

PERFORMANCE ASSESSMENT FORM

Welfare-to-Work Employee

Employee Name: _____

Emp. No: _____

Evaluation Date: _____

Employee Assignment: _____

Hire Date: _____

Location: _____

Is Employee Currently Working In: Operations Services

FM

DTC

Performance Expectations	Does not meet minimum requirements	Generally Demonstrates Most (DEVELOPMENT OPPORTUNITY)	Generally Demonstrates All (FULLY PROFICIENT)	Consistently Demonstrates All (ROLE MODEL)
<p><u>Quality of Work</u> How does the employee's quality of work compare with acceptable standards of performance? Are customers requirements met? Are tasks completed accurately? Are tasks completed on time? Are tasks completed with minimum rework?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><u>Quantity of Work</u> Are customer output goals consistently met within required timeframes? Are output goals met while doing it right the first time? Are large volumes of work managed efficiently? Are multiple task handled effectively?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><u>Relationship With Others</u> How effectively does the employee work and interact with others, i.e., co-workers, (including those in other functions), customers, management? Are interactions conducted in a positive manner? Are competing priorities balanced effectively and positive working relationships maintained? Is cooperation fostered and obtained when needed? Is help offered to others? Are conflict/problem situations resolved effectively? Are others treated with courtesy and respect?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><u>Empowerment</u> How willing and motivated is the employee to take action to resolve issues; to pursue opportunities for new responsibility and growth; and/or to propose new work methods? Is action willingly taken to resolve issues within own control? Are business issues and priorities appropriately acted upon in the absence of supervision or referred to proper person? Are technical skills maintained as acceptable levels, e.g., machine skills, procedure knowledge, workflow knowledge, etc.?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<p><u>Dependability</u> How dependable is the employee in meeting customer requirements and deadlines? Are attendance and punctuality standards met? Are tasks accomplished in a timely, consistent manner no matter how routine the particular task? Are plans willingly changed in order to meet deadlines? Are tasks completed accurately in times of tight deadlines and intense pressures? Is Xerox policy/practice supported and adhered to?</p>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

NOTE: Welfare-to-Work employees must be evaluated every Friday and a copy of the Assessment Forms sent to the Staffing & Development Manager for use in final work evaluation.

XBS 3/99

ASSESSMENT MODEL

WELFARE-TO-WORK SELF-EVALUATION FORM

The purpose of this self-evaluation is to identify organizations that have the capabilities to meet XBS success criteria for preparing and supporting job candidates for welfare to work. Please complete each evaluation and rate your capabilities based on the scale shown at the bottom of the page. Return the completed form to XBS as specified in the cover letter.

		CURRENT STATE				+12 MONTHS				COMMENTS
		4	3	2	1	4	3	2	1	
Refer to scale below →										
1	RECRUITING FOR XBS Sourcing Capabilities - Do you have recruiting capabilities to seek out people who meet XBS job requirements? Provide sourcing examples.									
2	XBS' W-T-W PROGRAM REQUIREMENTS Employment Application - Does the organization's employment application enable the screening process in determining a candidate's strengths and barriers to long-term employment? Testing - Are your participants tested; i.e., math, verbal, behaviors, drug screening? Specify tests. Interviewing - How would you rate the organization's interview capabilities to cover and document candidates communications skills, work experience, education, strengths, day care arrangements, transportation, etc.? Standards & Expectations - Are high standards set and maintained for attendance, punctuality, attire, and attitude; and are they communicated to the welfare recipient before the job preparation process begins?									

4 = Process and resources fully in place and capable.
3 = Process partially in place and somewhat capable.

2 = Resources available but process and capability must be developed.
1 = No resources available, no process in place, not able to pursue at this time.

SELF-EVALUATION FORM

Refer to scale below →		CURRENT STATE				+12 MONTHS				COMMENTS
		4	3	2	1	4	3	2	1	
3	WORK READINESS TRAINING Appropriate Work Behavior - Is work readiness training provided to a prospective worker entering the labor market so that s/he has the basic skills and an understanding of the world of work? Provide examples.									
	Coaching and/or Mentoring - Are life skills reinforced in order to maintain a successful employment relationship in the areas of coping, stress management, budgeting, self-esteem, time management, respect for one another, accepting criticism/feedback, dependability/reliability, change management?									
	Potential Barriers to Employment - Are direct or indirect resources available to provide assistance with child care, transportation, health care, housing, clothing, tax preparation, legal assistance?									
4	JOB READY TRAINING Skills Development - Do you have programs and tests available for word processing, keyboarding/typing, computer systems, and interpersonal skills development? Specify tests.									
	Competencies and Attributes - XBS requirements revolve around competencies and attributes (see Att. B). Can your organization apply these standards to the candidates?									

4 = Process and resources fully in place and capable.
3 = Process partially in place and somewhat capable.

2 = Resources available but process and capability must be developed.
1 = No resources available, no process in place, not able to pursue at this time.

SELF-EVALUATION FORM

		CURRENT STATE				+12 MONTHS				COMMENTS
		4	3	2	1	4	3	2	1	
4 con't	Refer to scale below →									
	Preparation for Employment Process - Is there an employment preparation process in place that addresses effective interviewing, resume preparation, completing employment application, proper attire/attitude, and non-verbal behavior, etc.?									
	Final Preparation for Work - Are there plans in place to ensure the candidate is ready for work; i.e., assessment of candidate in terms of interview ready? Are there contingency plans in place to address child care, transportation, and/or housing needs or problems? Have outside resources been identified to assist the candidate after employment?									
	Follow Up & Tracking - Are candidates tracked through the placement period; i.e., discuss candidate's interview with hiring manager in order to enhance the process?									
5	SUPPORT ON THE JOB Is support provided from outside the company; i.e., on-the-job meetings with the welfare recipient and supervisor, observation and review of work, problem resolution assistance, assistance and coaching, assistance with both personal and job-related problems (prioritizing work, communicating with supervisor/peers, conflict resolution, grooming/hygiene, child care, etc.)?									

4 = Process and resources fully in place and capable.
 3 = Process partially in place and somewhat capable.

2 = Resources available but process and capability must be developed.
 1 = No resources available, no process in place, not able to pursue at this time.

SELF-EVALUATION EXPERIENCES & RESULTS

Please provide the following information:

1	Number of welfare-to-work enrollments, graduates, placements, and retention rates over the last 5 years. How is the retention rate calculated?	
2	Names of any national standards of competencies used as part of your documentation.	
3	Number of contracts lost in the last 5 years and reason(s) for loss.	
4	Number of new contracts in the last 5 years.	
5	Present role in administering tax credits for employers or pre-qualifying welfare recipients.	

XBS BASIC HIRING REQUIREMENTS

XBS requirements revolve around competencies and attributes as outlined below. While the typical candidate may not fully meet all of these criteria, XBS plans to staff according to these guidelines.

	CRITERIA & EVALUATION	ATTRIBUTES
QUALITY	Appreciates the importance of producing error free work. Strives continuously to improve his/her own performance and capability to take action.	<ul style="list-style-type: none"> • Shows pride in work • Recognizes details • Exhibits creativity & innovation • Perseverance
BUSINESS SKILLS	Understanding of basic business principles: income, expense control, and profit.	<ul style="list-style-type: none"> • Personal integrity • Analyzes logically • Focuses on objectives
CUSTOMER	Conscience of the importance of understanding and meeting customer expectations. Anticipates new or unseated requirements.	<ul style="list-style-type: none"> • Responds promptly • Reacts flexibly • Assesses implications • Follows through on commitments • Takes personal responsibility
SYSTEMS	Has or is acquiring basic PC literacy. Understands importance of technology in today's business environment. Interested in improving his/her own skills.	<ul style="list-style-type: none"> • Applies technological understanding • Focuses on future • Stays current with technological developments
TEAM	Able to work effectively with others. Values input from others. Communications openly and consistently seeks solutions by team process.	<ul style="list-style-type: none"> • Consistent • Communicates openly • Follows through on commitments