**Current Performance Review Workflow**

Current Performance Review Workflow (Scorecards)

1. Monthly scorecards are compiled and published online
2. Counselling Managers self-retrieve scorecard data for their reports and share it with them on one on ones
3. A list of high and low performers (top and bottom 5) are sent to Senior Managers as an FYI and to allow more focused follow up and recognition for good work
4. Each month, aggregate KPI and metric averages are shared with mid and senior management for review, analysis, and discussion

Current Performance Review Workflow (Quality Details)

1. Evaluations are done monthly using the QA Evaluation survey
2. Scores are entered into iCarol for storage and access later
3. Eval scores are pulled with the Scorecard data and displayed in the Scorecard
4. When Quality-based red flags are identified (low quality issue) mamagement intervention is expected quickly to address the behaviour (this process is still being worked out)