the goals of the Home Forward's recent strategic planning process was to "...strengthen our relationship with the people we serve by increasing mutual accountability and by improving our ability to connect them to vital services in the community."

The Community Compact is an important tool to help us achieve this goal. It is a document shared with residents and participants to establish a positive tone early in our relationship and to extend that positive relationship throughout their experience with Home Forward. The document creates a foundation for our interactions with residents and participants – interactions that will continue to be welcoming, respectful, and supportive.

Supporting residents and participants in their success is the flip side of our on-going enforcement role. While we are strong stewards of scarce public resources and will enforce rules and regulations, the Community Compact is a tool that will help us strive to strengthen our supportive role as well. The Community Compact is not about enforcement – it's about a spirit of engagement, providing quality service, and encouraging mutual accountability.

Although not all Home Forward employees work closely with residents or participants, all Home Forward employees can support the commitments made in the Community Compact if they perform their work in a way that:

- Communicates clearly and respectfully to residents and participants that we are enthusiastic about their opportunities for success, recognizing that their housing subsidy is contributing to greater financial stability.
- Supports residents and participants in their progress towards their success, which may mean helping them identify their own goals and concrete steps needed to reach them.
- Supports resident and participant efforts to become more engaged, both personally and within their community.
- Ensures that we do our best to be knowledgeable about community services and partners, and, at the very least, know how to navigate the 211 info network in order to give quality information and referrals.
- Supports our mutual goals to provide excellent service.



Community Compact

This community compact describes the agreements that we make to each other in order to have a good relationship. These agreements were created by listening to residents, participants and staff of Home Forward.

- We will communicate respectfully with each other. This means doing our best to use each other's names, to speak kindly, and to take the time to listen and understand each other.
- We will create strong neighborhoods together. Home Forward will do this by making sure you have a safe, well-maintained place to live. You can do this by being a thoughtful neighbor to those around you and by taking good care of your home.
- We will create a community together where learning is valued and supported. Home Forward will do this by continually increasing our skills and understanding about diversity, poverty, housing and more. We ask that you do this in ways that are meaningful to you: furthering your education, learning a trade, taking a class or workshop that interests you, or volunteering in your community to learn more about your neighbors. Most importantly, we ask that you join us in supporting children to be successful in school. Everyone can encourage kids to attend school every day and to try their best. We especially ask that parents and caregivers do everything they can to make sure their children have good attendance in school.
- We all commit to be honest, patient and to believe the best in each other.

Thank you for being part of the Home Forward community and for working with us to build strong, positive relationships with each other.

Home Forward representative
Signature and date

Household representative
Signature and date

A new name for the Housing Authority of Portland