

State of Alaska

Performance Evaluation Report

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DHSS Human Resources

EMPLOYEE NAME	EMPLOYEE ID NUMBER	DEPARTMENT / DIVISION	REPORTING COVERAGE
Sue Darby	310005	DHSS/SDS/Provider Certification & Compliance	FROM: 2/4/2014 TO: 12/9/2014
PCN	JOB CLASS TITLE	REASON FOR EVALUATION REPORT	
06-2386	Senior Services Technician	<input type="checkbox"/> INTERIM <input checked="" type="checkbox"/> ANNUAL/PAY INCREMENT <input type="checkbox"/> RESIGNATION / SEPARATION <input checked="" type="checkbox"/> OTHER: Change of supervisor	
POSITION DESCRIPTION REVIEWED BY RATER? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No If No, explain:			

INTRODUCTION is used to briefly describe the responsibilities of the position and reason for the evaluation report.

Comments/Narrative: Under general supervision, this position performs a variety of technical, paraprofessional and administrative support functions in the Provider Certification & Compliance Unit for Medicaid Home and Community Based Waiver and Personal Care Assistance programs. This position provides assistance to certification and compliance unit staff, maintains data systems, prepares reports for professional staff which are used internally and externally, and occasionally communicates with providers. The position serves a key role in the Provider Certification & Compliance Unit as related to regulatory compliance, client health and safety, and continuous quality improvement.

OVERALL RATING: overall effectiveness must be explained. Other performance considerations, such as strong points and areas needing improvement should be included.

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Comments/Narrative: Ms. Darby provides ongoing technical, paraprofessional and administrative support for staff within the Certification & Compliance Unit, including data entry, report development, process flow, and other vital responsibilities that form the foundation for the Unit's tasks. In this capacity, Ms. Darby has met her responsibilities. She often suggests and helps implement improved work processes for the unit and handles large-scale special projects such as archiving, residential habilitation provider data entry. Due to the nature and level of responsibility and duties of her position, Ms. Darby was officially reclassified from an OAI to a SST in March of 2014 and is expected to continue to perform technical and paraprofessional work in the daily administration required to keep the Provider Certification & Compliance unit functioning.

Rater's Recommended Action: Continued employment with additional performance appraisal per requirements.

PERFORMANCE is demonstrated by: quantity, quality, accuracy, and completeness of work; knowledge of job fundamentals; judgment shown on the job; willingness and ability to carry out new assignments; independence of performance; attitude toward job.

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Comments/Narrative: During this period, Ms. Darby has performed the duties of her job in an acceptable manner. Ms. Darby has an analytical mind and often gives input as to how certification processes and systems can be improved or modified for efficiency, especially in the use of technology for solutions. She has remained flexible in the face of several unit and Division changes, personnel and systems. Ms. Darby has struggled with bringing projects to completion and has implemented strategies to resolve this with supervisory input and established deadlines.

CGP-00754 A.L. 2.3.15

State of Alaska Performance Evaluation Report

During this period, Ms. Darby has been successful in achieving the following:

- Standardized the Provider Agency folders on the shared drive and migrated the Unit's shared folder documents to an alternate location on the shared drive for increased ease of use and maintenance
- Merged and shortened weekly report creation time
- Updated RTL on Archive Sharepoint and got various people assigned as Administrators for the site for increased Division control
- Various reports created w/ RAU
- Completed over 30 boxes of archive documents and transitioned them to the established offsite location
- Assisted in development and formatting of updated Certification application forms
- Continual improvements on Interactive Provider Search Tool and interfacing with Research and Analysis Unit
- Completion of COGNOS training
- Completion of New AK Background Check System training

Ms. Darby has established several goals to achieve during the next performance evaluation period in addition to continuing her assigned responsibilities. The major goals that will be reviewed and considered when conducting her next performance evaluation are as follows:

- Increase the timeliness of completion of assigned tasks such as preparing and distributing reports, mailing letters, processing FA/CPR Waivers, and archiving
- Improve collaborative efforts and communication with co-workers and supervisor
- Develop an improved closure process for updates to the system (DS3 & Xerox) and archive workflow with supervisor

WORK HABITS are demonstrated by: attendance; punctuality; appearance and grooming; safety.

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Comments/Narrative: Ms. Darby's days off are not always pre-arranged to minimize impact on the team as some medical and personal appointments cannot be pre-arranged. She is always punctual when she reports to work. Ms. Darby works with little supervision and had regular bi-weekly meetings with her supervisor and administrative support colleague until recently when there was a staff change within the Unit. Ms. Darby is working to improve the maintenance of her workspace and personal preparation for the workplace.

INTERPERSONAL RELATIONSHIPS are demonstrated by: consideration of public and co-workers; acceptance of supervision.

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Comments/Narrative: Ms. Darby exhibits respect and courtesy with providers. Sue often gives technical assistance to providers on the phone when they call SDS with general certification questions, directing providers and applicants to the necessary resources and tools they need to succeed.

State of Alaska Performance Evaluation Report

Ms. Darby is working to improve her participation as a team member as she has transitioned to an SST role yet remains a vital part of the administrative support team that handle the tasks that keep the unit properly functioning

SUPERVISORY (For Supervisory Employees Only) skills are shown by: training and directing subordinates; evaluating subordinates; planning and organizing work, including delegation; problem solving and decision-making ability; affirmative action achievement; cost effectiveness; and labor contract administration.

UNACCEPTABLE ☐ LOW ACCEPTABLE ☐ MID ACCEPTABLE ☐ HIGH ACCEPTABLE ☐ OUTSTANDING ☐

Comments/Narrative: Not applicable

Rating was discussed with employee: ☒ Yes ☐ No If No, explain: _____

Signature: Sue Darby Employee's Name: Sue Darby Title: SST Date: 12/16/14

Employee: ☒ Concur with Rating ☐ Disagree with Rating (Employee Comments Attached: ☐ Yes ☐ No)

Signature: Lisa McGuire Rater's Name: Lisa McGuire Title: HPMIV Date: 12/16/14

Reviewed and Approved by:

Division Approver

Signature: Lynne Keimig Name: Lynne Keimig Title: HPMIII Date: 12/23/14

Department HR Approver

Signature: Mary Adelt Approver Name: Mary Adelt Title: HPe IV Date: 1/6/15