



EMPOWERING MARION FOR SUCCESS II

Veterans Services

FY 24/25 – 3rd Quarter Accomplishments (April - June):

Resources and Facilities

1. Identify Future needs
 - a. Conversations and discussions are ongoing, as well as Implementation of procedures and processes.
2. Highlighting outdoor assets
 - a. With several changes in staff positions, we have scheduled In the upcoming park programs staff. Our office brochure is shared with organizations that cater to veterans as well as visitors to the Veterans Park.

Organization Experience

1. Customer Experience – Customer Service
 - a. QR code has been created for customer surveys. A survey card has been created, and on display in each office for clientele to use as well as in The front lobby area.
2. Employee Experience – Work Environment

Suggestions are on-going regarding activities and follow-up meetings to follow., as we brainstorm, time allowed and agreed upon activities.

FY 24/25 – 4rd Quarter Goals (July -September):

Organization Experience

1. Employee Experience – Work Environment
 - a. Staff changes created a new work environment which we will adapt to and assist as needed and necessary, all staff will share knowledge. We will make changes as directed and share our experiences to ensure smooth transitions.