



There is more to me than my disability.

Community Connections

Customer Service Promises

Respect

I promise to provide responses to questions in an honest, consistent, and respectful manner within 1 business day.

Understanding

I promise to take the time to listen (deeply, to details, empathetically) and to ask questions to ensure I understand completely.

Attention

I promise to take detailed notes about challenges, improvements, and preferred communication tools and I will share this knowledge with other staff as a priority.

Compassion

I promise to be accommodating and understanding of others' needs in unique situations. I promise to be available and personable.

Closure

I promise to completely answer the customer's question or direct them to someone who can. I promise to ensure that the needs of my customer were met and satisfied. I promise to keep my word and follow through on promises.

Customers include:

Clients, families, community members, employers of clients, employees, taxpayers, state employees, service providers, contractors, board of directors, volunteers, medical professionals, and community vendors.

These customers and promises were developed by Community Connections' employees.