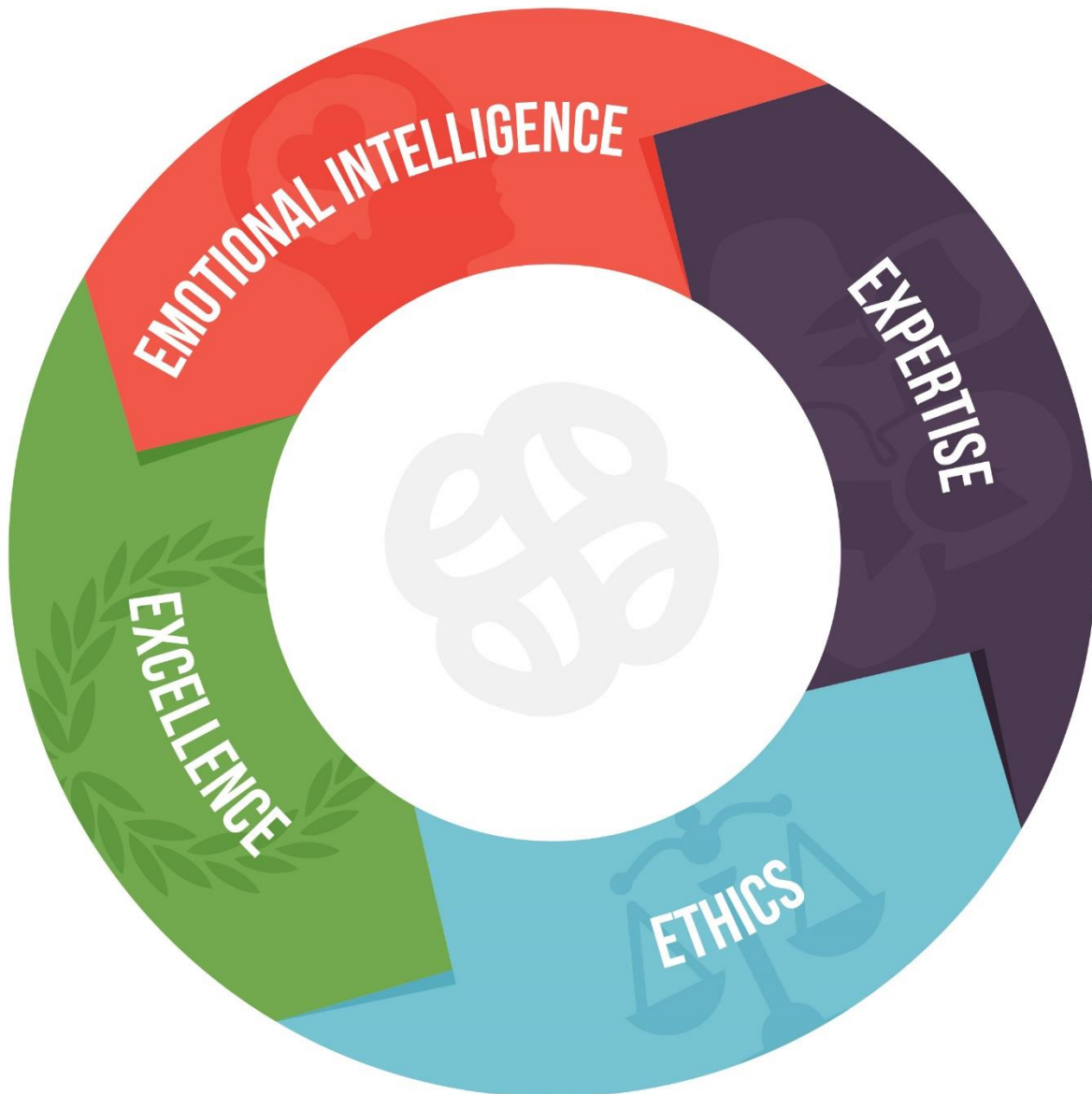




## HOM Competency Model

HOM, Inc., values each and every employee and the jobs they are hired to perform. We take great pride in stating the “BEST of the BEST” work here. Team members are HOM’s greatest asset and you make us stand out as a leader in our “Housing” community. In order to continue excelling as an organization and as a team, the *HOM Competency Model* was developed.

The *HOM Competency Model* is a collection of the “Four E’s”: Ethics, Emotional Intelligence, Excellence, and Expertise. These skills and attributes together define successful performance for our organization. The model should guide team members in their actions and behaviors in order to deliver superior performance in their positions. It is our vision that employees will aspire to embody these principles as they carry out their functions at HOM, ensuring the company continues to offer exceptional service to our customers and remains a positive and nurturing work environment.



## EMOTIONAL INTELLIGENCE

**Empathy** – HOM staff members make every effort to identify with the experiences and feelings of others. Empathy and compassion fosters communication and shows we have listened to another’s concerns and understand their challenges. Relationships are strengthened when there is respect and a feeling that HOM is striving to meet an individual’s needs. Customers and co-workers respond positively when they feel we have their best interest at heart.

**Impact** - People have the power to influence each other positively or negatively on a daily basis. HOM employees are a consistent positive influence on customers and co-workers. Employees maintain their positive attitude even in the face of a negative interaction with a customer or co-worker. HOM staff keep all conversations regarding program participants, landlords, and partners positive and genuine. HOM and its employees cultivate relationships in the community that make a difference and change lives.

## EXPERTISE

**Vision** – HOM operates in a fast moving business environment that requires decisive action. HOM utilizes its flexibility to seek out and react to opportunities. Employees seek knowledge and are adaptive to new opportunities and assignments that help the company maintain its excellence. Adaptive employees provide value to the company through utilization of their knowledge and various talents for the greatest good of the employee and company.

**Experience** – We are well rounded professionals with various life and professional experience. Employees are developed through a broad range of education, work, volunteer, and personal interests. Each employee brings unique qualifications, adding value to the entire team and making HOM better. HOM encourages and provides for employees to obtain advanced learning and professional development.

## ETHICS

**Honesty** – HOM promotes honesty and transparency in all business transactions. HOM manages Federal funds which require the highest level of integrity. We ensure program participants receive appropriate and accurate assistance and partners receive an honest accounting of program operations. We keep commitments to our partners, participants, landlords, and each other. HOM and its employees can be trusted to deliver on their promises. Therefore, we never provide excuses, rather we quickly and honestly work toward solutions.

**Dignity** – Each participant in our housing programs brings with them unique talents, interests, and goodness. Employees ensure that individuals are treated with dignity and valued for their life experience. Treating others with dignity and respect is part of the foundation of HOM’s commitment to customer service. This treatment extends to our co-workers, landlords, community partners, and all we serve. We remember and follow the “Golden Rule”.

## EXCELLENCE

**Quality** - HOM continually works to be the very best in housing individuals and families with special needs. Employees fulfill their job duties in accordance with the company’s values. We instill and recognize the responsibility of each staff member to contribute to the success of the company and our programs in the community. We maintain the highest industry standard of accuracy, customer satisfaction, confidentiality, financial management, and policy alignment.

**Leadership** – HOM is an industry leader. We exhibit the very best in customer service, knowledge and innovation. Others look to HOM Inc. for guidance and support to solve the most challenging issues. Our employees are leaders amongst their peers. Employees are members of housing advocacy and community interest organizations; we lend our expertise and provide volunteer service to these organizations.