


CHAPTER: 9	SECTION: 14	SUBJECT: HUMAN RESOURCES
TITLE: <b>Competency and Performance Evaluation</b>		
EFFECTIVE DATE: 1-8-99	REVISED DATE: 5/7/02, 3/15/05, 3/7/06, 5/10/07, 6/2/08, 10/05/10, 8/1/13, 6/10/15, 5/13/16, 5/9/17, 11/01/18, 2/25/19, 4/16/2, 5/14/21, 11/07/22	
ISSUED AND APPROVED BY:  EXECUTIVE DIRECTOR		

**I. PURPOSE:** The purpose of this policy is to define the process for evaluation competency and conducting annual performance evaluations, to develop an objective performance appraisal based on current position descriptions and competency evaluation, to link individual accountability to office and Agency-wide goals, to link competency evaluation with individualized development plans, to link the competency evaluation to the Community Mental Health of Ottawa County (CMHOC) Board's Strategic Plan, and quality improvement efforts, and to ensure clinical staff are competent to provide services to the specified ages and populations identified in the position description.

**II. APPLICATION:**  
All CMHOC staff.

**III. DEFINITIONS:**

***The Application of Knowledge:*** completes job responsibilities, makes effective use of training, follows defined work formats, uses assigned equipment, etc.

***Initiative:*** does not require constant supervision, takes on new tasks when appropriate, demonstrates self-directed behavior, attempts to anticipate job-related demands, demonstrates flexibility, and attempts to generate better ideas.

***Work Habits:*** Takes good care of assigned equipment, makes effective use of time, meets defined work schedule, and does not let personal interests interfere with work requirements.

***Interaction with Others:*** Demonstrates courtesy in contacts with consumer, the public and co-workers, attempts to provide co-workers with information that will be helpful, is receptive to direction, is receptive to and considers the needs of others, demonstrates good listening skills.

***Organization and Planning:*** Prioritizes tasks, sets time standards, defines objectives, follow through on assignments, communications plans to others, and considers departmental work flow.

**Essential Job Functions:** Defines a position and the areas that an employee needs to display competence in order to success fully do the position described. It contains essential functions of the position, level of competency required/minimum education/experience requirements, supervisory relationship and populations that are primarily served within the Agency system.

**Performance Criteria:** Performance criteria are specific, observable, and measurable conditions that display a clear and essential aspect of performance. Performance criteria are the measurable evidence which shows if staff meet or exceed competency.

**Performance Evaluation:** On an annual basis, a comprehensive review of an employee's performance which assesses the maintenances of competencies and identifies future skills and competencies required.

**IV. POLICY:**

It is the policy of Community Mental Health of Ottawa County that each position shall have a written position description, and each staff shall have an annual competency evaluation to be used as a basis for progress and performance reviews.

**V. PROCEDURE:**

- A. A description of functions and abilities is developed and maintained by the Executive Administrative Assistant for every position with the Agency.
- B. A description of functions and abilities is modified as needed.
- C. The assigned Executive Administrative Assistant will send out the annual performance evaluation to employee's supervisor during the month of employee's original county start date.
- D. The evaluation must be completed by the employee's supervisor and returned within 30 days to the assigned administrative staff.
- E. Annual performance evaluations must include:
  1. Evidence of input from the personnel being evaluated;
  2. Review of job description;
  3. Review of required training transcript;
  4. Assessment of progress on performance objectives established for the previous evaluation period;
  5. The establishment of measureable performance objectives for the next year.

**Competency Evaluation System:**

1. **Competency at Hire** - Each staff must meet minimum competency requirements. These requirements are defined in the following sources:
  - a. Ottawa County Job Description minimum experience, education and licensure requirements; professional/person references; physical capacity to complete job.
  - b. Competency Matrix: The matrix identifies the required competencies for selected positions and functions within the agency.

F. The Executive Director is to review and sign all Annual Performance Evaluations.

**VI. ATTACHMENT:**  
Competency Matrix - Specialized Functions

**VII. REFERENCE:**  
CARF Behavioral Health Care Standards  
Ottawa County Human Resources Department