

Grade

NYC[®]

**Department of
Veterans' Services**

**Final Report
Card**

C

PILLAR	GRADE	INDICATORS
Leadership, Strategy, and Direction	C	Leadership and Governance C
		Strategy Development C
		Strategy Implementation C
Service Delivery for New Yorkers	C	Equity B
		Access C
		Meeting Demand D
Relationships and Collaboration	C	Stakeholder Engagement C
		Institutional Engagement C
Workforce Development	C	Staff Capacity C
		Staff Development C
Digital Government	B	Strategic Approach C
		Policy Levers B
		Implementation B
		Monitoring C
Measurement, Analysis, and Knowledge Management	B	Reporting and Data Availability B
		MMR Review and Evaluation C