

## Understanding Standards

Core Area 3		Excellent client services, satisfaction and complaints, service provider networking & community relations		
Standard 3.1		The organization demonstrates a commitment to delivering excellent services to clients (residents, tenants).		
Element	Description	Unaware - Developing	Aware - Developing	Meets
3.1.a	Staff take an active role and are engaged in Service Development	Staff are not aware of, or engaged in, service development.	Staff have ideas and suggestions for service development but lack time and resources, and/or there is no process in place collect feedback and evaluate proposals.	Staff are approachable and available for conversation. They are empathetic, knowledgeable and responsive to clients. They are involved in decisions for service development.