

SONOMA COUNTY HUMAN SERVICES DEPARTMENT

EMPLOYEE PERFORMANCE EVALUATION

for
Adult & Aging Services / Employment & Training Services / Family, Youth, & Children's Services

EMPLOYEE	JOB CLASSIFICATION
EVALUATION PERIOD FROM To	EVALUATOR

☐ PERMANENT

☐ PROBATIONARY

☐ PROVISIONAL

☐ SEPARATION

PURPOSE STATEMENT

THE EVALUATION PROCEDURE IS A COOPERATIVE PROCESS DESIGNED TO:

- promote the achievement of goals and objectives of the Human Services Department and its programs
- provide a process between employee and supervisor to communicate both positive feedback and constructive criticism
- clarify abilities and specific indicators most critical to the job performance
- offer suggestions and direction regarding desired performance and improvement
- assess the steps necessary to assist an employee with improving performance
- obtain data for decisions regarding retention and assignment of staff
- provide a formal method of recognizing staff achievement and growth

DEFINITION OF RATINGS

- O Outstanding: Outstanding performance. This rating may be given only to the employee whose performance is considerably and consistently better than expected of a fully competent employee. This rating is to be used only where it can be logically and factually substantiated.
- E Exceeds Requirements: Total work performance is above the standards of performance required for the position and is consistently well above the standard expected of a thoroughly competent employee working in that position.
- M Meets Requirements: Performance fully meets expected standards. The standard expected of an efficient fully competent employee in the same class after an appropriate period of training.
- N Needs Improvement: Improvement needed for performance to meet expected standards. Additional effort with training or experience probably will bring the performance up to standards.
- U Unsatisfactory: Work performance is inadequate and unacceptable to the standard of performance required for the position. This rating is to be used only where it can be logically and factually substantiated.

Performance Rating:
O E M N U

RATE EACH CATEGORY AND ITEM AS IT APPLIES

Performance Rating	SERVICE DELIVERY
	■ PROVIDES PROMPT AND COURTEOUS PERSONALIZED SERVICE
	■ HANDLES COMPLAINTS APPROPRIATELY
	■ CONSISTENTLY ENGAGES CLIENTS IN A CONSTRUCTIVE, RESPECTFUL, SUPPORTIVE, AND MOTIVATING MANNER
	■ RECOGNIZES AND MAINTAINS CONFIDENTIALITY OF INFORMATION
	■ CONDUCTS EFFECTIVE INTERVIEWS TO GAIN PERTINENT INFORMATION
	■ EFFECTIVELY SETS PRIORITIES AND CONSISTENTLY COMPLETES ALL JOB FUNCTIONS IN A TIMELY MANNER
	■ UNDERSTANDS AND CONSISTENTLY MEETS QUALITATIVE AND/OR QUANTITATIVE OUTCOME GOALS
	■ DEMONSTRATES CULTURALLY APPROPRIATE INTERVIEWING TECHNIQUES WHICH CONSIDERS LEVEL OF INTRUSIVENESS, DIRECTNESS, SOCIAL DISTANCE, FORMALITY, AND FORMS OF ADDRESS
	■ DESIGNS CULTURALLY RELEVANT INTERVENTIONS
<p align="center">COMMENTS/ACKNOWLEDGMENTS:</p> <p align="right">SUMMARIZED PERFORMANCE RATING ()</p>	
Performance Rating	PROFESSIONAL JUDGMENT
	■ DECISIONS/ASSESSMENTS ARE CONSISTENTLY APPROPRIATE TO THE PARTICULAR CASE AND PROGRAM
	■ SHOWS ORIGINALITY AND CREATIVITY TO BEST SERVE AGENCY AND CLIENTS' NEEDS
	■ CONTRIBUTES IDEAS WHICH CAN BE USED BY OTHERS
	■ KNOWLEDGE AND JUDICIOUS USE OF AGENCY AUTHORITY IS APPROPRIATE TO PROGRAM AND POSITION
	■ MAKES PROFESSIONAL DECISIONS BASED UPON FACTS, ALTERNATIVES, AND URGENCY OF THE SITUATION
	■ EFFECTIVE USE OF SUPERVISION
<p align="center">COMMENTS/ACKNOWLEDGMENTS:</p> <p align="right">SUMMARIZED PERFORMANCE RATING ()</p>	

Performance Rating:

O E M N U

RATE EACH CATEGORY AND ITEM AS IT APPLIES

Performance Rating	COMMUNICATION
	<ul style="list-style-type: none"> ■ CONSISTENTLY EXPRESSES THOUGHTS IN A CONCISE, KNOWLEDGEABLE, AND ORGANIZED MANNER
	<ul style="list-style-type: none"> ■ GIVES AND OBTAINS FEEDBACK TO ENSURE EFFECTIVE COMMUNICATION
	<ul style="list-style-type: none"> ■ ESTABLISHES AND MAINTAINS OPEN COMMUNICATION, BOTH ORAL AND WRITTEN
	<ul style="list-style-type: none"> ■ WRITING IS CONSISTENTLY CLEAR, SUCCINCT, UNDERSTANDABLE, LEGIBLE, AND ORGANIZED
	<ul style="list-style-type: none"> ■ THERE ARE SELDOM ERRORS IN USAGE, GRAMMAR, AND SPELLING
<p>COMMENTS/ACKNOWLEDGMENTS:</p>	
<p>SUMMARIZED PERFORMANCE RATING ()</p>	
Performance Rating	WORK RELATIONSHIPS
	<ul style="list-style-type: none"> ■ GOOD TEAM MEMBER; HELPFUL; SUPPORTIVE OF CO-WORKERS
	<ul style="list-style-type: none"> ■ ESTABLISHES EFFECTIVE WORKING RELATIONSHIPS WITH ALL LEVELS OF FELLOW EMPLOYEES
	<ul style="list-style-type: none"> ■ RELATIONSHIPS ARE MARKED BY PROFESSIONALISM THAT SETS ASIDE PERSONAL BELIEFS
	<ul style="list-style-type: none"> ■ DISAGREEMENTS/CONFLICTS ARE EXPRESSED IN A NON-THREATENING, NON-ACCUSATORY MANNER AND ARE ADDRESSED
	<ul style="list-style-type: none"> ■ IS PATIENT, TACTFUL, AND SKILLFUL IN DEALING WITH HOSTILE OR UPSET PEOPLE
<p>COMMENTS/ACKNOWLEDGMENTS:</p>	
<p>SUMMARIZED PERFORMANCE RATING ()</p>	

Performance Rating:

O E M N U

RATE EACH CATEGORY AND ITEM AS IT APPLIES

Performance Rating	PROFESSIONAL GROWTH
	■ MAKES A CONSISTENT EFFORT TO DEVELOP JOB SKILLS TO A MORE PROFICIENT LEVEL
	■ PARTICIPATES IN FORMAL, INFORMAL, AND ON-THE-JOB TRAINING
	■ STRIVES FOR SELF-IMPROVEMENT AS RELATED TO THE POSITION
	■ MAKES EFFECTIVE USE OF SUPERVISION
COMMENTS/ACKNOWLEDGMENTS:	
SUMMARIZED PERFORMANCE RATING ()	
Performance Rating	WORK PERFORMANCE
	■ COMPLETES AND FOLLOWS THROUGH ON TASKS, ACTIVITIES, AND PROJECTS IN THE TIME ALLOTTED
	■ DIFFERENTIATES BETWEEN ROUTINE AND PRIORITY TASKS WITH MINIMAL ASSISTANCE; DEMONSTRATES GOOD WORK ORGANIZATION AND THE ABILITY TO WORK INDEPENDENTLY
	■ ADHERES TO WORK SCHEDULE
	■ RESPONDS TO TELEPHONE, WRITTEN, AND PERSONAL INQUIRIES IN A TIMELY MANNER
	■ OBSERVES AND ADHERES TO SAFETY RULES; IMMEDIATELY REPORTS UNSAFE CONDITIONS TO APPROPRIATE PERSON; USES SAFETY EQUIPMENT WHEN NEEDED
	■ UNDERSTANDS AND APPLIES CURRENT REGULATIONS, PROFESSIONAL STANDARDS, COUNTY, AND DEPARTMENTAL POLICIES AND PROCEDURES
COMMENTS/ACKNOWLEDGMENTS	
SUMMARIZED PERFORMANCE RATING ()	

Performance Rating:

O E M N U

RATE EACH CATEGORY AND ITEM AS IT APPLIES

Performance Rating	COMPUTER SKILLS
	<ul style="list-style-type: none"> MAINTAINS AND IMPROVES SKILLS & KNOWLEDGE AS REQUIRED BY POSITION
	<ul style="list-style-type: none"> UTILIZES SUPPORT RESOURCES, e.g., TRAINING, HELP DESK
	<ul style="list-style-type: none"> ADHERES TO SECURITY AND ETHICS POLICIES
<p>COMMENTS/ACKNOWLEDGMENTS:</p>	
<p>SUMMARIZED PERFORMANCE RATING (E)</p>	
Performance Rating	EFFECTIVE SUPERVISION (for employees with supervisory responsibilities)
	<ul style="list-style-type: none"> KEEPS SUPERVISOR OR MANAGER INFORMED OF PROGRESS, PROBLEMS, WORK EFFORTS, AND RESULTS
	<ul style="list-style-type: none"> RECOGNIZES PROBLEMS; IDENTIFIES AND EVALUATES ALTERNATIVES; RECOMMENDS SOLUTIONS
	<ul style="list-style-type: none"> KNOWS AND UTILIZES PEOPLE'S ABILITIES TO THE BEST ADVANTAGE TO GET THE WORK DONE
	<ul style="list-style-type: none"> ROUTINELY MONITORS WORK AND PERFORMS EVALUATIONS AS REQUIRED
	<ul style="list-style-type: none"> ESTABLISHES AND MAINTAINS ACTIVE COMMUNICATION WITH EMPLOYEES, PROVIDES POSITIVE FEEDBACK, COACHING, AND CORRECTIVE ACTIONS IN A TIMELY MANNER
	<ul style="list-style-type: none"> MAINTAINS REASONABLE RECORDS OF WRITTEN AND VERBAL FEEDBACK, COACHING, AND CORRECTIVE ACTIONS GIVEN TO EMPLOYEES TO DOCUMENT PERFORMANCE STRENGTHS AND WEAKNESSES
	<ul style="list-style-type: none"> EXERCISES GOOD JUDGMENT AND EFFECTIVELY HANDLES PERSONNEL MATTERS
	<ul style="list-style-type: none"> EFFECTIVELY MANAGES AND DIRECTS STAFF IN THE ACCOMPLISHMENT OF DEPARTMENT AND DIVISION GOALS
	<ul style="list-style-type: none"> ACTIVELY ENCOURAGES AND SUPPORTS EMPLOYEE DEVELOPMENT
	<ul style="list-style-type: none"> MAINTAINS AND IMPROVES SUPERVISORY/MANAGEMENT SKILLS
<p>COMMENTS/ACKNOWLEDGMENTS:</p>	
<p>SUMMARIZED PERFORMANCE RATING (n/a)</p>	

PROFESSIONAL DEVELOPMENT
RECOMMENDED TRAINING/EDUCATION
TRAINING/EDUCATION COMPLETED
GOALS FOR THE COMING YEAR

OVERALL EVALUATION

OUTSTANDING

☐

EXCEEDS REQUIREMENTS

MEETS REQUIREMENTS

☐

NEEDS IMPROVEMENT

☐

UNSATISFACTORY

☐

EVALUATOR COMMENTS

EMPLOYEE COMMENTS

It is understood that in signing this performance report the employee acknowledges having seen and discussed ratings, but does not necessarily mean that the employee agrees with the conclusion of the evaluator.

EVALUATOR / TITLE

DATE

EMPLOYEE / TITLE

DATE

MANAGER / TITLE

DATE

Overall ratings of Outstanding and Unsatisfactory require Director approval.

DEPARTMENT DIRECTOR

DATE