The Anthem Way

As employees of the Anthem Community Council, we pledge to

- Act with Integrity
- Treat Everyone with Respect
- Provide Friendly and Quality Service
- Take Ownership for Achieving Positive Results
- Manage Community Resources with Care and Pride
- Work Together for the Collective Good and Benefit of Anthem

ACC Strategic Pillars 2026
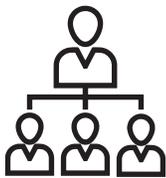
Organizational Leadership

Ensure a well-trained and professional board and staff

- Enhance current employee performance management system to better align goals, accountability, and compensation
- Expand opportunities for employee professional development
- Implement additional ways to recognize employees who embody the Anthem Way Values
- Continue to invest in customer service training programs, leveraging the momentum and success achieved in 2025 to further enhance our service delivery excellence.

Regional Growth

Proactively engage with regional growth to uphold Anthem's interests

- Continue to evaluate and implement Board-approved Amenities Committee recommendations
- Continue to evaluate and implement Board-approved Growth Committee recommendations

Operational Excellence

Manage community resources with care and pride

- Collaborate with legal counsel to update and restructure Board Policy Manual
- Continue to partner with the public agencies that serve Anthem
- Use new technology to improve communication with all Anthem residents and gather community input
- Optimize current procurement processes and practices to ensure consistent application and maximum value for the ACC.

Fiscal Stewardship

Maintain an assessment rate with low volatility

Operate and maintain facilities and assets to the high Anthem standard

- Implement a comprehensive physical asset management system
- Implement the Board-approved Facilities Master Plan process

Create exceptional value for residents through thoughtfully curated programs, events, and services

- Maximize community impact by optimizing existing programs while developing new initiatives that effectively utilize ACC resources, create revenue streams, and respond to community interests and needs

Proactively identify and manage risk

- Continue upgrading our information systems to enhance security, streamline operations, and improve ease of use