

PERFORMANCE/COMPETENCY REVIEW

PROFILE	ACTIVITY & SECURITY MONITOR
QUARTILE:	ASSOCIATE
BAND:	SUPPORT SERVICE

EMPLOYEE NAME:

REVIEWER:

REVIEW PERIOD: FROM _____ **TO** _____

Annual

Names of the reviewers who provided feedback for this evaluation:

- | | |
|----------|----------|
| 1. _____ | 4. _____ |
| 2. _____ | 5. _____ |
| 3. _____ | 6. _____ |

PART I: CORE COMPETENCIES

A. TRAINING:	<input type="checkbox"/> Competent	<input type="checkbox"/> Not Competent
<ul style="list-style-type: none"> Remains current in required training and/or licensure/certification. 		
B. ADMINISTRATIVE / PROFESSIONALISM:	<input type="checkbox"/> Competent	<input type="checkbox"/> Not Competent
<ul style="list-style-type: none"> Proficient in the use of appropriate computer software. Adheres to Agency Administrative, Financial and Human Resource policies and procedures. Maintains workflow; prioritizes tasks appropriately and uses time efficiently. Follows schedule; is on time for shifts and appointments; follows attendance policies and procedures. 		
C. COMMUNICATION/ COOPERATION/ RELATIONSHIPS:	<input type="checkbox"/> Competent	<input type="checkbox"/> Not Competent
<ul style="list-style-type: none"> Demonstrates problem solving utilizing a solution focused approach Demonstrates adaptability, flexibility and responsiveness to the needs of the program. Interacts with others in an ethically, culturally sensitive and respectful manner; values diversity of others Effectively communicates key information in a timely manner 		
D. KNOWLEDGE OF CUSTOMER SERVICE PRINCIPLES:	<input type="checkbox"/> Competent	<input type="checkbox"/> Not Competent
<ul style="list-style-type: none"> Follows through on commitments made to customers. Responds promptly and effectively to customer feedback and requests. Takes ownership of customer problems even if not within own area. Effective and productive working relationship with internal and external customers. 		
E. KNOWLEDGE OF AGENCY CONFIDENTIALITY POLICIES AND PROCEDURES:	<input type="checkbox"/> Competent	<input type="checkbox"/> Not Competent
<ul style="list-style-type: none"> Knows and follows media protocol. Maintains confidentiality. Knows policy and procedure related to confidentiality. Is able to explain confidentiality to others. 		
F. KNOWLEDGE OF CLINICAL AND PROFESSIONAL BOUNDARIES:	<input type="checkbox"/> Competent	<input type="checkbox"/> Not Competent
<ul style="list-style-type: none"> Demonstrates professional behavior. Detaches from client issues and sees them objectively as appropriate to position. Complies with Code of Ethics, Conflict of Interest, and regulatory policies and procedures. Dresses and speaks appropriately for the workplace. Client's rights are adhered to as appropriate to position. 		

G. KNOWLEDGE OF SAFETY AND SECURITY POLICIES AND PROCEDURES: **Competent** **Not Competent**

- Complies with medical policies and procedures including universal precautions as appropriate to site.
- Knows and complies with emergency procedures.
- Follows standards to promote a safe and secure environment.
- Notifies management of safety issues.

CORE COMPETENCY SUMMARY STATEMENT:**PART II: TECHNICAL COMPETENCIES****RATING SCALE DEFINITIONS**

5	4	3	2	1	NA
Competency and performance consistently far exceeds that expected of experienced and qualified individuals in this role. Seldom equaled in contribution.	Competency and performance exceeds that expected of experienced and qualified individuals in this role. Sustained and uniformly high effort.	Meets the requirements of experienced and qualified individuals in this role.	Competency/ Performance is marginal. A score of "2" results in an "N" for the competency.	Performance is less than expected. Competency/ Performance is unacceptable. A score of "1" results in an "N" for the competency.	Not Applicable or Not Performed. A score of "NA" results in an "N" for the competency

A. KNOWLEDGE OF OPERATIONAL SAFETY PROCEDURES**RATING:****WEIGHT = 10.0%**

- Makes periodic rounds and communicates with peers and/or other sites to assure safety and security of clients, peers and premises
- Performs searches of clients/client property per site policy
- Understands and complies with medical policy and procedures (drug screen, medication)
- Assures safety and security of persons and premises; observes, investigates abnormal situations, reports findings taken when appropriate to job role. Does same with vehicle if driver
- Proficient in operating security system/alarm; knows, responds and monitors evacuation drill procedures

B. PROFICIENCY IN CRISIS INTERVENTION SKILLS**RATING:****WEIGHT = 10.0%**

- Resolves conflicts/crisis in an open, effective and timely manner utilizing appropriate crisis intervention skills/techniques
- Assist clients and peers in making decisions utilizing appropriate client supervision techniques
- Demonstrates initiative in making decision in an effort to prevent/resolve crisis per policy

C. PROFICIENT IN DOCUMENTATION SKILLS**RATING:****WEIGHT = 10.0%**

- Completes required documents applicable to position accurately, legibly and in a timely manner with Agency policies and procedures (e.g., incident reports, shift reports, log entries)
- Is conversant with service fee policies /procedures for individual site
- Is able to collect and/or properly register and explain fees

D. KNOWLEDGE AND PROFICIENCY IN INTAKE PROCESS**RATING:****WEIGHT = 10.0%**

- Proficiently uses standard intake process as illustrated by adherence to site intake procedures

AND/OR**D. KNOWLEDGE AND PROFICIENCY IN RECEPTION/EMERGENCY REFERRAL PROTOCOLS**

- Proficiently follows emergency policies and procedures (i.e., use of 911, ambulance, fire, PES, mobile crisis unit, law enforcement)
- Facilitates referrals to appropriate Agency Program and/or community resources

E. EMPLOYEE DEMONSTRATES FIDELITY TO THE TEACHING FAMILY MODEL INTERVENTIONS WHEN SERVING CLIENTS AND THEIR FAMILIES, AND INTERFACING WITH STAFF**RATING:****WEIGHT = 10.0%**

- Fidelity is demonstrated by appropriate use of reinforcers
- Use of TFM language in the milieu
- Discovering/highlighting teaching moments
- Connecting intervention to service planning via documentation and/or verbal interventions as appropriate

- Employee can explain the theory and purpose of the model to clients, families and peers as well as offer benefits for assimilating the theory into everyday practices.

AND/OR

F. EMPLOYEE DEMONSTRATES ADHERENCE TO EVIDENCE BASED PRACTICES - Core Correctional Practices	RATING:	WEIGHT = 10.0%
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- Will participate in quality interpersonal relationships with clients by showing warmth, genuineness, and empathy.
- Uses effective disapproval skills with clients when addressing inappropriate behaviors to include: identifying the behavior to be sanctioned, explaining why the behavior is undesirable, and discussing short and long-term consequences of the behavior.
- Routinely acknowledges pro-social behavior exhibited by clients
- Uses choice-based language with client when exerting authority
- Consistently and appropriately holds clients accountable for rule violations
- Consistently and appropriately applies the program's positive reinforcement system

TECHNICAL COMPETENCY SUMMARY STATEMENT:

PART III: OUTCOMES

JOB RESPONSIBILITIES GOALS/OBJECTIVES MEASUREMENT	WEIGHT %	RATINGS SCALE	RATING
1 Will use no more than 48 hours of unplanned/non FMLA absences and no unexcused absences annually		5 Perfect Attendance: no unplanned non-FMLA absences 4 No more than 24 hours of unplanned non-FMLA absences and no unexcused absences 3 No more than 48 hours of unplanned non-FMLA absences and no unexcused absences 2 49 – 64 hours of unplanned non-FMLA absences and/or no unexcused absences 1 Any unexcused absences and/or more than 64 hours of unplanned non-FMLA absences	
2 100% of mandatory training must be completed in accordance with the agency and other regulatory bodies		5 100% mandatory; greater than 40 hours of Agency; no lapsed dates 4 100% mandatory; 40 hours of Agency; no lapsed dates 3 100% mandatory (Agency, other regulatory bodies); no lapsed dates 2 100% funder/regulatory body required and no more than 1 Agency required missed or lapsed date 1 < 100% funder/regulatory body required and/or 2 or more Agency required missed or lapsed date	
3 Based on random audit (1 per month), 100% compliance for required reports (incident reports, medication logs, etc) and 90% compliance for ongoing documentation (logs, sign-in sheets, etc). Use worksheet and attach.		5 100% required; 96%+ ongoing documentation 4 100% required; 91 - 95% ongoing documentation 3 100% required; 90% ongoing documentation 2 100% required; 85 - 89% ongoing documentation 1 < 100% required and/or < 85 ongoing documentation	
4		5 4 3 2 1	
5		5 4 3 2 1	

STRENGTHS, DEVELOPMENT, PROGRESS, AND NEEDS:

Employee Comment (Optional)

PERFORMANCE RATING SCORE:

Employee Signature

Date discussed with Employee

Supervisor's Signature/Manager's Signature

Date

Director's/EO Supervisor's Signature

Date

HR USE ONLY:

Entered by: _____

Date: _____