

Mission Vision & Core Values

Our Mission

As a non-profit Center for Independent Living, we support self-direction with our expert and personalized aging and disability services — including advocacy, transitional skills, and ACES\$ Financial Management Services — guided by our empathy, respect, and integrity.

Our Vision

To inspire, encourage, empower, and support by providing personalized aging and disability services driven by our humility, emotional intelligence, and passion to make the world inclusively better.

Our Core Values

- We put people first.
- We do things the right way — the first time.
- We advocate.
- We authentically support our inclusive, diverse team.
- We are agile and innovative.



We put people first.

We have a people-first policy. Our *why* is our people.

Our why is our people

That means treating everyone — our FMS participants, independent living clients, and our fellow team members — as our chosen family. We connect and communicate, authentically. And we do it by keeping respect and empathy at the forefront of all our interactions.

We Take a Human, Personalized Approach

When you call us, you'll speak to a trained and dedicated team member, not an automated system. From the moment of truth — that first moment you interact with a MyCIL/ACES\$ team member — you'll know we're invested in helping you achieve your goals, exceeding your expectations, and providing flexible solutions to whatever challenges you're facing.

The bottom line is we listen, then come up with personalized and innovative solutions.

We Support and Simplify With Compassion and Empathy



As a non-profit Center for Independent Living, we possess the moral clarity and conviction to help people with disabilities.

We strive to end the day knowing we did our part to improve, reinforce, and support independence in the lives of those we serve. Our goal is to be part of the reason why people are living their best, independent lives.

We do things the right way — the first time.

We do things the RIGHT way. We don't take shortcuts. We don't cut corners. And we don't shortchange when it comes to quality.

With this organizational mindset, we can ensure we're providing the best support to the people we serve. This includes accurate and timely payroll for our ACES\$ participants. We can say with pride we have never missed a single payroll. Not one. Through quality we can meet — and exceed — our responsibilities.

We Are Accurate, Efficient, and All About the Details

Our accuracy and efficiency extend to all areas of our organization, from processing paperwork to training our participants in their programs. We follow all standards, requirements, and laws at the local, federal, and state levels to ensure it's done the right way, the first time. Going above and beyond is our baseline.

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We advocate.

We do this work for a very different reason than most. Because over half of our team has a disability, we know firsthand what we're advocating for. We have an inside view. We live it and breathe it every day. We deeply understand what it means to live — and thrive — with a disability.

Over half of our team has a disability ... we know firsthand what we're advocating for

We Support and Empower Independent Living

Our organization bloomed from an all-volunteer mutual aid group into what we are today. Not only are we proud of our past, but we also use the same principles from when we started to guide our way in the present and into the future.

Our involvement in our communities — and the communities of the people we serve — is essential. There we confront dehumanization, stigma, and the negation of human rights of both the past and the present.

Advocacy is the common thread in everything we do. Through MyCIL, we offer advocacy services and awareness training. Through our Transitional Skills Center, we teach our clients how to advocate for themselves as we advocate for their education. Through ACES\$ Financial Management Services, we advocate for our participants to direct their own care and succeed in self-direction. With advocacy comes empowerment.

We authentically support our inclusive, diverse team.

Our team is our chosen family. And we choose only those who are as dedicated and passionate as we are about what we do: making the world a better place for people with disabilities. Our shared values inspire our shared successes.

We're Humble, Hungry and Smart

Humility, passion, and emotional intelligence are our focus when it comes to expanding our team. We call it being humble, hungry, and smart. These three qualities are what we look for in new applicants, and it's how we define our team.

We Cultivate an Atmosphere of Support and Encouragement

To support our passionate team, we offer programs and benefits that improve their lives with an emphasis on flexibility and healthy work-life balance. This includes hybrid and remote work

opportunities, generous paid time off, top-notch health insurance, retirement, and more.



We also provide extensive, in-depth, and ongoing training with the freedom and encouragement to learn and grow. We proactively recognize under-utilized skills and then offer the learning opportunities needed to hone them.

Every voice and perspective has value

We Value Diversity in All Forms

We also value diversity ... including diversity of age, gender, race, ethnicity, sexual orientation, culture, background, disability, life experiences, and perspectives. Every voice and perspective has value.

"As a person with a disability, and the father of a child with a disability, I am so proud to work with a team that has true empathy and passion for our work. They live it too."

~ Tim Moran, CEO, with his son Matthew



Our team members are encouraged to offer suggestions and ask for help because we take a teamwork approach to creative problem-solving. We then share these solutions on a consistent basis, continually training our team members so they can succeed in their positions.

We Do It With Gratitude and Respect

While we may be a diverse team, we have a collective spirit that revolves around taking pride in our mission and the work we do to achieve it.

Most importantly, we do it all with a spirit of genuine gratitude and respect. Unconditional positive regard is at our core.

We are agile and innovative.

Agility and innovation comprise the backbone of our services, including our technology. Our in-house tech team builds software that flexes

to the unique needs of our ACES\$ participants and the states they live in.

We also rely on agility and innovation for our participant care. From offering flexible solutions when a client reaches out with a challenge to creating a custom training program that stretches across the organization, we're always looking for ways to innovate.

*We're not bound by convention
... we're bound by connection*

We Innovate Because We Listen

We're not bound by convention ... we're bound by connection. Part and parcel of our agility and innovation is listening. We listen to our participants and clients. We listen to each other. And we listen to the disability community.

We can be independent when we do it together



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