



Our Core Values

Fairness & Independence

- Provide Fair and Impartial Hearings
- Decide Cases Independently
- Eliminate Barriers to Justice
- Apply Consistent Processes
- Use Plain Talk to Improve Understanding

Diversity, Equity, Inclusion & Respect

- Serve Our Communities Equitably
- Demonstrate Empathy
- Treat All People Respectfully
- Thrive on Diverse Voices

Performance Excellence

- Perform High Quality Work
- Seek Continual Process Improvement
- Use Clear Metrics to Guide Our Progress
- Make Decisions Based on Data
- Deliver Excellent Customer Service
- Embrace and Adapt to Change

Integrity

- Hold Ourselves Accountable
- Act with Honesty and Transparency
- Steward Resources Responsibly
- Serve the Public Diligently
- Maintain the Highest Ethical Standards