Performance Dimensions (1.2)

Quantity or Output of Work – Quantity or amount of work produced personally or from a group or team on assignments/tasks/projects/products/or services without regard to any other factors like quality or timeliness of work.

- Number of successful employment outcomes, IPEs written, eligibility determinations, vocational evaluations completed, referrals, applications
- Volume of authorizations created and invoices paid
- Number of employer contacts, placements, OJT's arranged, business partnerships developed
- Number of marketing contacts, community presentations, referral site visits
- Contribution to standard and indicators

Timeliness of Delivery of Output – Timely delivery of goods and services in terms of schedules, deadlines, goals and targets without regard to other factors like quality and resourcefulness.

- Percentage of
    - Eligibility decisions completed within 60 days
    - IPEs written within 90 days, of placements within 55 days
    - Annual Review completed by due date
    - Contacts made with consumers every 30 days
    - Invoices processed within the invoice stipulated timeframe or state standard, of authorizations issued in advance of service,
    - Old balances 90 days past the intended end service date

Quality of Work Output – The quality of goods and services produced in terms of errors, waste and rework required to meet standards, not considering other things like timeliness or quantity.

- Results of quality case reviews satisfactory
- Rationals in determinations and Task Notes of case service decisions are comprehensive, yet succinct
- Degree to which your teammates value the work you produced that supports their roles and the performance of the team (i.e. no complaints from teammates, work does not have to be re-done or re-worked.)

Use of Resources - The efficiency of use of time, money, materials and people to produce the required goods and services without considering other factors like timeliness or quality.

- Use of electronic calendar, iChat, video conferencing to reduce travel and enhance intra-agency and intra-team communication
- Efficient use of time when traveling to counties or field offices
- Printing only when necessary/duplexing/scanning/use electronic copies
- Effective use of community resources for comparable services and benefits
- Responsible use of case service and operating expense funds
- Effective use of iPad and supportive applications

Customer Impact/Value Added – The extent to which the goods and services produced meet the expectations of the internal and external customers.

- Client satisfaction feedback
- Client Assistance Program recommendations
- Cultural competency level
- Teammate feedback
- Partnership or business feedback
- Case review feedback

Freedom from Unplanned Support – The amount of intensity and support necessary to perform up to standard.

- Degree to which one performs up to standard independently
- Degree to which support is needed from Office Director, team, or state office staff to be productive
- Degree to which one uses work time effectively
- Degree to which one accurately gauges work priorities, makes case or business decisions, and follows VR and NDE policy and procedures

Team/Unit Contribution - Unrelated to personal or group performance, is helpful to others in the unit or organization in getting work done or setting a tone of cooperation.

- Degree to which one participates in team and state activities and initiatives
- Level of helpfulness to teammates and other agency personnel
- Spirit of volunteering
- Value of one's work to other team members and other the agency personnel

Productive Work Habits – The extent to which overall work style is effective and productive in terms of time management, setting objectives and priorities, and following up on commitments across a variety of work challenges.

- Effectiveness and efficiency of planning skills and getting work done
- Degree to which on outperforms due to quality of planning, priority setting, and execution
- Extent to which energy and time is not wasted due to disorganization, socializing, and interrupting others
- Contribution to the work habits and work process of the team, office and agency
- Reporting to work and meetings on time
- Keeps team and supervisor apprised of work schedule via Outlook calendar

Adding Skills and Capabilities – The extent to which any capabilities were added to the current portfolio of skills, attitudes and knowledge in order to get work done and build for the future.

- Completed training or skill building internal or external to the agency that enhanced capabilities

- Self-explored, self-acquired, or self-research functions of computer software or iPad apps
- Degree to which one eagerly learns new skills an capabilities to improve for the future
- Degree to which one's knowledge, skills, and abilities are adequate to meet current and future demands

Alignment and Compliance: Walking the Talk – The extent to which this person behaves in a way that is aligned with the values, culture, and mission of the organization without regard to how well they do their job.

- Work behaviors are aligned with VR values of leadership, respect and integrity
- Viewed as encouraging teammates and other in the organization to act in a manner aligned with organizational culture, values, and mission
- Complies with NDE and VR policies (e.g. Acceptable Use policy, appropriate use and accurate reporting of time/leave, maintains client confidentiality)
- Volunteers for work groups, committees, projects, etc.
- Work behaviors are consistent with the NDE Code of Ethics and the ethics of the rehabilitation profession.