

PERFORMANCE/COMPETENCY REVIEW

PROFILE	CLINICAL SERVICE PROVIDER
QUARTILE:	ASSOCIATE
BAND:	CLIENT SERVICE

EMPLOYEE NAME:

REVIEWER:

REVIEW PERIOD: FROM _____ **TO** _____
 Annual

Names of the reviewers who provided feedback for this evaluation:

- | | |
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| 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. PROFICIENCY IN CRISIS INTERVENTION SKILLS:	RATING:	WEIGHT = 5.0%
<ul style="list-style-type: none"> • Follows protocols in responding to, reporting and resolving unusual incidents. • Uses crisis intervention skills and anticipates/prevents crises. • Ability to resolve/de-escalate crises. 		

B. PROFICIENCY IN DOCUMENTATION SKILLS:	RATING:	WEIGHT = 10.0%
<ul style="list-style-type: none"> • Utilizes technology appropriately. • Completes clinical charting and other clinical documents accurately and timely and according to Best Practices. • Completes and submits timely records/reports for service provision. • Implements official means of data collection, maintenance and analysis. 		

C. KNOWLEDGE AND PROFICIENCY IN INTAKE/ASSESSMENT PROCESS:	RATING:	WEIGHT = 5.0%
<ul style="list-style-type: none"> • Able to complete and administer intake/assessment forms. • Uses and understands instruments (e.g. MAST, LSI, AUP, SASSI, other). • Proficiently uses intake protocols for position/site. • Ensures accessibility to services and level of care. 		

D. KNOWLEDGE OF GROUP FACILITATION: <i>Registered Candidate or higher.</i>	RATING:	WEIGHT = 10.0%
<ul style="list-style-type: none"> • Presents information in an organized and effective manner. • Leads groups according to approved curriculum. • Follows curriculum and structures group to meet desired outcomes. 		

OR

D. PROFICIENCY IN CASE MANAGEMENT: <i>SAMI, Community Link</i>	RATING:	WEIGHT = 10.0%
<ul style="list-style-type: none"> • Monitors client participation in program and community services. • Provides discharge planning along with treatment team. • Evaluates and coordinates necessary referrals. 		

E. PROFICIENCY IN TREATMENT/SERVICE PLANNING:	RATING:	WEIGHT = 5.0%

- Meets individually with clients; develops, defines and implements realistic, behaviorally descriptive, effective and measurable treatment goals and plans.

F. KNOWLEDGE OF GROUP COUNSELING: CCDC I or higher.	RATING:	WEIGHT = 5.0%
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- Builds rapport, utilizes active listening and confrontation appropriately to achieve group goals.
- Efficiently facilitates group to ensure group dynamics; allow participation by each group member.
- Keeps group on task and follows group format.

OR

F. PROFICIENCY IN COMMUNITY CASE MANAGEMENT: SAMI Case Management	RATING:	WEIGHT = 5.0%
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- Utilizes assertive case management to provide community based support.
- Advocates for clients to secure necessary services.
- Monitors and facilitates clients connection to community resources.
- Monitors medication compliance, may secure housing.
- Utilizes supportive counseling methods.

G. EMPLOYEE DEMONSTRATES ADHERENCE TO EVIDENCE BASED PRACTICES:	RATING:	WEIGHT = 10.0%
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- Will participate in quality interpersonal relationships with clients by showing warmth, genuineness, and empathy.
- Utilizes cognitive restructuring in assisting clients to adapt pro-social thoughts and behaviors by helping clients to identify and replace antisocial and/or risky thinking.
- Effectively teaches the thought-behavior chain to clients
- Engages in structural skill building to help clients learn new skills to include: consistent use of modeling, role-play, and graduated rehearsal techniques
- Teaches structured problem solving techniques
- 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.

TECHNICAL COMPETENCY SUMMARY STATEMENT:

PART III: OUTCOMES

	GOALS/OBJECTIVES/MEASUREMENT	WEIGHT %	RATING SCALE	RATING
1	CSU at 51% or above of the annual target hours per the direct hour conversion/productivity worksheet.		5 57% + 4 53 – 56.9% 3 51 – 52.9% 2 47 – 50.9% 1 Less than 47%	
2	Clinical Service Provider will be in compliance with paper and electronic documentation standards based on random audit (4 files per month) to be measured using a standardized audit form to be attached to review.		5 98%+ 4 96 – 97% 3 95% 2 90 – 94% 1 < 90%	
3	Clinical Service Provider will complete documentation with a 95% accuracy rate as measured using a standardized format (incentive file form)		5 98%+ 4 96 - 97% 3 95% 2 90 - 94% 1 < 90%	
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:** _____

