

Veterans Department Value: INTEGRITY

We show honesty, openness, and demonstrate mutual respect and trust in others by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
1 Protecting veterans'/clients' confidential information	4 Releases information to unauthorized individuals/agencies. Talks about vets' personal information with unauthorized personnel.	2 Maintains control of confidential information. Doesn't release or discuss information with anyone not authorized.	3 Makes legal decisions, in the best interests of the client, about when and to whom to authorize the release of information.
1 Treating veterans fairly and consistently.	4 Shows favoritism to certain veterans. Fails to treat veterans respectfully or courteously.	2 Listens and responds to veterans' in a respectful and courteous manner.	3 Acts in a way to make veterans feel appreciated. Offers more information and/or assistance than veterans asked for. Gives clients an honest assessment of the likelihood of claims success and doesn't give false hope.

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- **SERVICE** is responsively delivering on our commitments to all of our internal and external customers.
- **INTEGRITY** is honesty, openness, and demonstrating mutual respect and trust in others.
- **QUALITY** is providing public services that are reflective of "best practices" in the field.
- **DIVERSITY** is actively welcoming and valuing people with different perspectives and experiences.
- **SHARED PURPOSE** is functioning as a team to attain our organizational goals and working collaboratively with our policy makers, departments, employees, and customers.
- **STEWARDSHIP OF OUR RESOURCES** is conserving the human, natural, cultural, and financial resources for current and future generations.

Veterans Department Value: SERVICE

We responsively deliver on our commitments to all of our internal and external customers by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
1 Determining individual veterans' needs.	4 Disrespectful and not courteous. Doesn't offer information other than what veteran asked for even if other information may help veteran.	2 Respectful of all veterans. Listens and responds to requests and problems as soon as possible.	3 Is an active listener who anticipates veterans' needs. Adapts to customer feedback. Offers solutions/alternatives vets may not be aware of. Knowledgeable about eligibility standards and the process for determining eligibility.
1 Providing benefit counseling unique to each veteran.	4 Doesn't actively listen to vets. Treats all vets as having the same needs. Doesn't take into account individual differences in experience, education, disability, etc.	2 Listens intently to veteran requests. Determine necessary course of action to assist veteran.	3 Ascertains if vet has other needs by asking open-ended questions. Offers solutions/alternatives vet may not have thought of or asked about. Accepting and respectful of veterans with disabilities.

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Veterans Department Value: SHARED PURPOSE

We function as a team to attain our organizational goals and work collaboratively with our policy makers, departments, employees, and customers by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
1 Working collaboratively with other agencies to assist veterans.	4 Unwillingness to seek out alternative resources. Gives up easily. Doesn't work with other agencies to help veterans.	2 Maintains relationships and communicates with federal, state, county, and non-profit agencies. Gathers information from multiple sources to assist veterans.	3 Develops alternatives/strategies to obtain needed information and assist veterans. Establishes new relationships/partnerships and nurtures existing ones.
1 Working as a team to ensure each veteran learns about all possible benefits for which they may qualify.	4 Doesn't ask for information or work as a team member. Relies only on self for answers. Doesn't cooperate with other agencies to help veterans.	2 Communicates, asks questions of, and works with other office staff to serve veterans' needs.	3 Seeks out alternative sources of information to assist vets. Works as a team member with office staff, state staff, and federal staff to assist vets. Actively seeks to give input to and receive input from team members.

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Veterans Department Value: DIVERSITY

We actively welcome and value people with different perspectives and experiences by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
1 Treating all veterans with respect and honor regardless of age, background, or disability.	4 Acts in a rude or disrespectful manner. Shows bias against individuals with certain disabilities or backgrounds.	2 Shows respect and honor by being patient and polite to all veterans and clients.	3 Engages veterans and clients to learn about and show interest in their individual circumstances. Actively looks for ways to overcome differences and disabilities to provide the best possible service.
1 Recognizing that different veterans/clients have different and diverse needs.	4 Treats all veterans/clients the same. Provides a one size fits all type of service. Fails to consider the uniqueness of each individual.	2 Provides customized service that adjusts to the diverse needs of veterans/clients.	3 Recognizes the unique and diverse needs of individual veterans/clients and seeks out solutions to these needs that may be new and unique.

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- **SERVICE** is responsively delivering on our commitments to all of our internal and external customers.
- **INTEGRITY** is honesty, openness, and demonstrating mutual respect and trust in others.
- **QUALITY** is providing public services that are reflective of "best practices" in the field.
- **DIVERSITY** is actively welcoming and valuing people with different perspectives and experiences.
- **SHARED PURPOSE** is functioning as a team to attain our organizational goals and working collaboratively with our policy makers, departments, employees, and customers.
- **STEWARDSHIP OF OUR RESOURCES** is conserving the human, natural, cultural, and financial resources for current and future generations.

Veterans Department Value: QUALITY

We provide public services that are reflective of “best practices” in the field by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
1 Being committed to keeping current on ever-changing VA benefit issues/technology.	4 Avoids new training or learning opportunities. Doesn't incorporate new training or technology into daily work.	2 Keeps up to date on changes in VA benefits. Attends training conferences/events to gain further knowledge and incorporates into daily work.	3 Seeks out learning opportunities beyond normal on-going training. Looks for ways to use new technology to provide faster and better service to veterans/clients.
1 Seeking new and better ways of doing business.	4 Doesn't look for new or better ways to provide service. Content with keeping everything the “way it is”.	2 Researches VA and other sources for information to improve services.	3 Coordinates and adapts new information. Develops new ideas and presents the various alternatives before making a decision.

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Veterans Department Value: STEWARDSHIP OF RESOURCES

We conserve the human, natural, cultural, and financial resources for current and future generations by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
1 Using our financial resources in a cost effective manner.	4 Doesn't monitor expenditures. No shopping around or evaluating of different options. Spends frivolously.	2 Planning ahead to ensure that resources are utilized wisely. Making informed decisions about purchases to get best value possible.	3 Seeks out and develops new ways to provide same or better services at a lower cost. Champions and leads new ideas.
1 Treating employees and customers as investments, not liabilities.	4 Treats interactions with customers, fellow employees, and partners as an inconvenience and/or interruption.	2 Treats customers, fellow employees, and partners as valuable assets. Realizes that all are valuable and necessary to provide the best possible service to help veterans achieve best possible lives as productive citizens.	3 Looks for ways to increase the value of self and co-workers to the county. Engages in training and learning opportunities that will provide better service and more value to county residents. Proactively assists veterans/clients with ways to improve their life and living conditions in order to become more valuable citizens.

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