

Rating Tool Guidelines

Individual Nominee

1. **Professionalism** – exhibits professional behavior in the workplace, integrity, accountability, commitment
2. **Quality of Service Efforts** – responsiveness, communication skills, innovation, motivation, extra duties, subject matter expert
3. **Teamwork** – team player, leadership skills, can do attitude, provides recognition, motivates others, respect for diversity
4. **Special Qualities** – knowledgeable, resourceful, problem-solver, adaptable, respected, dedicated, good role model, compassionate

Program Nominee

1. **Qualities of Program Excellence** – ability to share info, contributes to DMH goals and objectives, provides measurable results
2. **Specific Services** – responsive to customer needs, provides innovative services either clinical or administrative
3. **Teamwork** – works well with other units both internal and external
4. **Special Support Work for DMH** – develops and shares reports, provides training on benchmark programs/processes, provides value added services to DMH operations