Thornton Community Connections
MISSION, VISION AND VALUES

MISSION
Adopted September 26, 2019

Enhancing lives through connection.

VISION
Adopted May 20, 2020

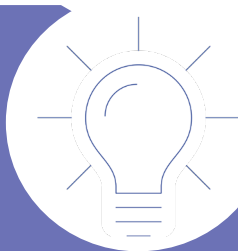Building a foundation of community empowerment where all in Thornton reach their maximum potential.
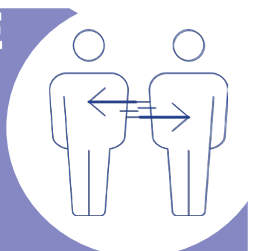
VALUES
Adopted September 11, 2019

CREATE
We embrace the uniqueness of ourselves and our neighbors. We know the needs of our community are diverse so we are creative, intentional and thoughtful in crafting solutions.

COLLABORATE
We put our best into our work and are honest in sharing information, feedback, mistakes and victories.
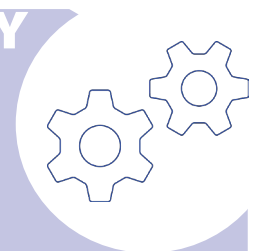
CELEBRATE
We're moved by the positive difference we make in the lives of our neighbors every day. We revel in their successes and ours.

CONTINUOUSLY IMPROVE
We know we're all a work in progress and we're committed to making ourselves, our team and our community better.

City of Thornton
Community Connections

COMMUNITY CONNECTIONS

Thornton Community Connections

PRINCIPLES AND GOALS - In Short

This is a snapshot of the work ahead for Community Connections. Each goal has a detailed listing of associated key performance indicators that we will be working on in the next three years.

PRINCIPLE #1

1.1 Increase the level of staffing to better fulfill the responsibilities of Community Connections.

1.2 Use professional development opportunities to address gaps in knowledge and to improve service delivery.

1.3 Foster a culture beyond customer service training that embraces our individual and collective values and guides our expectations for how staff behave, function as a team, and provide service to all.

Invest in our best asset, our team.

PRINCIPLE #2

2.1 Disseminate accurate information using internal communications to the Community Connections team and all city departments.

2.2 Enhance Community Connections name recognition and knowledge of our catalogue of services/programs among community partners and residents using external communications.

2.3 Ensure all information about programs and services offered by Community Connections are available in print, accessible to all users, and available in both Spanish and English.

2.4 Maximize digital platforms to increase the Community Connections brand.

### Communicate.

PRINCIPLE #3

3.1 Ensure all new and current programs meet standards of inclusivity and accessibility, as well as fulfill community needs and maintain the mission of Community Connections.

3.2 Evaluate programs for continuous improvement.

Deliver quality programs and services.

PRINCIPLE #4

4.1 Maximize use of C2 to streamline division processes.

4.2 Weekly, monthly, quarterly, and annually, analyze and share metrics and present data that identify community needs, division achievements and opportunities.

4.3 Annually review policies and procedures to ensure accuracy, efficiency and completeness.

4.4 Regularly review Council, city and department goals that serve as guiding principles in crafting the work of our division.
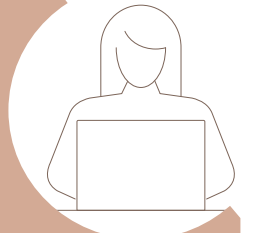
Use data and systems to work smarter.