

Directions on How to Complete Process Evaluation

Tasks/Duties: Take the time to review the top seven duties and make any changes or substitutes you feel necessary (with the exception of supervisory duties). This is a chance as a supervisor to analyze and prioritize job duties/tasks on yearly basis.

This new process allows us to update job descriptions each year; if you need to add a task/ duty to the job description (make sure you notify Juliana or Cindy by following the procedure below):

Step One: Save document as a new file. EmployeeName2010.

Step Two: In this new document. Please highlight the new duty in **yellow**

Step Three: Contact appropriate HR personnel via email with the attached updated 2010 evaluation to let them know that a new task/duty needs to be added to the job description. Also as this is a new task/duty for the employee in the new year, let them know about the change and future expectations in the “goal for improvement” for the replaced task/duty on the 2009 Evaluation. (Please note this year’s current score will be on the performance of the original task/duty and the original standards & procedures)

All employees must have only 7 task/duties on their process evaluations. With any additions or deletions please make sure employees final evaluation contains 7 tasks/duties plus their agency goal for a total of 8 tasks/duties.

If a new task/duty has become a larger priority and has been added to the Process Evaluation but is already on the job description:

Step One: Save document as a new file. EmployeeName2010.

Step Two: In this new document. Please highlight the new “Task/Duty” and the corresponding “Standard & Procedure” in **yellow**. You do not need to contact HR directly about this type of change.

Step Three: As this is a new task/duty for the employee in the new year, let them know about the change and future expectations in the “Goal for Improvement” for the replaced task/duty on the 2009 Evaluation. (Please note this year’s current score will be on the performance of the original task/duty and the original standards & procedures)

Step Four: Email humanresources@ccprc.com the 2010 updated Process Evaluation

Standards & Procedures: Once standards and procedures have been completed for each task/duty they can remain the same year to year. However, you may recognize needed adjustments to the standards/procedure and can take this opportunity to make changes. This is a great opportunity to sit down with your employees and discuss how each task/duty continues to be successfully completed and adjust standards /procedure.

Some helpful hints: What are the procedures for successful completion of this task/duty? Indicate how often a task is performed and expectation of the completed task (accuracy, timely manner, customer service level, etc.)

Ex: Duty: Manage radios for agency. Standard & Procedures: On a daily basis respond to employees’ request for repair in a timely fashion. Conduct a monthly training session for staff on proper use of radios. Conduct an accurate quarterly inventory. On an annual basis analyze need and budget for next year purchases of equipment meeting agency deadlines.

Rating System: Assign a numerical score of 1 -5 to how well each task/duty is performed. See top of Process Evaluation for ranking explanation. Another available resource is the Scoring Matrix Worksheet.

Goals

If scored 3 or less, provide goal to improve: If you give ranking of 3 or less then you must provide a goal on how the employee can improve this ranking.

Some helpful hints: goals should be detailed and obtainable. The supervisor should meet with the employee during the year to discuss and mentor employee on their progress.

If scored 4 or 5: comment on how to maintain or improve upon performance.

For ongoing mentorship it is important that each task/duty has a goal.

Agency Goal: Each process evaluation has one agency goal that each employee is asked to support. This year's goal is to support the core values. Each employee should set a goal that can be achieved through their tasks/duties or their core value committee involvement.

Employee Goal: Each employee can take this opportunity to set a professional goal to work towards for professional development.

Directions on how to submit:

1. Once you open the process evaluation please save the document as employee name and evaluation year to your confidential area.
2. Once the process evaluation is complete and before you discuss the **final** evaluation with your employee (i.e.- the employee's scores) email as an attachment to the secondary supervisor (each division director will communicate who the secondary supervisor will be)
3. The secondary supervisor will review the process evaluation and communicate with supervisors if any changes are needed. If secondary supervisor needs to change the process evaluation's scores or goals, they must contact the immediate supervisor. The secondary supervisory will send the completed process evaluation to the human resources mailbox (humanresources@ccprc.com)
4. Once an approved and signed process evaluation is sent back to you (the immediate supervisor) you then can sit down with your employee and discuss their ranking/scores and discuss goals for improvement (if necessary)
5. Send signed copy back to HR by **May 28, 2010**.
6. Don't forget to follow the above outlined procedures if there has been a replacement or changed Task/Duty and/or Standard & Procedure.