

PERFORMANCE EVALUATION REPORT

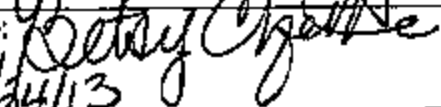
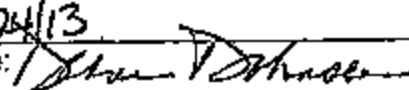
DOCUMENT A - Evaluation Summary

Employee: John Howe Department: DAIL/Vocational Rehabilitation Position Title: Voc Rehab Counselor I Evaluation Period: 8/10/12- 8/10/13 Performance Review Conference held on:	Type of Evaluation: <input type="checkbox"/> Original Probation <input checked="" type="checkbox"/> Annual <input type="checkbox"/> Promotion <input type="checkbox"/> Special <input type="checkbox"/> Warning <input type="checkbox"/> Separation
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OVERALL PERFORMANCE DURING THE EVALUATION PERIOD IS RATED AS:

(Check one)

<input type="checkbox"/>	OUTSTANDING	The employee's overall performance significantly and consistently surpasses all performance standards established for the position. This evaluation recognizes an employee's sustained excellence and accomplishments which are substantially above usual expectations.
<input checked="" type="checkbox"/>	EXCELLENT	The employee's overall performance in all areas frequently exceeds the performance standards established for the position. This evaluation recognizes an employee's consistent effectiveness and accomplishments which are above usual expectations.
<input type="checkbox"/>	SATISFACTORY	The employee's overall performance consistently meets the performance standards established for the position and regularly achieves expected results. An employee at this achievement level meets usual expectations and performs tasks in a timely and acceptable manner.
<input type="checkbox"/>	UNSATISFACTORY	The employee's overall performance inconsistently meets the performance standards established for the position and indicates that significant tasks are not completed in the time or manner expected. Performance is below the minimum acceptable level for the position. Correction of performance deficiencies is necessary for continued employment.

Name of Supervisor: Betsy Choquette	Signature: 
Title: VR General Assistance Coordinator	Date: 9/24/13
Name of Reviewer: Mark Ciociola	Signature:
Title: VR Regional Manager	Date: 9/24/13
Appointing Authority: Diane Dalmasse	Signature: 
Title: VR Director	Date:
Employee: John Howe	Signature:
Title: Voc Rehab Counselor I	Date:

To the Employee: Signature only indicates receipt of the evaluation.

SUMMARY OF MAJOR JOB DUTIES WITH PERFORMANCE EXPECTATIONS

(Even though they need not be listed below, employees are also expected to adhere to general performance expectations applicable to all employees, such as, but not limited to: reporting for work on time, following work rules & procedures, maintaining effective working relationships with public and co-workers, etc. These general performance expectations can be used in determining the employee's final rating.)

Major Job Duties/Performance Expectations:

Provides vocational rehabilitation services to individuals with disabilities in the General Assistance population. Activities include eligibility determination, psychosocial assessment, case management, diagnostic and counseling services and employment services. Assists, advises and guides consumers in the development of Individualized Plans for Employment designed to address barriers to self-sufficiency with an emphasis on obtaining and retaining employment. Arranges for medical and psychological evaluations as well as treatment. Appraises consumer aptitudes, abilities and experience and arranges for appropriate education, vocational training and work placements in collaboration with consumer. Approves expenditures of funds for services and GA benefits from both VR and ESD. Monitors consumer progress toward meeting employment goals and guides consumers in making necessary adjustments to plan(s). Collaborates extensively with VABIR Employment and Training Specialist. Works in extensive collaboration with ESD partners, Community Action partners, Social Security Assistants, community treatment providers and community resource providers. Promotes DVR program to the public and employers. Participates in staff training programs, medical and psychological consultations and regular VR GA meetings.

Comparative Data

For evaluation period from 08/11/2012 to 08/10/2013 and comparison period from 08/11/2011 to 08/10/2012

BURLINGTON

	Evaluation Period	Comparison Period
Apps	62	79
Certs	58	73
IPEs	41	61
Rehabs	15	17
Closures w/ IPE	32	30
Rehab Rate	.47%	.57%
Closures w/ IPE	32	30
Closures in 30	10	10
Total Served	158	138

MIDDLEBURY

	Evaluation Period	Comparison Period
Apps	8	6
Certs	7	6
IPEs	5	4
Rehabs	1	1
Closures w/ IPE	5	1
Rehab Rate	.20%	1.00%
Closures w/ IPE	5	1

Closures In 30	1	1
Total Served	22	17

According to the VR GA Outcomes spreadsheet you and your team have helped moved Thirty seven people off from GA benefits through work, Fifty four people off GA Benefits through social security awards, and twenty people off GA benefits for other reasons such as other sources of income as spousal income, reach up benefits, incarceration, etc.

Consumer Survey Results

Twelve consumers responded to our survey requests.

When asked what services have they received from VR the following responses were received:

- Nine thought they received Financial Assistance
- Six thought they received help finding a job
- Four said they received Vocational Guidance and Counseling

Eleven consumers felt like you listened to their wishes and opinions when selecting your employment goals, developing your employment plan, choosing services, choosing where you will get those services.

Six consumers thought the information you provide them will be helpful in finding employment, three already have jobs, and two said no.

Eleven consumers were satisfied with how you treated them on the phone. All twelve were satisfied with how you treated them in the office. All twelve were satisfied with their services

When asked which organizations they were connected with the following organizations were listed; CVOEO, Fletcher Island Driver Rehab, Lake Champlain Housing, Man Power, and VABIR.

When asked what sorts of things could you do to make your work together more effective consumer comments included the following responses:

- Listen more, listen to what I'm telling him.
- Slow down and spend more time with consumers

When asked for comments on your work consumers made the following remarks:

- He's really friendly easy to work with. He's a good guy you feel comfortable around him, he's very good at what he does.
- Grateful to Jon and Ashley and all of them and me, keep up the good work. It's nice to have the resources to help me. Make sure they take care of themselves too.
- He was great early on and connected me with other helpful Voc Rehab people.

Peer Survey Results

Twelve of your peers responded to our survey of your performance.

When asked questions about your work in terms of your **Collaborative Partnerships**, one of the four strategic themes of Voc Rehab, the following ratings were received. Nine peers either agreed or strongly agreed that you respect the skills of peers and partners, Share information and collaborate willingly, and appear open or are open to positive and constructive feedback. When asked to comment the feedback was mixed. Some of your peers stated that you take constructive feedback well when it comes from your peers and others stated that if a message is coming from managers or "up above" that you do not take it well.

When asked about your performance in terms of **Prepared Job Seekers**, one of the four strategic themes of Voc Rehab, the following ratings were received. Eleven either agreed or strongly agreed that your consumers appear to feel listened to, understood and that their needs are being responded to, that you look beyond basic eligibility and services to support individuals in moving toward employment, and that you consider the whole context of people's lives when creating an employment plan. When asked for comments your peers overall responded positively stating that you respect your consumers and look at their whole situation.

When asked about your performance in terms of **Organizational Effectiveness**, one of the four strategic themes of Voc Rehab eleven of your peers either agreed or strongly agreed that you bring in good results, appear to provide high quality services, that you demonstrate a continuous commitment to improvement, and a willingness to learn. When asked to comment the following responses were received"

- "John is absolutely committed to figuring out ways to continually improve customer service, employment outcomes, and employee productivity and satisfaction. His energy for innovation within the limitations of an ESD program and a sometimes challenging work space at DOL, allows for an intellectually engaging work environment where continual improvement is the standard."
- "John is always available for consultation/discussion for challenging cases. He has a passion for learning and he has an open mind which is so important in his job."

When asked about your performance in terms of **Valued and Empowered Employees**, one of the four strategic themes of Voc Rehab the following ratings were received. Eight of your peers strongly agreed that you support your peers by providing feedback in an effective manner, that you contribute to a positive team environment through words, behaviors, and actions, and that you take initiative to promote staff well-being. Three of your peers were neutral in this category.

When asked what your peers thought were your greatest strengths the following responses were received:

- Persistence and patience in guiding consumers towards employment. John continuously refocuses his and the client's attention on their strengths and goals, rather than on their disabling conditions
- His passion. John really wants to help his clients and his organization. He feels very strongly about doing what he believes is the right thing
- He is a very caring, dedicated person. He works extremely hard with his clients.
- Dedication to his consumers. John goes above and beyond for them.

When asked about suggestions to improve your performance the following themes emerged:

- Use passion and energy to help grow a teaming environment in your local office as opposed to fostering a divide with management.
- Listen to and incorporate feedback from peers and managers.

Overall your peers had positive remarks about your work.

Annual Self Reflection and Goals/Individual Development Plan

When asked about some of your job accomplishments that you were most proud of over the last rating period you noted the number of clients who were employed, the number of clients who obtained social security, and the total number of clients your team served in VR GA.

When asked about additional job related accomplishments during this past year you noted your team maintenance.

When asked about what you wish to improve on over the next rating period you noted that you would like to improve the frequency and quality of client contact with employers.

When asked what suggestion you have for your VR supervisor and the VR organization that would enhance your work performance you noted reception and smart phones to improve telephone and text responses to consumers and providers.

Overall you are very satisfied with your job.

Supervisor's Review

John, I value the experience and enthusiasm you bring to the VR GA project. You have a wealth of knowledge around the rehab practice that has lead your team to great success. You bring a wealth of counseling experience and a positive energy to the VR GA group.

You continue to promote the VR GA program at meetings and events and even spoke at a Poverty class at UVM last year where you picked up two summer interns for the program. You coordinated and supervised the interns within your team creating an educational experience so that both interns left with a better understanding of poverty, mental health issues, and challenges with employment. Two interns were later hired by VABIR to fill the ETS positions in the VR GA Program.

You continue to work hard to create a welcoming environment at the DOL location; picking up garbage surrounding the building, clearing the clutter from the waiting area walls, and strategically placing posters to promote employment. You and your team meet weekly to continually look at ways to improve your work as a team and help move consumers off from General Assistance.

Over this past rating period I have given you supervisory feedback on two occasions where there is a general theme of needing to slow down and seek supervision. On both occasions you failed to follow my requests for bringing these issues before me prior to reaching up the chain of command. Your actions left both you and your work in a compromising position. Since the last event with Commissioner Wehry I have seen you make significant improvement with both slowing down your process of decision making and seeking supervision when appropriate. I would like to encourage you to keep doing this. I appreciate the concentrated effort on your behalf.

Also of note to me is that a handful of your peers have expressed frustrations around your negative comments about central office staff, initiatives, and procedures which make them uncomfortable. While the majority of your peers see and value the work you do your behavior in group settings is an area where you continue to lose respect. I would like to see you continue to work to incorporate peer and regional manager feedback into your professional development over the next rating period.

This past rating period you received a Merit Award in the amount of \$500 for your exemplary outreach to community partners and agencies. You were nominated because of your work where you orchestrated several outreach opportunities for the Burlington VR GA team encouraging your team to connect and partner with local partners and agencies as well.

Over this past rating period you have assisted the VR GA team in revising several documents. Most note worthy was the "second month note" template and the notices for consumers to share with the group. You contribute regularly to the VR GA meetings and have helped facilitate portions of several meetings, often providing agenda topics suggestions. At the VR GA meetings you help provide peer feedback and peer support for your fellow counselors which I highly value. Your support and encouragement helps challenge and support your peers to grow their Rehab potential.

I will continue to work with you around getting the supports you need to do your job and follow up on reception and smart phone requests.

Your team has achieved the highest rehabs within the VR GA Program since the program began in 2011 while also holding the largest case load in the state. Your caseload also has the highest use of progressive employment supports. I want to thank you for your role in the success of the program as a whole and also within your local team.

Betsy

PERFORMANCE EXPECTATIONS FOR NEXT EVALUATION PERIOD

Over the next rating period I will support you in reaching your self selected Rehab goals of twenty successful closures.

To maintain an excellent rating on your next performance evaluation I want to see you continue to slow down your decision making process and follow protocol around communication within the Department. I will continue to support you with this by being responsive to your requests and offering support and feedback.

REVIEWER COMMENTS: John—thanks for a banner year in productivity; Your team clearly leads the GA pack, and you've set an important expectation that work is achievable. I would support Betsy's words to slow down a bit, as it can only serve you well.

APPOINTING AUTHORITY COMMENTS:

John - You & Gordon have achieved great
results for your customers! Great job
in this area. Done