

# *Intermountain AmeriCorps*

A Washington Service Corps Project



Making a difference for children and communities  
in North Central Washington since 1994.

## *Pre-Interview Packet and Questionnaire*

**Please read, complete, and return to us...**

via email: [gettingthingsdone@intermountainac.com](mailto:gettingthingsdone@intermountainac.com)

or mail: Recruitment Coordinator  
620 Lewis Street  
Wenatchee, WA 98801



## *A NOTE FROM THE INTERMOUNTAIN AMERICORPS STAFF*

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Dear Prospective Member,

We want the service experience to be enjoyable and successful for all our members. To achieve this, we believe it is very important for prospective members to have as much information about the program as possible as they consider their pledge to serve.

In assembling this information packet (which we affectionately refer to as the “PIPQ”), we’ve drawn on the experiences of Intermountain AmeriCorps staff and alumni over many years to identify some keys to success and provide you with a clear picture of what to expect during your term of service.

By reading through this packet, reflecting on the questions, and answering them as truthfully as you can, you should come away with a good idea of whether the AmeriCorps experience is right for you at this time.

The last thing we want is for you to regret your decision or even leave the program before completion. That would be disappointing for you and difficult on the rest of the team and site location to which you committed.

We are excited that you are considering the possibility of joining us as we strengthen our community. Please see the following page for details about the selection process. If you have any questions, please give us a call at (509) 421-0217 or email at [gettingthingsdone@intermountainac.com](mailto:gettingthingsdone@intermountainac.com).

For more information, visit our website at [www.intermountainac.com](http://www.intermountainac.com).

We look forward to hearing from you!

Best wishes,

*Hannah Brownlee*  
Recruitment Coordinator

*Toby Haberkock*  
SET Supervisor

*Anwen Cartwright*  
Reading Corps  
Supervisor

*Kelly Millman*  
Program Assistant

The Staff of Intermountain AmeriCorps

A Washington Service Corps Project



### *MEMBER SELECTION PROCESS*

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1. Submit an AmeriCorps application with two references; receive a Pre-Interview Packet and Questionnaire (PIPQ).
2. Complete and return the packet. Staff will review your application and packet together.
3. If it looks like you and our program are a good match for each other, we will schedule an interview with you. The interview includes a review of the information in this packet.
4. Within two weeks following the interview, and after we contact your references, you will be notified of the program's decision.
5. You may be forwarded on to sites that interest you for another interview. If all goes well, you will be placed at a site and joining our program!

***Offers to join Intermountain AmeriCorps are conditional upon passing fingerprint screening, a nationwide criminal history check, and reference checks.***



## *POSITION ANNOUNCEMENT*

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### **POSITIONS**

- AmeriCorps Team Members. Positions are available every year with each of our two teams: **Washington Reading Corps (WRC)** and the **Service and Education Team (SET)**.

### **EFFECTIVE DATE**

- September 1<sup>st</sup>, 2011 through July 15, 2012

### **COMPENSATION**

- \$1,125 / month living allowance (taxable)
- \$5,550\* education award, upon completion of all national service requirements.  
*\*may be pro-rated depending on actual term of service / # of hours served*
- Health Insurance
- Childcare (if eligible)
- Most members also qualify for food stamps through the Department of Social and Health Services (DSHS).

### **SCHEDULE**

- 40 hours/week, plus an average of one evening, early morning, or Saturday per month.
- Typically 8 – 5, Monday through Friday, with exceptions as noted above. May vary by site.

### **ELIGIBILITY**

- U.S. Citizen, U.S. National, or a Lawful Permanent Resident Alien of the United States.
- At least 17 years of age.
- High School Diploma or higher.

## **QUALIFICATIONS REQUIRED**

- Demonstrated interest in service
- Ability to develop rapport and work / communicate well with students, teachers, supervisors and clients from diverse populations
- Willingness / ability to accept and carry out oral and written instructions
- Ability to work as part of a team and exercise personal initiative when necessary
- Ability to quickly learn methods and materials used in a variety of service situations
- Ability to work within designated boundaries of authority and confidentiality
- Ability to assist service site staff to implement organizational objectives related to reading / literacy, academic proficiency, out of school time enrichment activities, and volunteer generation and recruitment
- Ability to follow schedules and meet deadlines
- Demonstrated punctuality and good work attendance record
- Ability to monitor individual students or other clients, groups, and various events
- Demonstrated interest in actively participating in regularly held meetings and trainings
- Ability to perform basic record-keeping, basic arithmetic calculations, and reporting
- Ability to use English in verbal and written form, using correct grammar, punctuation, and spelling
- Ability to read, interpret and apply rules, regulations and policies
- Significant physical abilities include ability to sit and stand for prolonged periods, reaching / handling, talking / hearing quiet conversations, and near / far visual acuity

## **QUALIFICATIONS DESIRED**

- Experience, paid or volunteer, with school-age children or community
- Background in community service
- Bilingual English / Spanish
- Computer skills: Word processing and Excel data entry
- It takes unique people to dedicate nearly a year of their lives to service. We appreciate those who bring a can-do attitude, a sense of humor, a zest for learning, and enthusiasm! You must be willing to work with a diverse team and be committed to the idea and practice of service as a way to improve yourself and the lives of others. Self-discipline and motivation are central to success.

## **DUTIES**

- Individually and as part of a team, plan and participate in tutoring, mentoring, and community service projects
- Assist other members and service site personnel as may be required
- Participate in regularly held meetings and trainings
- Administer tests or surveys for the purpose of evaluating student progress
- Produce typewritten reports of results of service activities
- Perform other duties as assigned
- Comply with all program guidelines and safety rules and regulations
- Demonstrate professional conduct and positive communication through words and actions
- Represent Intermountain AmeriCorps positively in the broader community

Name:



*QUESTIONNAIRE: PROGRAM ELIGIBILITY*

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*Please check all that apply.*

**To be eligible to enroll in AmeriCorps, you must meet the following qualification requirements.**

*I affirm that...*

- I am a United States Citizen, U.S. National, or a Lawful Permanent Resident Alien of the United States.
- I will be *at least* 17 years of age at the time of enrollment.
- I have *at least* a high school diploma.

**There are certain documents that you will need to present in order to enroll.**

*Prior to enrolling, I can provide...*

- A Social Security card
- A Certificate of Birth *or* Permanent Resident Card *or* Alien Registration Receipt Card
- A Driver License *or* State-Issued ID Card
- Proof of Car Insurance (*if using car during service*)

**You may be required to pass certain pre-employment screenings.**

*I am willing to submit to...*

- A Pre-Employment Drug Test
- Nationwide Criminal Background Check *and* Fingerprinting



## QUESTIONNAIRE: TASKS & PLACEMENTS

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**Intermountain AmeriCorps members may be asked to perform a variety of tasks.**

Please rank from 1 to 16 which of these tasks you enjoy. Place a 1 on your favorite task, 2 on your next favorite, etc., with a 17 on your least favorite task. If there is a task you would refuse to perform, write an "X" on that line.

- Organize events like literacy nights for families, book drives, or volunteer recognitions
- Process daily paperwork
- Administer surveys
- Learn about yourself through training
- Help preschool children learn basic reading skills
- Tutor elementary school children who are struggling with reading
- Tutor elementary school children who are struggling with their grades
- Tutor middle-schoolers who are struggling with their grades
- Tutor high-schoolers who are struggling with their grades
- Organize and implement community service projects
- Train volunteer tutors
- Recruit volunteer tutors
- Tutor adults who are struggling with ESL or college courses
- Assist families in find resources to fulfill their basic needs
- Develop community outreach, strengthening existing programs and creating new ones
- Assist in building the capacity and developing sustainability of a non-profit organization

**You may have the opportunity to be placed at a site with other AmeriCorps members or you may be placed at a site by yourself. One creates more of an AmeriCorps community within the site and requires strong teamwork abilities, while the other allows you to have a "life away from AmeriCorps" and develop more relationships with staff at your site.**

*I would prefer...*

To be placed with other members

To be placed by myself



## *QUESTIONNAIRE: SERVICE REQUIREMENTS*

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Members serve a full 40 hours per week, plus an average of one evening or Saturday per month, helping with events at schools and elsewhere in the community. Members serve at their service site on a Monday through Thursday schedule. Fridays are set aside for member development, trainings, and/or community service projects.

AmeriCorps members are required to serve a minimum of 1,700 hours during their 10 ½ month term of service. To do this, they invest at least 8 hours each service day.

AmeriCorps members are not considered employees and, as such, are not entitled to vacation time, comp time, or sick leave.

Generally, all leave should be pre-approved and verifiable. Members who are on-track to achieve the 1700 hours requirement may be granted short-term (no more than 3 consecutive working days) time off for personal matters. The project site / sponsor agencies should exercise prudent judgment in granting personal time so project objectives are not compromised.

Members who are not on-track to achieve 1700 hours may only be granted time off to meet urgent personal needs such as court dates, DSHS appointments, urgent medical issues, family bereavement leave, and so on.

All personal absences must be pre-approved by supervisors prior to using it. All absences will be approved by your supervisor based on the impact of the absence on the tutoring schedule as weighed against compelling personal need. It's important to note that there will be no consecutive absences over two days granted during the first and last months of service.

While the member may serve at a specific school or agency, their commitment extends beyond the traditional school schedule. Members are still required to serve during winter break, spring break, and summer break unless prior approval is obtained.

We have eight scheduled holidays that members do have off: Veterans' Day, Thanksgiving (2 days), Christmas, New Year's Day, Presidents' Day, Memorial Day, and July 4<sup>th</sup>.

*Are you able to serve at these times and make the commitment that this calendar requires?*

Yes       I might have trouble with this schedule or completing 1700 hours

AmeriCorps members have found that they must sometimes be flexible in the time they invest in their service. One service day may be seven hours long, and the next might be nine.

*How flexible will you be in handling work situations that might require staying late or arriving early?*

Very flexible       Somewhat flexible       I might not be flexible about this

Members will be required to full participate in 3 major service projects that occur during the program year:

Make a Difference Day (one Saturday in October)

Martin Luther King, Jr. Day (members must serve on this federal holiday)

National Youth Service Day (one Friday in April)

Members also take part in KISS (Keep It Simple Service) projects, half-day service projects planned by Intermountain AmeriCorps members in local communities.

Members will also actively take part in a Civic Engagement curriculum, designed to be delivered to youth, at some point during the program year. The curriculum promotes community involvement and aims to guide youth in choosing and planning a service project.

*Can you commit to participating in all of these service projects?*

Yes       I might have difficulty making all of these commitments



## *QUESTIONNAIRE: POLICIES*

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### **DRESS POLICY**

Members identify themselves at their sites and at service projects by wearing either AmeriCorps issued clothing (limited selection) and/or pins and patches that indicate their involvement in the AmeriCorps program. Program visibility is important. Members dress according to the standards for a professional employee at their host site. Our sites generally follow a conservative dress code and may ask that certain piercings or tattoos be removed or covered while serving.

*Are you willing to follow this identification policy and dress code?*

Yes

No

### **HIGHER EDUCATION**

To ensure members can focus on service assignments, they are limited in the number of credits they can take at schools of higher education. SET and Reading Corps members are limited to 8 credit hours per quarter or semester of service.

*Can you complete your term of service without exceeding these limits?*

Yes

No



## QUESTIONNAIRE: BENEFITS

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### TRAINING

As you will be helping children and adults struggling with a wide variety of issues in their lives, one of the most common fears among prospective new members is that they have no prior experience in any of those areas. IMAC realizes that most new members will not have much, if any, prior experience, and we have made it a goal of the program to equip all members with important skills before they begin working at their service sites.

As part of your regular service hours, you will participate in activities designed to increase your skills in communication, conflict resolution, planning, evaluating, problem solving, presentation and project development skills, and much more. In addition, you will also receive project-specific training from those sponsoring the project you will be working on.

All members will be trained in disaster preparedness to increase the number of citizens able to assist in the case of a local disaster.

*From the areas listed above, I feel I need further development in...*

*Are you willing to fully participate in meetings and trainings that may require you to step outside of your comfort zone?*

Yes

No

### TRAVEL

Trainings and team meetings will require you to travel to Wenatchee over 15 times through the year and for program meetings. In addition, you will travel up to two hours to service projects throughout the region at least four times a year. If you carpool you will be reimbursed at

\$0.40 / mile for travel to AmeriCorps meetings / trainings (*not for travel to and from your site*). Carpooling with at least one other member is required to be eligible for reimbursement. Many members find it hard to travel this often, especially those that live over an hour from Wenatchee.

*Do you have the means and are you willing to commit to the travel and time necessary to attend these meetings?*

Yes

No

Because of the rural nature of our projects, sometimes housing is not available close to your site. Members can have up to a 45-minute commute to their site. Many commute together and a few sites are on bus routes.

*Would commuting be difficult for you?*

Yes

No

*Would you be bringing a vehicle or have a vehicle to use?*

Yes

No

Once a year, members will travel out of the area to attend training. This event is three or four days in length. Children and/or spouses of members cannot attend these conferences. Your transportation and lodging are paid for during this training.

*Are you willing to participate in this extended out-of-area training session?*

Yes

No

## **INSURANCE**

Members receive coverage under a basic health insurance plan. This plan does not provide any dental and vision coverage, and is available for the member only. It does not cover the member's spouse and/or dependents.

## CHILDCARE

Childcare is provided if you are low income and have dependent children under thirteen. If you are going to need childcare, there are several things to consider:

**Childcare is not automatic.** All members must apply and qualify for the subsidy, including second-year members. It is recommended to apply as soon as possible. Your eligibility is based upon your household gross monthly income as follows:

Family Size (adults and children combined)	Maximum Gross Monthly Income
2	\$2,334
3	\$2,934
4	\$3,534
5	\$4,134
6	\$4,734

*\* These income figures are subject to updates.*

*\*\*Your gross monthly income includes all income received by the "family unit" (married and/or biological parent(s) of child, legal custodian / guardian, stepparents, live-in boy/girlfriend, etc.). The following types of income are counted: Wages and Salaries, SSI, Unemployment benefits, Public Assistance (TANF), Worker's Compensation, Social Security benefits, Child Support, Alimony and Military.*

To qualify, members cannot receive childcare assistance from other sources. The program pays up to the local market rate childcare with no monthly limit. You may choose 1) a licensed Caregiver, 2) a relative / unlicensed Caregiver, or 3) a non-relative / unlicensed Caregiver ONLY if they provide for your child in your home.

For required AmeriCorps overnight activities, childcare is paid for 24 hours / day (with advance approval). On average, it takes a minimum of 4-6 weeks to process the files. Your childcare provider will not be paid until all of your files are processed, so it is in your best interest to get the paperwork filled out and sent as soon after enrollment as possible.

### **You will need to provide the following documentation when filling out the forms:**

- Birth certificate for each child needing care, naming you as a parent.
- Proof of income for all adults (including yourself) whose income should be counted in your household. This includes all sources of income.
- If you choose an unlicensed caregiver, a copy of his/her social security card.

Visit <http://www.1stfinancialassociates.com/asnprogram.htm> for more information and to apply.

## **EDUCATION AWARD**

The greatest tangible benefit of serving in the AmeriCorps program is the receipt of the \$5,550 education award. At the end of a term of service, eligible first- and second-year members receive a voucher to assist with future or past education expenses. Important information to know about the education award:

- The education award can be earned twice, at the end of a member's first and second terms of service.
- The education award is taxable in the year used.
- The expenses to which the education award can be applied are determined by the institution where you plan to study. Check with the institution directly to see what expenses are eligible.
- Only a completed term of service provides the benefit of the education award. If a member must leave the program early for a compelling reason, he or she may receive a partial award; otherwise, the entire education award is forfeited.
- Members must be 18 years of age or over and possess at least a high school diploma or GED to be eligible for the education award.
- You can use your education award at any educational institution accredited by the U.S. Department of Education or to pay off qualifying student loans.
- The education award may be used up to seven years after the term of service for which it was earned.
- Members with qualifying Federal student loans may ask to have their loans placed in forbearance, which temporarily suspends payments due until the end of the service year. Loan holders usually agree to place loans in forbearance if payments are up to date. If the loan holder agrees, then National Service also pays the interest accrued on the loan during the term of service. Payments are usually made by National Service within 6-8 weeks of successful completion of your term of service.

## **LIVING ALLOWANCE**

One of the reasons AmeriCorps is called the "Domestic Peace Corps" is because the service experience is meant to help members learn what life is like for the low-income people they will serve. AmeriCorps members are not employees and they do not hold "jobs." Rather, members offer their time in service to their communities and are given a monthly financial living allowance. For this program, the living allowance is \$1,125\* / month.

*\*This living allowance is taxable. Other deductions can be taken out as well (e.g. child support) if they apply to you. It is your responsibility to see if these deductions you normally have will apply to a service living allowance.*



*QUESTIONNAIRE: SKILLS & TRAITS FOR SUCCESS*

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**Each program requires a certain level of competency of tutoring, literacy, resource development, organizing and planning.**

*Do you have the required competencies or experience necessary, or the ability to attain them quickly?*

Yes

No

*Are you willing to demonstrate them through a test and/or interview with a project sponsor?*

Yes

No

*Members come to our program with varying levels of past knowledge, experience and education. Are you "teachable"?*

Yes

No

**TEAMWORK**

Any IMAC alumnus will tell you that strong interpersonal skills are very important. Regardless of the team you are placed on, you will be working with other AmeriCorps members, teams of teachers, or community groups. In short, you will be working with many different personalities, styles, and philosophies. As part of these various teams, you will need to explore differences, state and clarify expectations, work through misunderstandings, and respectfully confront and solve problems.

*What past experience have you had working as part of a team? Do you think you were a productive, successful member on those teams? Why?*

*Do you have the ability to accept and learn from constructive feedback?*

Yes

No

*Are you willing to face and solve “people problems”?*

Yes

No

Working with children, adults, and even other team members requires patience and understanding for the uniqueness that each and every one of us brings to this work. Our group is diverse in ages, economic backgrounds, educational backgrounds, and experiences.

*Consider the experiences you have had with diversity and whether or not you enjoyed them.*

*Do you have the ability to remain open-minded and non-judgmental when working with diverse groups or populations?*

Yes

No

## **PAPERWORK**

Past and present members say that organizational skills are very important to AmeriCorps members, and those who don't have them at the beginning of the year will have them by the end. There is paperwork connected with every AmeriCorps project. These forms and reports measure the impact of the work you do and provide an overall measure of the value of the project. All of the paperwork has deadlines that must be met if the program is to continue. You will be responsible for compiling information using specific evaluation tools, which requires daily record keeping. You may also be asked to complete weekly reports that include reflections of your experiences. You will participate in periodic evaluations with your supervisors.

*What experience have you had that prepares you for this?*

Are you able to meet paperwork deadlines?

Yes

No

The following are some characteristics of the ideal AmeriCorps member.

Please rate yourself, honestly, relative to these ideals:

STRONG

MEDIUM

LOW

<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Self-directed
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Committed to serving others
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Proficient at completing detailed paperwork
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Team player
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Accepting of professional policy
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Honest
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Able to work with difficult people / situations
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Enjoy youth
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Interested in personal growth
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Professional appearance
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Dependable
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Mature
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Strong work ethic (arrive on time, reliable)
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Enjoy learning
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	People person
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Maintain confidentiality
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Open to new experiences
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Sense of humor
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Adaptive to change
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Can-do attitude
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Willing to fix problems, not place blame
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Adheres to a high standard of professionalism
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	Able to exercise prudence in separating personal beliefs (political / religious) from service



*QUESTIONNAIRE: MONEY MATTERS*

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This would be a good time to calculate whether or not the living allowance is enough to pay for your own transportation to and from your service site, vehicle expenses, insurance, food, housing, and all other expenses you need to cover for the next year.

- A member's living allowance does not affect his/her eligibility for food stamps, Section 8 housing, and public housing. Most members without family or spouse support will qualify for food benefits, although housing assistance is rarely available.
- A member's living allowance may affect his/her eligibility for need-based programs funded under the Social Security Act, such as AFDC or TANF, Supplemental Security Income, and Medicaid. Check before applying!
- It is more difficult to stretch the living allowance to cover month-to-month needs if you are single and living on your own. Taking on a roommate or living with local relatives can help ease financial challenges.
- Members may not work more than 10 hours of outside work per week.

*Can you meet your living expenses with the living allowance stated in the position announcement?*

Yes

No

*Do you think you will seek outside work to help pay your bills?*

Yes

No



## QUESTIONNAIRE: HOUSING

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If you are relocating, we can help you start your apartment search by telling you where to look for listings and sharing contact information of other members looking for roommates.

However, **the search for housing and all moving costs are your responsibility.** Keep in mind that finding housing can sometimes be a frustrating and lengthy process, and subsidized housing may only be available in the more isolated communities that we serve (if it is available at all). The first month or so can possibly be an unsettled period. We have found that members who start this process in advance or arrive a few days before the service term begins have a greater chance of securing housing prior to the start of service.

*Do you feel that you would be able to meet the challenge of adjusting to a new location, a new position, new friends, and new co-workers all while you are possibly searching for housing?*

Yes

No

*I have read and understand everything in this document.*

Yes

No

**Thank you for taking the time to complete this questionnaire!**

**We will be in touch with you soon.**

**Answer Summary Page (for office use)**

Citizen/Resident	17 Years Old	HS Diploma
Social Security Card	Birth Cert	Driver License
Car Insurance	Drug Test OK	Background Check OK

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Can commit to our calendar:	Yes	No	
Staying late/ Arriving early:	Yes	No	Maybe
Can commit to all service projects:	Yes	No	
Identification/Dress policy okay:	Yes	No	
Less than 8 credits/quarter okay:	Yes	No	
Meetings outside of comfort zone okay:	Yes	No	
Willing to travel to meetings:	Yes	No	
Commuting okay:	Yes	No	
Car?	Yes	No	
SERVES okay?	Yes	No	
Has required skills:	Yes	No	
Willing to demonstrate them?	Yes	No	
“Teachable?”	Yes	No	
Can learn from constructive feedback?	Yes	No	
Can face and solve people problems?	Yes	No	
Can meet paperwork deadlines?	Yes	No	
Can meet living expenses with stipend?	Yes	No	
Will seek outside work?	Yes	No	
Can adjust well?	Yes	No	
Read & understood everything	Yes	No	

Would like further development in:

Past teamwork experience:

Paperwork experience:

Strong Med Low

Literacy nights			Self-Directed
Paperwork			Committed to serving others
Surveys			Detailed paperwork
Learn about Self			Team player
Preschool			Accepts professional policy
Elementary: Reading			Honest
Elementary: Grades			Able to work with difficult
Middle School			people/situations
High School			Enjoy Youth
Community Service Projects			Interested in personal growth
Train Volunteer Tutors			Professional appearance
Recruit Volunteer Tutors			Dependable
Tutor ESL/college			Mature
Assist Families			Strong work ethic
Community Outreach			Enjoy Learning
Nonprofit Capacity Building			People Person
			Maintain Confidentiality
Placement:			Open to new Experiences
Single			Sense of Humor
Team-based			Adaptive to Change
			Can-do Attitude
			Willingness to fix problems,
			not place blame
			High standard of
			professionalism
			Can separate personal beliefs
			from service