

**Care At Home
Human Resources
Policy and Procedure**

Policy Title:	Performance Evaluation Policy		
Policy Number:	HR-008	Original Effective Date:	2/18/1998
Purpose:	To discuss employees job performance and goals.		

1. Policy:

- 1.1. Supervisors and employees are strongly encouraged to discuss job performance and goals on an informal, day-to-day basis. Formal performance evaluations are conducted to provide both supervisors and employees the opportunity to discuss job tasks, identify and correct weaknesses, encourage and recognize strengths, and discuss positive, purposeful approaches for meeting goals, as well as determine personal and professional development goals.
- 1.2. The performance of all employees is generally evaluated according to an ongoing 12-month cycle; beginning in January to coincide with Care at Home's fiscal year.
- 1.3. Certified Home Health Aides (CHHAs) only are required to complete a 90-day probationary period. Because of this, CHHAs will receive a performance evaluation at the end of their probationary period and annually thereafter.
- 1.4. Merit-based pay adjustments are awarded by Care at Home in an effort to recognize truly superior employee performance. The decision to award such an adjustment is dependent upon numerous factors, including the information documented by this formal performance evaluation process and the financial condition of Care at Home. There can be no assurance that pay adjustments will be made, and if made, that they will be made again at any time.

2. Definitions:

- 2.1. Performance Evaluation Process: Process by which a manager (1) examines and evaluates an employee's work behavior by comparing it with preset standards, (2) documents the results of the comparison, and (3) uses the results to provide feedback to the employee to show where improvements are needed and why.
- 2.2. Goal Setting: Motivational technique based on the concept that the practice of setting specific goals enhances performance, and that setting difficult goals results in higher performance than setting easier goals.

3. Procedure:

- 3.1. Once annually, typically in the February/March timeframe, Care at Home conducts performance evaluations utilizing the following process:
 - 3.1.1. Employees are given a self-assessment form for completion.
 - 3.1.2. After the self-assessment has been completed, it is forwarded to the employees' manager for review to be incorporated into the employee's formal performance evaluation.
 - 3.1.3. The manager then completes a first draft of the performance evaluation and forwards the draft to HR for approval. Human Resources must review the draft and subsequent drafts prior to the manager meeting with their employee(s).
 - 3.1.4. After HR approves the draft(s) of the performance evaluation, their manager presents the final performance appraisal to the employee and discusses goals for the upcoming year. In addition, the manager goes through the employee's competency evaluation, discussing and documenting the skills that the employee has mastered and setting goals for those skills that still need to be mastered.

4. Revision History:

REVISION DATE:	REVISION NOTES:
05/06/10	Updated to include personnel handbook policy.
05/19/10	Updated to include CHHA probationary eval. information
06/22/12	Updated to reflect current practices.