

SELF-SUFFICIENCY CASE MANAGER EMPLOYEE PERFORMANCE AND PLANNING APPRAISAL FORM INSTRUCTIONS

The Employee Performance Planning and Appraisal is designed to communicate and improve the quality and quantity of the job performance expected of the employee and thereby increase productivity. The overall goal is to enhance the general effectiveness of DSS in providing services to the public.

Performance expectations should be given to a new employee within two (2) weeks of his/her employment. Thereafter performance appraisals are given annually on the anniversary of the date on which the employee's probationary period ended.

Identifying Information:

Enter worker's name, social security number, work location/unit (base County), and the period covered by appraisal.

Component Rating:

After evaluating employee in each job component, indicate performance level for the component by marking "X" in the appropriate section:

- O = Outstanding
- HS = Highly Successful
- S = Satisfactory
- IE = Improvement Expected
- U = Unsatisfactory

Performance Planning:

Job Components:

Section lists the major components in the order of their importance to the job – most important first, least important last. All components are important to job success but not necessarily of equal importance.

Performance Expectations:

Explains in clear understandable language, how well a job component is to be performed. Expectations are at a level of performance expected of a trained, experienced, successful employee.

Performance Appraisal:

Appraisal Comments:

Rater will determine if the employee's performance meets the standards designated under "Performance Expectations". Rater will determine performance using the following methodology given in these instructions for each job component.

MEASURING PERFORMANCE

Performance is measured using case readings, rater's observations, computer screens and management reports.

Reviewers must randomly select an average of four separate case actions per month. Randomly select these readings from the daily (FIM31049-01 and FFS 04550-01) or monthly transaction reports (FIM 31301-01 and FFIMT550-01). For Child Care, select case actions from the supervisor's manual tracking sheet. Select no more than one (1) case per date. Readings must be varied and include approvals, rejections, closings, adjustments, and reinvestigations (where appropriate).

If more than one element of a case action is in error, count that case action as only one error. If multiple case actions are read from one case and there are similar errors noted, only count the error once.

Count an error in more than one job component as only one error. The total number of errors may not exceed the total number of cases read.

CASE MANAGEMENT:

Case Management shall be measured based on case readings, reviewing the JOBS screens for necessary data entries, and rater's observations. Read a percentage of correct cases based on an average of four (4) case action readings per month for forty-eight (48) case actions per year.

Case management shall be measured based on the number of errors divided by three times the number of cases read. Example: 15 errors divided by 144 (3X48 case readings/yr.) = 89.6%

Rating Scale

98-100	Outstanding
95-97.9	Highly Successful
89-94.9	Successful
86-88.9	Improvement Expected
Below 86%	Unsatisfactory

ACCURATE SUPPORTIVE SERVICES:

Accurate Supportive Services shall be measured on accuracy as determined by reading a percentage of correct cases based on an average of four (4) case action readings per month for forty-eight (48) case actions per year.

Rating Scale

98-100	Outstanding
95-97.9	Highly Successful
89-94.9	Successful
86-88.9	Improvement Needed
Below 86%	Unsatisfactory

TIMELY SUPPORTIVE SERVICES

Take timeliness for applications from the monthly currency report for IM (IM Currency Status Applications Report #FIM31474-01) and Food Stamps (Food Stamp Currency Report #FFSMT551-01). For Child Care, determine timeliness from the supervisor's manual tracking tool. Only show agency delays for applications. (Note: Budget adjustments are considered as an Accuracy or Quality error. Reinvestigations are considered under Quality)

Rating Scale

99-100	Outstanding
97-98.9	Highly Successful
95-96.9	Successful
93-94.9	Improvement Needed
Below 93%	Unsatisfactory

CUSTOMER SERVICE:

Determine Customer Service from rater’s observations, feedback from participants/providers, Performance Log (i.e. MOPD-145) recordings and Interview observations. Measurement of customer service is determined by using the tools identified above.

Interview checklist-On a quarterly basis the rater will observe one interview per employee, for four (4) observations per rating period. During the observations, the rater completes the appropriate Interview checklist.

Performance log-Use to document positive and negative performance of an employee. The Performance log shall state the specific incident and the employee’s response to the incidence noted.

Rating Scale

Meets required elements (a-h) and six (6) additional elements	Outstanding	(14 and above)
Meets required elements (a-h) and three (3) additional elements	Highly Successful	(11-13)
Meets the eight (8) required elements (a-h) listed	Successful	(8-10)
Meets three 3 through 7 of the required elements	Improvement Expected	(3-7)
Meets less than three (3) of the required elements	Unsatisfactory	(less than 3)

(NOTE: No one tool may be used to rate an employee in this job component. It is by using a combination of the above tools that a rater can measure an employee’s performance in this component.)

QUALITY:

Quality shall be measured based on the number of errors divided by three times the number of case read. Example: 15 errors divided by 144 (3 x 4 x 12 = 48 case readings per year) = 89.6%.

Rating Scale

98-100	Outstanding
95-97.9	Highly Successful
89-94.9	Successful
86-88.9	Improvement Expected
Below 86%	Unsatisfactory

(NOTE: If reinvestigation currency falls below fifty percent (50%), count as one quality error for the month.)