

# Evaluations

# EVALUATIONS

## Connecticut Community Care, Inc. Self-Directed Support Services

The preparation of this document was financed under an agreement with the Connecticut Council on Developmental Disabilities.

### Getting Started

Being an employer means that you also have to learn how to be a supervisor. This is often the area that employers like to avoid, but is most important. It is necessary that you give your personal care assistants feedback (positive and negative) on a regular basis.

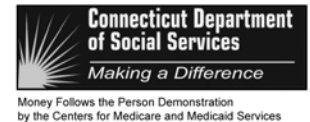
At some point you will most likely encounter a situation where you have to talk to your personal care assistant about something that is turning into a problem. Make sure you do so as soon as the problem occurs.

This tip sheet will discuss completing an evaluation. An evaluation is an excellent tool to help you give feedback. If further disciplinary action is needed, it is critical you do so as well. We will talk about this in another tip sheet.

While being an employer is difficult at times, this tip sheet will help you feel more comfortable about what you need to do.



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### Evaluations

An evaluation is a formal, written way to give your personal care assistants feedback on the work they are doing. This should include positive feedback, as well as areas that need improvement. Remember, not everyone is perfect, so there is always room for improvement. It is helpful to write out comments, and not just rate people by a number system. This tool is especially helpful if you are new to hiring personal care assistants. It should be completed on a regular basis at least twice per year, but quarterly is best. When you complete the evaluation, look back at previous evaluations and comment on areas that have improved or talk about areas still needing improvement. Be sure to let your personal care assistants give you feedback as well.

## Conducting an Evaluation

Now that you have completed the written evaluation, it is time to discuss the evaluation with your personal care assistant. It is not useful or appropriate to give the evaluation to him/her without discussing your comments. Some additional things to consider when you conduct an evaluation are:

- ☑ **Meet in an area where there is privacy** – do not conduct an evaluation where other people can hear what is being discussed. Ask your personal care assistant if he/she is comfortable before beginning.
- ☑ **Be positive overall** – even though you will be discussing areas that need improvement, make the discussion a positive one. It is important you build on your personal care assistant's strengths as well.
- ☑ **Be specific about the areas you are commenting on** – along with giving examples for each comment, let your personal care assistant know what will

help to improve the area you are discussing. This way it is clear to them what your expectations are.

- ☑ **Listen to what your personal care assistant has to say** – you should have a discussion and come to an agreement of how to work on ways to improve together. This will help you both to feel respected.
- ☑ **Plan enough time** – there should be enough time to go through the entire evaluation. Do not leave a part of the evaluation for another time.
- ☑ **An evaluation is a great tool to encourage giving feedback** – don't just wait for an evaluation to give feedback, give it on a regular basis. You can use the evaluation to refer back to as a way to begin a conversation.

**Tip**  
Giving feedback is important.  
An evaluation is an excellent tool to discuss the positive, as well as areas that need improvement.



## Evaluation Form For Personal Care Assistants

Name:

Date:

Period Covered: from:

to:

Type of Evaluation:

- Quarterly
- Semi-Annual

Categories:

### **5 – Exceptional**

Outstanding achievement, above and beyond the job requirements; employee exceeds all performance expectations on a consistent basis throughout the evaluation period.

### **4 – Exceeds Expectations**

Employee regularly works beyond most of the performance expectations for this factor; results are of consistently high quality and are achieved on a constant basis.

### **3 – Meets Expectations**

Employee consistently meets the job requirements for this factor; employee can be depended upon, consistently attains results and is fully experienced and qualified to handle assignments.

### **2 – Needs Improvement**

Inconsistent in meeting job requirements; improvement is needed to meet full job requirements.

### **1 – Unsatisfactory**

Consistently falls below expectations; major improvement needed to meet basic job requirements.

## Self Evaluation For Personal Care Assistants

*(Attach Additional Pages If Needed)*

1. Thinking about your support role and the job performance criteria in this evaluation, what are you most proud of? What do you feel you do exceptionally well?
  
  
  
  
  
  
  
  
  
  
2. Are there professional areas you feel weak in, and why? What would be helpful to further develop these skills?
  
  
  
  
  
  
  
  
  
  
3. What part of your job did you find most challenging? Why? How did you resolve it?
  
  
  
  
  
  
  
  
  
  
4. What can your employer do to help you be more effective in your work?

Additional Comments:

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

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

## Goal Achievement

	5	4	3	2	1
Demonstrates high quality standards					
Comments:					
Uses decision making skills effectively					
Comments:					
Meets deadlines					
Comments:					
<b>Total</b>					

## Job Abilities and Overall Performance

	5	4	3	2	1
<b>Experience, Knowledge and Skills</b>					
Demonstrates knowledge and skills required to successfully accomplish all job requirements. Comments:					
<b>Quality of Work</b>					
Work is consistent, organized, accurate, and of superior quality Comments:					

	5	4	3	2	1
<b>Quantity of Work</b>					
Able to produce a high volume of assigned work without sacrificing consistency of output. Comments:					
<b>Creativity, Flexibility and Initiative</b>					
Contributes new ideas; finds new and better methods; adapts to changing needs and processes; self-directed in completing assignments. Comments:					
<b>Problem Solving and Judgment</b>					
Uses a logical, rational approach to solving problems; seeks additional information when necessary; makes timely, appropriate responses. Comments:					
<b>Planning and Organizational Skills</b>					
Meets deadlines; able to perform a variety of tasks within the scope of the job. Comments:					

	5	4	3	2	1
<b>Communication</b>					
Able to express and receive ideas effectively; shares appropriate information; possesses effective listening and meeting skills; asks questions when unsure about assigned tasks. Comments:					
<b>Cooperation and Commitment</b>					
Supports employer's goals and endeavors; builds and maintains relationships needed to effectively address work problems and opportunities; works to resolve conflicts; willingly accepts assigned tasks. Comments:					
<b>Reliability</b>					
Can be depended upon to be at work on time and as scheduled; fulfills position responsibilities; reports changes to supervisor promptly; meets deadlines. Comments:					
<b>Total</b>					

Summary (Use additional sheets if necessary)	
Greatest Strengths:	
Areas in Need of Improvement:	
Other Comments:	

Overall Score	
Total, Goal Achievement Section (3 criteria)	
Total, Job Abilities and Overall Performance Section (9 criteria)	
<b>AVERAGE ALL SCORES</b>	

**Employee Comments (attach additional sheets if needed)**

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

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

Signature by employee acknowledges meeting with supervisor has occurred, and does not necessarily indicate agreement with this assessment.



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