

**CRIME VICTIM SERVICES  
PERSONNEL POLICY MANUAL**

**PERFORMANCE EVALUATION**  
**Form Goes To Executive Director for Personnel File**

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Employee: \_\_\_\_\_ County: \_\_\_\_\_

Date: \_\_\_\_\_ Start Date: \_\_\_\_\_

**Performance Review Procedures:**

1. Both the employer and employee fill out performance review forms.
2. Set the review date to score and evaluate both forms.
3. The employer and employee will meet and discuss all comments and scores relating to the evaluation.
4. Both employer and employee will sign and date the final employer evaluation form, copies of all forms will be placed in the employee personnel file.
5. The performance evaluation will be reviewed periodically by both parties to ensure that progress is being made towards goals and objectives.
6. The performance evaluation will be completed annually, or as needed due to employee performance.

**Reason for Evaluation:**

\_\_\_ Annual Performance      \_\_\_ End of Probation      \_\_\_ Unsatisfactory

**Definition of Performance Ratings:**

- 5 – Outstanding.** Performance is exceptional in all areas.
- 4 – Very Good.** Results clearly exceed position requirements. Performance is high quality and consistent.
- 3 – Good.** Competent and dependable level of performance. Meets performance standards of the job.
- 2 – Improvement Needed.** Performance is deficient in certain areas. Improvement is necessary.
- 1 – Unsatisfactory.** Results are generally unacceptable and require immediate improvement.

Agreed upon goals and objectives from previous review \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**Performance Categories:** (limit scoring to one decimal, i.e., 3.5)

**1. Scope of services: \_\_\_ total**

- \_\_\_ A. Adherence to legal, ethical and behavioral standards
- \_\_\_ B. Knowledge of services and systems impacting services to victims, including CVS

Comments: \_\_\_\_\_  
\_\_\_\_\_

**2. Coordination within the community: \_\_\_ total**

- \_\_\_ A. Coordination with other agencies and organizations in the provision of victim services
- \_\_\_ B. Collaboration with other agencies and organizations to improve systems and community responses to crime victims

Comments: \_\_\_\_\_  
\_\_\_\_\_

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**3. Commitment to outcomes: \_\_\_ total**

Choose the most appropriate four (4) of the five (5) areas.

- A. Knowledge of victim outcomes
- B. Collaboration in efforts to reach outcomes in and outside of agency
- C. Training on outcomes
- D. Reporting of outcomes not just outputs
- E. Commitment: effort to translate outcomes into work practice.

Comments: \_\_\_\_\_

**4. Direct services: \_\_\_ total**

- A. Rapport and communication with crime victims
- B. Knowledge of the computer programs necessary for work
- C. Victim advocacy and preparation for participation within the justice and other systems [advocates] or victim advocacy and preparation for participation in program goals [non-advocates]
- D. Ongoing support and follow-up to victims and families (including crisis intervention skills) [advocates] or support and follow-up to non-employee contacts [non-advocates]
- E. Knowledge of victim reactions to crime and specific interventions appropriate to the victimization [advocates] or knowledge of specific interventions appropriate to the type of victimization [non-advocates]

Comments: \_\_\_\_\_

**5. Administration and evaluation: \_\_\_ total**

- A. Understanding of own biases and limitations
- B. Utilization of professional and personal development resources
- C. Recognition and respect for diverse groups

Comments: \_\_\_\_\_

**6. Professional work standards: \_\_\_ total**

- A. Contribution to program enhancement and innovation
- B. Accuracy and appropriateness of work
- C. Teamwork and interpersonal skills
- E. Dependability and reliability

Comments: \_\_\_\_\_

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Objectives for future performance \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Recommendations for training/skill building \_\_\_\_\_  
\_\_\_\_\_

**Final Rating:**  
**Total score from all categories = \_\_\_\_\_**

Comment Sheet Attached     Yes     No

Employee Signature: \_\_\_\_\_ Supervisor Signature: \_\_\_\_\_

Date: \_\_\_\_\_ Date: \_\_\_\_\_

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**Crime Victim Services (CVS) Employee Performance Evaluation**

Guidance and Definitions for # 3 – Commitment to outcomes (Victim or CASA Outcomes)

Choose 4 of the 5 areas to be rated (maximum total points is 20):

- A. Knowledge of victim outcomes
- B. Collaboration in efforts to reach outcomes in and outside of agency
- C. Training on outcomes
- D. Reporting of outcomes not just outputs
- E. Commitment: effort to translate outcomes into work practice

**Outstanding (5 points)** Performance is exceptional in all areas

- Self-initiates CVS projects, studies, reports that result in a final product or impact on quality (e.g., hospital responses, restitution collection or inclusion in sentencing, staff time study, services for victims with disability, child placement permanency rates (CASA), use of interpreters, increased GLBT cases, improved volunteer recruitment or management, ID theft victim needs, crisis caller needs, human trafficking investigations or CVS services, follow-up with victims receiving protection orders, comparisons of programs and services with other agencies)
- Member of local or state committees or a conference presenter on outcomes or quality issues
- Conducts staff training on service, measure, or procedure change / study to improve quality

**Very Good (4 points)** Results clearly exceed position requirement

- Leader (or higher work load) in agency effort to improve or evaluate quality
- Actively monitors with supervisor their own ratings related to outcomes and Dashboard measures
- Finds, reads, and summarizes for CVS staff an articles on outcome or quality issues annually

**Good (3 points)** Competent and dependable level of performance. Meets performance standards of the job

- Participates on agency efforts to improve outcomes, quality, and services
- Verbalizes outcomes and sequence (initial, intermediate, long-term) with victims and co-workers
- Can quickly and expertly explain types of quality and outcome measures used by agency

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**Improvement Needed (1 point)** Performance is deficient in certain areas. Improvement is necessary (without improvement within the next year disciplinary process begins)

**ALL 3 areas must be successful**

- Cannot fill in 80% of blanks in the victim outcome logic model or CASA outcomes
- Cannot correctly select victim or CASA or program outcomes 80% of the time
- Cannot demonstrate that they have read 80% of “Quality Victim Advocacy: A Field Guide”

**Unsatisfactory (0 points)** Results are unacceptable and require immediate improvement (without prompt improvement this level will lead to termination prior to the next annual evaluation)

**ALL 4 areas must be successful**

- Does not know agency mission statement and 4 core needs of victims
- Cannot articulate 5 reasons why outcomes, logic models, and quality measures are valued
- Does not know 5 primary Dashboard categories and 5 areas their own work affects the Dashboard
- Expresses disinterest in outcomes or quality measures