|  |  |
| --- | --- |
| Tide | Deseription |
| 1 - Did Not Achieve Commitments | Did not achieve the commitments and did not meet the behavioral expectations or as a result of relative performance |
| 2 - Inconsistently Achieved Commitments | Did not achieve some commitments andíor dis not meet tome behavioral expectations or as a result of relative performance. |
| S - Achleved/ Substantially Achleved  Commitments | Achieved al or majorly of commitments and met all or majority of behavioral expectations or as a result of relative performance. |
| 4 - Exceeded Commitments | \*Exceeded all or majority of commitments and met all or exceeded behavioral expectations or as a result of relative performance. |
| 8 - Signifloantly Exceeded Commitments | Significantly exceeded all or majority of commitments and mel all of exceeded behavioral expectations or as a result of relative performance. |

Goal Ratings Goal Comments

1. 2019 QTC Commit - Financial

Gosis: Achieve or exceed Annual Operating Plan objectives. Develop metrics designed to answer key business training needs Establish data dashboards that addresses most entical business challenges Support leadership to reduce attrition by 5% Establish regular business rhythm meetings with SA VAO stakeholders to deliver answers to critical training components & challenges Solidity business rhythms and operate within budget Maintain highest compliance ratings In company Measurement: Design effective leaming activities and assegsments that encourage critical thinking and application of skills, knowledge, and abilities for either CST or QAT classes by October 31, 2019. Release to production 3 hours MEP training with hands on scenarios to CAs, OSA, OS, OM, and ADO in the SA region, compiete by March 31, 2019.

Dwight C Abrahams, Employee

Co developed employee survey to embed in the first two years of an employees on-boarding process. Survey aims to capture and relay data straight to first line leaders in order to increase retention of at-risk employee population.

Coordinated with SA VAO senior leadership leading to training team invitations to internal operations meetings.

Coordinated over 20 continuing education sessions for medical opinion training, AUD training, and supporting HEART release These iniliatives directly supported the improvement of quatity within the company and the grown and expansion of VAO.

Completed 100% of compliance training prior to deadline.

Assisted in the production release of a system wide medical evaluation program for the entire San Antonio region. This program directly led to a streamlined process for communicating evaluation requests to our providers.

Betty A Jones, Manager

4 - Exceeded Commitments

Since Corp Training is not a revenue-generating line of business, one of the most critical ways for us to support the organization is by managing our costs, reducing the team members leaming cycle effectively, and contributing to the financial growth of business unts. Dwight continually looks for ways to streamline training procedures to improve efficiency and customer service.

VAO Growth and Expansion Plan: VAO has put into practice terp to hire business model, and the San Antonio location was impacted the heaviest. Dwight played a significant role in the success of the CS temps training plan. This corporate strategic initiative was implemented because of a high backlog of cases to be scheduled and to protect contractual requirements for our largest clent, Deparment of VA. The change in the SA Temp training plan was released to production 102019. His execution of the SA temp plan improved the efficiency of the scheduling process by training the temps on day 1 or 2 of the start instead of week 2 or 3. More than 360 temps plus over t00 new hires were trained which includes both CS and DA. Dwight and Jared Goodrow were mainly responsible for tne 3-Day Front End Fundamentals, wiCh is a heavy load for any trainer. (This initiative consumed Dwights time.)

VAO Quality Initiatives (high-visible project): Dwight finds the opportunity to take part in specialized training sessions such as MEP

Enhancements (nigh visible strategic plan) courses. Dwight was responsible for training or co training over 12 sessions (215 emplayees) to the Q4 and CS The MEP Enhancements required paying attention to the finest delails with UAT testing, attending several IT and stakehoider meetings and understanding the intricacies of delivering the content.

٠١٢ ١٠

DALL  
  
fronder Exam type, This was a small project, but he lad the opportunity to colabarale with Joy concepcion. The WiN was released on lme Dwight, in partnership with Keyasha Morgan, co-lead the update of the organtzations' sexual harassment policy, Plus, they were responsible for ensuring OTC compliance of completion (1,700 employees and temps) by 202019, which impressed Leilos.

|  |  |
| --- | --- |
| with a quality of 93% | |
| Dwight C Abrahams, Employee | viewed as a provider.  courses given to improve quality and decrease timeliness of cases. |
| Betty A Jones, Manager |  |
| 4 - Exceeded Commitments | address complex workhow questions. |

2. 2018 QTC Commit - Operational

0 % complete

Goal Weight 20%

Goals: Support the long-term growth strategy, vision, and mission. Design engagement training framework to align organization to the growth strategy Strengthen mechanisms to create a leaming envirenment Establish Health "curriculum" Tor increased industry knowledge Leverage internal SME's to develop our overall team Increase workforce SKIl Measurement: Co-train and/or Train Quality Assurance Level 1: AUD, OPH, OTO, PSY, DDS by October 31, 2019 Co-Train andior Train Quality Assurance Level 2: 20 Series to include Skin Scar and Comprehensive December 31, 2019 Co-lead a minimum of 3 corporate training projects and provide train-the-trainer sessions to trainers with draft or completed training directives by November 15, 2019. Co-develop and deploy quality training directives (Le., memos, reference guides, desk guides) for a minimum of 2 projects (participating in group meetings or working with a mentor/coach) with 83-95% accuracy for our clients (VAO and/or Corp) November 15, 2019. Complete 90% of UAT activities for all major projects and minor releases (accordingly)

Completed aver 90% of UAT activities wah repons an bugs provided to training team. Provided data on mapping issues with joints DB when Received training on AUD, OPH, PSY and co-trained one AUD session. Did not complete DOS or train OPH/PSY.

Conducted inilial training for over 250 incoming staff members throughout the year. In addition, directly trained 40 sessions of educational

To date, this was one of the busiest years with the explosion of training sessions that took place in San Antonio. The continual onslaught of training was driven by the increase in temps and new hires. This was one of the most demanding years on the trainers, who were always in training. Dwight was willing to do whatever it takes to get the job done. He can always be counted on te complete training tasks in a timely and accurate manner. Based on SABA analytics, Dwight trained approximately 72 classes (avg & classes per monthy 813 haurs/595 people based on rolling 12-month analytics. The majority of Dwight classes were 3-day Front End Fundamentals and QA, Overview, Dwight has been proactive in meeting with the OM/OS to ensure the CS was part of those trainings because we were not able to track the temps in SABA the 1st half of the year. This was a significant help for the trainers, as it allowed Darinda Carroll to focus on QA Level 1 & 2. Not only did you provide support and help to train several hundreds of team members, but you followed up with team members to offer 1:1 coaching and to

Corp Training in San Antonio was responsible for training over 350 people (ADO, OM/OS, OSA, PUC, MRE, CS, QA) on the new scheduling system COMPASS/APAS. The pilot release set for December 3, 2019, and the Nationwide release January 6, 2020. For Dwignt to be able to train successfully, he had to nave an in-depth understanding of the current worklow plus an understanding of the new worklow. Dwight was a critical part of the rollout success because he collaborated with Joy Concepcion and Jared Goodrow to train over 150 necole in two weeks. performed extensive AT activities and provided detail findings to the IT PMG, and attended several key stakeholder meetings every week.

Based on the post-workshop evaluations recerved, team members let Dwight was knowledgeable and an engaging instructor.

Dwight, I appreciate you spending over 300 nours to perform UAT on the jints (2044 Wrist Conditions, 2045 Ankle Conditions, 2046 Elbow and Forearm Conditions, 2047 Hip and Thighs Concitions, 2048 Knee and Lower Leg Conditions, 2049 Shoulder and ARM Canditions, 2055 Hand and Fingers Condions and 2056 Foot Conditions) Chronic Pan DRO updates, MEP Enhancements, and COMPASS/APAS To note:

MEP Enhancements, COMPASS/APAS were high visible & challenging orcects ot 2019.

Dwight is now the lead trainer for Medical Records temps training in San Antonio. Currently. he is the only trainer certified to train the content.

He partnered with Chrs Momson (Training & Dev Rep Assoc) to deliver two sessions to the temps on the AJD specially by 402019.

Opportunity for growh. I recommend that Owight starts to delve into more complex projects in which he has a chance lo showcase his problem solving and decision-making skills with the VAO, Clinical Quality, and Qualty Team. Also, it is expected Dwight leams the QA Level 1 & 2. classes by 202020.

3 2019 OTC Commit. - Strategic

Goat We git

60%

0 % complete:

Goals. Bulld on leadership quality through talent management and deveiopment Strengthen 2-way communication and engagement framework between leadership and emplovees Ennance intatives to inctease diversity of thinking in our workiorce Entance intiatives to increase support for an inclusive wor envronment Buld an environment and leadership team that

105%

2DES Foot Condiere Care Bearerower Leg contions, 2049 Shoulder and ARM Conditors, 2055

Hand and Fingers Conditions, and 2D66 Feot Conditions), Chronk Pain DBQ updates, MEP Enfrancements, and COMPASSIAPAS. To note MEP Enhancements, COMPASSIAPAS were high visible & challenging projects of 2019.

Dwight is now the lead trainer for Medical Records temps training in San Antonio, Currently, he is the onty trainer certified to train the content.

He partnered with Chris Monison (Training & Dev Rep Assot) to deliver two sessions to the lemps on the AUD specialty by 402019.

Opportunity for growth: I recommend that Dwight starts to dalve into more complex projects In which he has a chance to showcase his problem salving and decision-making skila with the VAD, Clinical Qually, an Cluelly Team. Also, N is expected Dwight leams the GA Level 1 & 2 classes by 202020.

3. 2018 QTC Commit - Strategic

0 % complete

Goal Weight 60%

Goals: Bulld on leadership quality through talent management and development Strengthen 2-way communication and engagement framework between leadership and empicyees

Enhance initiatives to increase diversity of thinking in our workforce Enhance initiatives to increase support for an inclusive work environment Bulld an environment and leadership team that make OTC/Leilos a great place to work Measurement: Reiease to production harassment, discrimination, and retaliation programs (training, policies) to CTC papulation before the end of 2Q 2019. New employee engagement program to target the new employee attrition rate before the end of 2G 2019. Co-lead the QTC OD project with VP of HR and Corp Training Manager.

The project will consist of increasing QTC performance based upon a detailed analysis of the: Data gathering phase anticipated completion December 31, 2019 (current cutture (people readiness), systems (technology), processes)

Dwight C Abrahams, Employee

Partnered with HR to Co-lead the development and release to production of the QTC sexual harassment and discrimination training program ahead of 2Q release date.

Gulded the QTC development project from creation to current status (currently completing people data). Galned buy-in from the executive leadership team on kicking off the project. Consulted with Leidos in order to ensure alignment between parent comparry and OTC Intiative.

Current goal is to increase our people effectiveness.

Conducted 3 medical records training sessions with the medical records department solidifying the relationship with that department and increasing the organizations capacity to handle medical records indexing. This directly impacts the quality and customer service tenets that QTC stands for.

Enrolled in PhD in Organizational Development through Liberty University.

Betty A Jones, Manager

3 - Achieved/Substantially Achieved Commitments

Stretch Assignment

Owight has been a solid performer on the Organizational Development (OD) project. He never loses sight of time constraints and delivers designs as planned. Dwight is the co-led of the OD project and is responsible for the creation of the OD project timeline, milestone dates. assignment of work to the core team members. He has worked closely with Ray Tay (former HR Coordinator) to cotain data on employee tumover rate, top four reasons employees leave, and costs of attrition to the organization. He provided a large amount of research for the presentation submtted to the VP of HR and COO 10 support the importance of the OD project. We obtained appraval to move forward with the project 302019. Dwight continues to participate actively in all team discussions and contributes ideas assertively.

Opportunity for growh: It is recommended that Dwight delves into the data points needed to increase employee attrition to an ang of 85% by partnering more with the Data Analytics team, VP of HR, and SHINE team members.

Competencies

Section Weight 30%

Instructions

Empioyees will provide specinc feedback andlor comments in each goal category. The employees pertormance objectives should contribute to and align with the overall departments OTC

Commitments.

1, 105%

DALL

Anita lones (Host)

2 Call in Uber 2

https//r1.2.ultipra.com/pages/view/PMPrintReview.aspx?LSParamns=breadcrumbs=bcoid\_OIMSLicollaborationid=2329821esid=CTP/G20020101pk=MSSrenewid=61461rcl=EMPI

Is being Inclusive, team-oriented, and proactively engaging bullding relationships and staying connected with each other.

Type

Behaviors - Individual Contributor

Dwight C Abrahams, Empkyee

Coordinated with multiple departments to serve as a force multipfier through support on various projects:

O VAOPs = Pegging Refresher

o CQ = Medical Records Training

o HR = Sexual Harassment Training

Betty A Jones, Manager

3 - Achieved/Substantisily

Achieved Commitments

Dwight, you add tremendous value to the tear and OTC as a whole. You are always willing to participate in round table discussions and provide feedback. You have participated in UAT's providing valuable teedback. You are a tear player, ever reaching out to assist any coworkers, whether it be new CS's needing guldance or QA's who need assistance. You are timely and professional in your communication with internal clients, OTC staff and all QTC departments. You know when to escalate issues to your supervisor and/or ADO.

w.eommmnen

Туре

To our customers and our team means we are accountable, take ownership, model servant leadership, and operate with a sense of urgency.

Benaviors - Individual Contributor

Dwight C Abrahams, Employee

Betty A Jones, Manager

4 - Exceeded Commitments

Prioritized calendar in order to consistently meet time requirements and project deadlines

Dwight is well-known to stay late or on short notice to complete projects, train participants, or provide follow up activities to VAO participants. He frequently follows-up on our interal clients' requests on complex workflow issues. For instance, we are responsible for troubleshooting eProcess and workflow errers or issues. Dwight consistently research and finds the answer to any questions and reports back to the client promptly, 100% of all assigned projects have met or exceeded the required deadlines. The quality of your work continues to improve as you work on more and different types of projects such as Organizational Devebpment and MEP/Exam Prep.

4. Innovation

Type

Is a collaborative etfort of sharing ideas, thoughts, and forward thinking. We must all act as catalysts. Be tenacious and curious to help us excel, and be a part of a learning organization.

Behaviors - Individual Contributer

Dwight C Abrahams, Employce

Betty A Jones, Man

5 - Achieved/Substantially

Achieved Commitments

Promotes alternative methods to instructor lead live training leading to the creating of training videos to supplement the tront end training.

I agree with your above assessment you have contributed ides on way to promote the temp to hire business model and reducing the learning lite cycle of the CS and OA tamps

Opportunity for growth I am interested in more "outside of the box" ideas from Owight on how we can imprave the transfer of skills from training to on-the-job. What are some creative ways we can reduce the learning cycle of the QA without inundating them with Work Instructions ema s?

5. Integrity

Is haung the courage to make tough estical decision, taking pride in our work being transparent with our team, and being respectful of everyone.

+105% -  
  
Commitments

4 - Exceeded Commitments

8 - Significantly Exoseded Commitments

Exceeded all or majority of commitments and met all or exceeded behavioral expectations or as a result of relative performance.

Signincanty exceeded all or majority of commitments and mel all or exceeded behavioral expectations or as a result of relative performance.

Competeney Ratings Competency Comments

Served as internal consultant with HR to address tumover issue, leading to the creation of ine QTC organizational deveiopment team.

Dwight has gone above and beyond to ensure he delights or provide service excellence to our internal clients in SA while managing many training activities on a day-to-day basis. As a way to ensure that the participants' skills and knowledge obtained from Front End Fundamentals and Art of Pegging classes are transferred to the job, he follows-up with each person after class to further discuss workflow, process, and procedures. Managers and co-workers have commented on Dwight's high levels of accuracy and work productivity.

Spending about 813+ hours in the classroom, Dwight has trained approximately 72 classes ranging from one individual to large groups of 14 new hires for the CST curriculum and GAT Curriculum, Furthermore, Dwight made a conscious effort to keep track of the progress of his trainees. By doing this, Dwight was able to readily assist manalers and supervisors on the progress of their new hires to suggest additional Owight was agile because, on top of leaming Medical Records and QTC Case Management process, he had to quickly understand and apply your knowledge of MEP, HEART, and COMPASS/APAS. Dwight showcased this year (our most challenging year in San Antonio) your

|  |  |
| --- | --- |
| 1. Agility  Is our ability to think and act small while using the size and strength of our balance sheet to our advantage. It is about being fexible, creative, and resilient. | |
| Type | Behaviors - Individual Contributor |
| Dwight C Abrahams, Employee |  |
| Betty A Jones, Manager |  |
| 4 - Exceeded Commitments | training and further development for some of them.  willingness to adapt when presented with new information and ideas. |

2. Collaboration

Is being inclusive, team-oriented, and proactively engaging-building relationships and staying connected with each other.

Type

Dwight C Abrahams, Employee

Benaviors - Individual Contributor

Coordinated with multiple departments to serve as a force muliper through support on various projects.

O VAOPs = Pegging Refresher

0 CO - Medical Records Training

o HR = Sexual Harassment Training

Betty A Jones, Manager

3 - Achieved/Substantially

Achieved Commitments

Dwight, you add tremendous value to the team and OTC as a whole You are always willing to participate in round table discussions and provide feedback. You nave participated in UAT's providing valuable feedback You are a team player, ever reaching out lo assist any coworkers, whether r. be new CS's needing guidance or OA's who need assistance. You are timely and professional in your communication with internal clients, OTC Staff and al OTC ceparments You know when to escalate issues to your supervisor andior ADO.

3. Commitment

To aur customers and our team means we are accountable, take ownership, model servant leadership, and operate with a sense of urgency

19, 105%

Uwfnaapasmpagemeercerenenaroauearams= breadcrumoss.cnd-dlbeLicoaborabonid= 2o2g2end- CPEspgke Masy

Options

El Include Manager Overal Comments

Ell Include Manager 1 inpu

E Include Administrator Input

2019 QTC Commit: Performance Assessment

Dwight C Abrahams, Training & Dev Rep Sr

Effective date 11/04/2019

Review Summary

Contributors

* ﻿﻿Betty A Jones, Manager - Due: 12/02/2019
* ﻿﻿Patricia Dantzler (LDS), Manager I| - Due: 01/03/2020
* ﻿﻿Keyasha R. World Morgan, Administrator

Instructions

The Performance Summary is used to communicate performance standards and as a guide for employee development.

Ratings

Goals

Competencies

Overall Rating

Final Score

Section Weight

70%

00%

Employee Rating

Not Available

Manager Rating

3.40 Exceeded Commitments

3.40 Exceeded Commitments

3.40 Exceeded Commtments

DALL  
  
Anita Jones (Hoat)

% Call-in User 2

https://~12.ultipro.com/pagec/view/PMPrintReviaw.arpx?USParamt=breadcrumts=kcoid=011SLico/laboratiorid=2520821eeid=C7PNG20020MD/pk=MSStre/lewid=6140/rsle= EMPI

2 - Inconsistently Achieved Commitments

Dia ni achieve some commitmeriz and/or did not meet some behavioral expectations or as a result of relabive performance.

3 - Achleved/Substantially Achlaved

Commitments

Achieved all or majorty of commitments and met all or majorty of behavioral expectations or as a result of relative performa

Larcepore Conners

8 - Significantly Exceeded Commitments

Exceeded all or majority of cornments and met all or exceeded behavioral expectations or as a result of relative pertormance.

Signincantly exceeded all or majority of commitments and mel all or exceeded behevioral expectations or as a result of relative performance.

Goal Ratings Goal Comments

1. 2019 QTC Commit - Financial

0 % complete

Goal Weight

challenges Sollary business rhythms and operate whin budget Maintaln highest compliance ratings in company Measurement: Design effective learning actfles and assessments that encourage critical thinking and application of skils, knowledge, and ablities for either CST or GAT classes by October 31, 2019. Release to production 3 hours MEP training with hands on scenarios to QAS, OSA, OS, OM, and ADO in the SA region, complete by March 31. 2019

Dwight C Abrahams, Employee

Co-developed employee survey to embed in the irst two years of an empiryees on-boarding process. Survey aims to capture and relay data

leaders in order to increase retention of at-risk employee population.

Coordinated with SA VAO senior leade

ship leading to training team invitations to internal operations meetings

Coordinated over 20 continuing education sessions for medical opinion training. AUD training, and supporting HEART release. These initiatives directly supported the improvement of quality within the company and the growth and expansion of VAO Completed 100% of compliance training prior to deadline.

anne procese tor come any envie regal a at on prem tor the entire an Anion ragon, The program drecty a 10

Betty A Jones, Manager

4 - Exceeded Commitments

Since Corp Training is not a revenue-generating line of business, one of the most critical ways for us to support the organization is by managing our costs, reducing the team members learning cycle effectively, and contributing to the financial growth of business units. Dwight

jaily looks for ways to streamine traning procedures to improve emciency and customer service

/AO Growth and Expansion Plan: VAO has put into practice terp to hire business model, and the San Antonio location was impacted the heaviest. Dwight played a signincant role in the success of the CS temps training plan. This corporate strategic intative was implemented because of a high backlog of cases to be scheduled and to protect contractual requirements for our largest chent, Department or VA. The change in the SA Temp training plan was released to production 102019. His execution of the SA lemp plan improved the efficiency of the

a heavy load for amy trainer. (This intiative consumed Owights time.)

VAO Quality Initiatives (high-visible project): Dwight finds the opportunity to take part in specialzed training sessions such as MEP

Enhancements (high Visible strategic pian) courses. Dwight was responsible for training or co training over 12 sessions (216 empicyees) to the CA and CS.

The MEP Enhancements required paying attention to the finest details with LAT testing, attending several IT and stakeholder

meetings. and understanding the intricacies of delivenng the content

Dwicht has received severai compliments from the SA Leadership team (both senier leaders and front-line leaders) on the use of sharp ideas and critical thinking ablity to solve issues quickly. Dwight was a significant driver in the success of the WIN for eClinical Works (ECW) New Provider Exam Type. This was a small project, but he had the opportunity to collaberate with Joy Concepcion. The WIN was released on time

72073

Dwight, in partnership with Keyasha Morgan, co-lead the update of the organizations' sexual harassment policy. Plus, they were responsible for ensunng QTC compliance of completion (1,700 employees and temps) by 202019, which impressed Leidos.

2019 OTC Commit - Operational

Coal Weight 20%

Coole Cursed the loan fork Aruth ettstoatician god.miccionDocion ansgaersant.tesiaina.fearasadets abad.rassiastion to tha accuda etestan Crasethan machanicene fa ceasta

+,105% -

DELL