NORTHERN NEVADA ADULT MENTAL HEALTH SERVICES POLICY AND PROCEDURE

SUBJECT: EMPLOYEE PERFORMANCE APPRAISAL PROCESS

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ORIGINAL DATE: 09/02/04

REVIEW/REVISE DATE: 12/02/04, 01/03/08, 1/20/11

APPROVAL: Rosalyne Reynolds {s}, Agency Director

I. PURPOSE

The purpose of this policy is to ensure quality services by Northern Nevada Adult Mental Health Services by establishing a process by which employee performance will be accurately evaluated and a resulting plan of development created.

II. POLICY

It is the policy of NNAMHS to assure all appraisals are issued in a timely manner and reviewed by all appropriate parties. Each appraisal will be an accurate accounting of an employee's service and provide input that may be instrumental in the employee's growth and development.

III. REFERENCES

MHDS Policy 5.006,

NNAMHS Policy NN-HR-49 Appointing Authorities and Designees for Personnel Transaction

NAC 284.468 Standards for Performance of Work

NAC 284.474 Employee Entitled to Copy of Report

NAC 284.470 Preparation, filing, contents, discussion and distribution of reports: powers and duties of employees; review; adjustment of grievances

IV. PROCEDURES

- 1. Work Performance Standards will be given to new employees within the first week of employment. Supervisors must submit employee appraisals for those employee's grade 20 or below during their 2nd and 5th months of employment, with permanent status granted on the 6th month. Employees at grades 21 and above receive an appraisal during the 3rd, 7th and 11th month, with permanent status granted on the 12th month. Supervisors will only complete an employee appraisal if they have completed the Department of Personnel class, Evaluating Employee Performance.
- 2. Upon attaining permanent status, all employees will receive yearly appraisals. All appraisals shall be completed and administered 30 days in advance of the required date. Appraisals other than standard must have prior approval by the Appointment Authority or designee prior to review with employee. To assure timeliness, supervisors should allow adequate time for review by the Appointment Authority and the employee. Employee's have ten working days to comment and sign the appraisal.
- 3. Appraisals are to be based on an assessment of the employee's work, work products and results, a review of records, including the training and competency spreadsheet supplied in advance by the employee, and a review of the established work performance standards. At the time of an appraisal, the employee and supervisor are to review the work performance standards for completeness and accuracy; the employee is required to complete and document the annual policy review. It is the supervisor's responsibility to update work

- performance standards when the employees' work duties change to assure the proper evaluation of performance.
- 4. Agency supervisors and appointing authorities are responsible to ensure all performance evaluations are completed in a timely manner. Any appraisal not received by the Department of Personnel by the appraisal date will be deemed delinquent.
- 5. The supervisor will enlist the Appointment Authority or designee to review the appraisal prior to administering, with the employee being the last party to sign regarding receipt. After all required signatures are obtained; the supervisor is to submit the original and three copies to the Personnel Office for appropriate distribution.

6. Special Appraisals

- a. If an employee receives a substandard rating on a yearly appraisal, or work performance falls below standard and a special appraisal is necessary, an additional appraisal of the employee needs to be evaluated at least every 90 days until performance improves or until any disciplinary action is taken. During the 90-day period all efforts to improve performance must be made through training, coaching, and specific improvement guidelines and program development. These efforts will be thoroughly documented through coaching documents signed by both employee and supervisor.
- b. Before issuance of the 90-day appraisal supervisors are to review the appraisal with the Appointment Authority or designee or their supervisor. Upon approval, the supervisor will meet with the employee and discuss the 90-day appraisal.
- c. After all signatures are obtained the supervisor shall send the original and three copies to the Personnel Office for appropriate distribution.
- d. If merited, a special appraisal may be made no more often than every 30 days.

7. Request for Review

- a. After review of the appraisal, the employee may agree, disagree or request a review of his appraisal. The employee will check the appropriate box on the NPD 15 form and submit to Personnel in writing a detailed description of the elements of the appraisal they disagree with.
- b. An Appointment Authority designee will be assigned to complete the review and will do so within 10-days of utilizing the NPD 15-R for response. They will submit the response to Personnel who will ensure the employee receives a copy for signature.
- c. The employee may request one review. If the employee is not satisfied by the reviewer's recommendation, the employee may engage in the grievance process.

8. Supervisor Responsibility

- a. It is the supervisor's responsibility to provide a timely and accurate report that includes consideration of all pertinent information, including collaboration with dual reporting relationships.
- b. Failure to provide an employee with an accurate and timely report of performance may result in disciplinary action.