

**EMPLOYEE SERVICE RATING
SOCIAL AND HUMAN SERVICES (P-2) UNIT
PER DCF-P2 NEW 1/6/00**

STATE OF CONNECTICUT

TYPE OF SERVICE RATING

INITIAL PROBATIONARY **ANNUAL** **PROMOTIONAL** **OTHER** (*Specify*)

EMPLOYEE NAME		CLASS TITLE			PERIOD COVERED
DIVISION		DEPARTMENT			DATE OF LAST RATING
INSTRUCTIONS: Evaluate the employee on the job being performed during the current rating period. Circle the dot in the space above the horizontal line which most closely coincides with your overall judgement on each job element. The care and accuracy with which this appraisal is made will determine its value to you, the employee and the agency. Do not create rating subcategories.					
JOB ELEMENTS	GOOD			LESS THAN GOOD	
	Excellent	Very Good	Satisfactory	Fair	Unsatisfactory
KNOWLEDGE OF WORK	●	●	●	●	●
Consider the employee's grasp of procedures, techniques, and instructions necessary to perform job and the degree to which skills have been mastered.	Thorough knowledge of all aspects of work. Can perform without assistance.	Knowledgeable in most phases of work. Can perform with little or no assistance.	Sufficient knowledge of work to satisfy requirements of job. Some instruction may be required.	Marginal grasp of the essential knowledge required to perform job. Requires much instruction and guidance.	Demonstrates little or no understanding of job and is unable or unwilling to master skills required to perform job satisfactorily.
QUANTITY OF WORK	●	●	●	●	●
Consider the volume of work produced under normal conditions and the rate of progress on assignments.	Rapid worker. Rate of progress on assignments and volume of output is consistently above average. Well organized.	Turns out large volume of work and produces above average output on assignments.	Work output satisfactory. Works at a steady pace. Work done timely.	Works slowly. Only occasionally is output considered average.	Very slow worker. Quantity of output is well below average of others in the same job classification. Does not utilize time effectively or efficiently.
QUALITY OF WORK	●	●	●	●	●
Consider the accuracy, thoroughness, and appearance of work assignments without regard to volume.	Extremely accurate worker. Consistently superior in all phases of this category.	Work is complete, well presented and accurate.	Work is usually neat and presentable. Seldom needs revisions or rewrite. Only occasionally repeats mistakes. Generally adheres to applicable instructions.	Work is less than satisfactory, and generally requires substantial improvement. Repeats mistakes. Does not adhere to applicable instructions.	Work frequently incomplete or needs to be redone. Often repeats same kinds of mistakes. Work is messy in appearance and/or poorly arranged.
ABILITY TO LEARN NEW DUTIES	●	●	●	●	●
Consider the ease and speed with which employee grasps instructions and new methods; follows instructions; retains and applies new knowledge.	Unusually quick and complete grasp of newly imparted knowledge and conditions.	Learns quickly. Retains instructions well.	Learns fairly quickly. Remembers with occasional reminders.	Learns slowly. Grasps or retains essentials only after a great deal of instruction.	Unable to grasp essentials without constant re-instruction.
DEPENDABILITY	●	●	●	●	●
Consider the ability to do assigned tasks on schedule under normal circumstances with a minimum of supervision and whether the employee can be relied upon to report for work regularly, to be on time and to adhere to work schedules.	Extremely reliable. Can be depended upon to perform job well with minimal supervision. Attendance is excellent.	Very reliable. Needs only occasional supervision. Seldom absent or tardy.	Reliable. Needs average supervision, instruction or direction to perform assigned duties. Meets acceptable level of punctuality and attendance.	Not always reliable. Requires considerable supervisory instruction or direction to perform. Improvement necessary with tardiness and/or poor attendance.	Seldom reliable. Fails to perform even with considerable supervision. Excessive absenteeism and/or frequently tardy.

JOB ELEMENTS	GOOD			LESS THAN GOOD	
	Excellent	Very Good	Satisfactory	Fair	Unsatisfactory
HUMAN RELATIONS	●	●	●	●	●
Consider employee's ability to maintain harmonious working relations with others, both within and external to the work unit.	An asset to the image of the agency. Considerate of others' views and interests. Elicits cooperation from others within the scope of job.	Very effective in meeting and dealing with others. Gets along well with associates.	Generally maintains harmonious relationships with others.	Shows reluctance to cooperate or maintain harmonious relationships with others.	Very poor cooperation. Has trouble getting along with others. Makes little or no attempt to maintain working relationships.
OTHER ELEMENTS	●	●	●	●	●
For an "other element" rating, e.g. initiative, supervisory ability and/or judgement, to appear on an annual service rating, said element must be established no later than the beginning of the third quarter progress review.					

RECOMMENDATIONS FOR IMPROVEMENT OR DEVELOPMENT IN ANY OF THE ABOVE JOB ELEMENTS. ALSO AREAS OF IMPROVEMENT AND/OR MAJOR ACCOMPLISHMENTS DURING THE RATING PERIOD MAY BE NOTED :

OVERALL EVALUATION OF EMPLOYEE:

EXCELLENT	<input type="checkbox"/>	No more than two (2) of the employee's job element ratings can be "very good", the remainder must be at the level of "excellent".
VERY GOOD	<input type="checkbox"/>	The employee must not have any "fair" ratings and must be rated "very good" or better in the majority of job elements.
SATISFACTORY	<input type="checkbox"/>	Most of the employee's ratings must be "satisfactory." A "fair" rating in one job category is still an overall "satisfactory" rating, but is indicative of a performance problem that has to be corrected.
FAIR	<input type="checkbox"/>	The employee must be rated "fair" in two or more job elements and have no unsatisfactory ratings.
UNSATISFACTORY	<input type="checkbox"/>	The employee must be rated "unsatisfactory" in <u>one</u> or more job elements.

RATED BY:	SIGNATURE:	TITLE	DATE
REVIEWED BY:	SIGNATURE:	TITLE	DATE
APPROVED BY:	SIGNATURE:	TITLE	DATE
EMPLOYEE:	SIGNATURE:	TITLE	DATE

NOTE TO EMPLOYEE: *Your signature confirms that you have seen this report and discussed it with your supervisor. It does not indicate your agreement with or approval of the rating.*

STATE OF CONNECTICUT

QUARTERLY PROGRESS REVIEW

The objective of the Quarterly Progress Review is to provide an opportunity for a supervisor and employee to:

- Exchange information.
- Communicate current performance status.
- Clarify expectations.
- Note action steps taken for improvement.
- Identify adjustments necessary for improvement (if performance status is “less than good.”)

Job Elements	First Quarter	Second Quarter
Knowledge of Work		
Quantity of Work		
Quality of Work		
Ability to Learn New Duties		
Dependability		
Human Relations		
Other Elements		
Rater & Employee's Initials & Date:		

The supervisor shall:

1. Assess the employee's performance status for each job element on a quarterly basis. Review each quarter* on a separate and distinct basis.
2. Note contributions.
3. Identify and make notation for any job element in which performance status for the quarter has been “less than good.”
4. Propose action steps needed for improvement for any job element in which the performance status is “less than good.”
5. Meet with the employee to convey performance status and have form initialed.
6. Provide an opportunity for open discussion. For any element deemed “less than good,” discuss proposed improvement action steps with the employee. Solicit feedback and finalize plan.

Job Elements	Third Quarter	Fourth Quarter
Knowledge of Work		
Quantity of Work		
Quality of Work		
Ability to Learn New Duties		
Dependability		
Human Relations		
Other Elements		
Rater & Employee's Initials & Date:		

The supervisor should:

1. Assess the employee's performance status for each job element on a quarterly basis. Review each quarter* on a separate and distinct basis.
 2. Note contributions.
 3. Identify and make notation for any job element in which performance status for the quarter has been "less than good."
 4. Propose action steps needed for improvement for any job element in which the performance status is "less than good."
 5. Meet with the employee to convey performance status and have form initialed.
 6. Provide an opportunity for open discussion. For any element deemed "less than good," discuss proposed improvement action steps with the employee. Solicit feedback and finalize plan.
- For employees with an Annual Increment date in January, the quarters are as follows – 1st Quarter = September, October and November; 2nd Quarter = December, January and February; 3rd Quarter = March, April and May; 4th Quarter = June, July, and August.

For employees with an Annual Increment date in July, the quarters are as follows – 1st Quarter = March, April and May; 2nd Quarter = June, July, and August; 3rd Quarter = September, October and November; 4th Quarter = December, January and February.

