Program Effectiveness
Efficiency Changes Over Time
FFT ANNUAL PERFORMANCE EVALUATIONS - JULIA VEST, SDPO

This is written to provide feedback on the parameters used for completing performance evaluations. Data used in the formulation of evaluations include: FFT Case Tracking Report, FFT Case Review Graduation Report, FFT Weekly Reviews, Global Therapist Ratings (GTR), STC and Staffing Attendance, Submission of Itineraries, Probation Statistics, Ecaps, and Time studies., FFT clinical note writing, FFT clinical staffing participation, attention to-deadline parameters outlined in FFT Standards and timely responsiveness to administration.

*Definitions taken from the LA County Probation Rater’s Handbook on Performance Evaluations.

**Unsatisfactory**

**“This rating is given when a substantial part of the work performance is inadequate and definitely inferior to the standard of performance required for the position. The employee has failed to improve his/her performance in factors previously rated Improvement Needed. The employee has committed an act of sufficient seriousness to destroy his/her value to the department or to County service. When this rating is given the employee must be discharged or reduced.”**

I will recommend an Unsatisfactory if:

- The Employee had multiple Fidelity Improvement Plans and did not correct concerns
- The Employee had multiple below standard GTR scores in a row.
- The Employee had multiple write-ups for late notes and late assessments.
- The Employee had very poor attendance in staffing

**Improvement Needed**

**“This rating indicates that a significant part of the work performance is below standard for the position and it is reasonable to expect that the employee will bring performance up to acceptable standards. In accordance with the provisions of the County Code, an employee is prohibited from receiving a salary step advance in the position for which the Improvement Needed rating was given, until a Competent or better rating has been filed.”**

**Civil Service Rule 20.04 states:**

“A plan for Improvement is no longer required by the CAO/Department of Personnel, but good personnel management practice indicates that the supervisor and the rated employee prepare jointly a Plan for Improvement. Factual written evidence should be provided to substantiate the rating. A new evaluation must be made within 6 months and must bear a rating of either Competent or Unsatisfactory. Unsatisfactory must be accompanied by a letter of discharge or reduction.”

I will recommend an Improvement Needed rating if:

- The Employee is in need of Fidelity Improvement Plans
- The Employee has consistently below standard weekly review scores and GTR scores
- The Employee has attendance issues in staffing and in family sessions
-The Employee has consistently 40-50% FFT graduation rates

**Competent**

**“This is the overall rating assigned when the employee’s work performance is consistently up to or somewhat above the standards of performance required for the position. This is the performance which is expected of a trained and qualified employee.”**

I will recommend a Competent rating if:
- The employee is getting 3 or above in Dissemination and 5 or above in Fidelity
- The employee is not on the late list more than once for staffing
- The employee has no more than 2 absences per 3 month period in staffing.
- The employee’s FFT graduation rate is 70% or above.
- The employee has only a few issues with relentlessness, gaps, frontloading

**Very Good**

**“This rating is given if a substantial part of the work performance is well above the standards of performance required for the position and all other parts of the performance are at least competent.**

I will recommend a Very Good rating if:
- The employee is consistently getting 4’s or 5’s in Adherence and Fidelity.
- The employee does not miss staffing and is rarely late
- The employee’s FFT graduation rate is 75% or above
- The employee has minimal gaps in service to families

**Outstanding**

**“All work performance is consistently above the standards of the position. A substantial part of the work performance exceeds supervisory and management expectations most of the time.” Factual evidence must be presented in writing to substantiate this rating and the Bureau Chief must approve.**

I will recommend an Outstanding rating if:
- The employee meets all deadlines and almost never has to be reminded
- The employee is consistently getting 5’s in Adherence and 6’s and 7’s in Fidelity
- The employee’s FFT graduation rate is 80 – 90%
- The employee does not miss staffing and

**One or more of the following:**
- The employee is willing to do extra projects above and beyond full caseload
- The employee offers to help management without prompting
- The employee is willing to be acting supervisor or acting site lead
- The employee is willing to do extra training or provide extra training
Award of Excellence

presented to

Jane Doe

for: > 75% Frontloading this past quarter

presented by: [Signature]

[Signature]

date: 3/12/14

* You have earned a pass from policy that you must do HV every day for this quarter - 4/1/14 - 7/1/14.
You have earned one pass from clinical staffing this quarter.

Prepared by: [Signature]
Date: 10/1/13

For: > 80% Graduation Rates

Prepared to

Award of Excellence

* * *
TO: JANE DOE
FR: JULIA VEST
RE: FIDELITY IMPROVEMENT PLAN
DATE: 10/21/13

The following details the terms of your fidelity improvement plan. A meeting will be scheduled with SDPO A. as well as Director B. in one month’s time and monthly thereafter, to review your progress on this plan. You will be notified in advance to accommodate any desire on your part to have Union representation at those meetings.

- Attend weekly clinical staffings with no more than 1 absence in 12 weeks.
- Attend weekly individual supervision with no more than 1 absence in 12 weeks
- Call families within 48 hours of receiving case assignment
- Have a scheduled homevisit with families within 7 days of case assignment
- Make sure all cases in CSS are reflected on your monthly stats report
- Make sure all sessions on stats are reflected in CSS
- If a case is not authorized for closure, continue to do FFT and see that family weekly
- Do not graduate cases until you’ve had at least 12 sessions
- Frontload 10% of your cases
- Review FFT manual and write adherent notes esp. in E/M phase
- Review pems, contact P.O., determine dx and reason for probation on all referred cases.
- Reduce gaps in service (less than 7 days) on 90% of your cases
- Increase graduation rate from 60% to 70%
- Decrease drop out rate by 10%
- Open all cases in CSS within 7 days of case assignment
- Close all cases in CSS within 7 days of the case closing
- First face to face with the family should be a session, not a contact
- Follow all guidelines of the FFT standards