

## **River Valley Child Development Services**

### **Quality Assurance Annual Evaluation**

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Performance Review Period -From:** \_\_\_\_\_ **To:** \_\_\_\_\_

**The Quality Assurance Specialist will be evaluated on each key performance indicator as follows:**

- ✓ **Exceeds Expectations – Performance exceeds that which is expected. This rating indicates that the performance indicator sets a model standard of excellence.**
- ✓ **Meets Expectations – Performance meets that which is expected. This rating indicates that the performance indicator is met in a competent manner.**
- ✓ **Does Not Meet Expectations – Performance is below that which is expected. The rating indicates that the performance indicator has not been met. For each Does Not Meet Expectations rating, a written comment by the Executive Director must be included.**

**Key Performance Indicators**

**1. Customer Relations – As Quality Assurance Specialist, it’s important that good working relationships with staff and other managers are maintained.**

**Standard of measurement – This includes returning requests for information in a timely manner and developing programming to meet customers’ needs.**

<b>Exceeds</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>Customer Relations</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Acknowledges needs, perspectives, and feelings of others</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Listens and considers responses to ensure understanding.</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Writes, speaks and/or presents information effectively</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Provides quality service in a timely manner – responds to internal/external customers within 2 business days.</b>

**Comments:** \_\_\_\_\_  
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**2. Quality Improvement Initiatives – As Quality Assurance Specialist, you are responsible for identifying needed areas of improvement and making recommendations for improvement.**

**Standard of measurement – This includes creating processes and procedures for measuring levels of quality and compliance.**

<b>Exceeds</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>Quality Improvement Initiatives</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Creates appropriate tools for measuring quality.</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Uses tools to recommend proposed improvement.</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Follows up on recommendations.</b>

**Comments:** \_\_\_\_\_  
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**3. Knowledge – As Quality Assurance Specialist, you are responsible for knowing the policies, processes, procedures and laws (both internal and external) that govern our organization to ensure compliance.**

**Standard of measurement –**

<b>Exceeds</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>Knowledge</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Demonstrates working knowledge of RVCDS Policies/Procedures</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Uses appropriate resources to stay up to date with relevant laws and guidelines.</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Reviews grants annually.</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Can offer assistance/guidance based on policies/procedures.</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Appropriately guides costumers who need answers.</b>

**Comments:** \_\_\_\_\_  
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**4. Program Management – As Quality Assurance Specialist, you strive to continually improve the quality of the agency.**

**Standard of measurement - This includes improving access to services, being knowledgeable about the agency, supervising employees, and implementation of best practice standards.**

<b>Exceeds</b>	<b>Meets</b>	<b>Does Not Meet</b>	<b>Program Management</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Effectively manages QA in an organized and efficient manner</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Formally/Informally provides clear directions</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Has working knowledge/understanding of the purpose, mission, and structure of the agency</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Updates website/online services</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Interacts effectively with various levels of the agency</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Follows established communications chain of command</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Uses professional resources to improve practices</b>
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<b>Demonstrates knowledge of requirements of work plan, licensing, accreditations, and regulations as appropriate</b>

**Comments:** \_\_\_\_\_  
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**Quality Assurance Comments on All Key Performance Indicators:\_\_\_\_\_**

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**I have had the opportunity to review this document and discuss its contents with the executive director. My signature acknowledges that I have been informed of my performance ratings but does not necessarily indicate agreement.**

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**Quality Assurance Specialist's Signature**

**Date**

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**Executive Director Signature**

**Date**