



**DIVISION OF HUMAN RESOURCE
MANAGEMENT
EMPLOYEE WORK PERFORMANCE
STANDARDS FORM**

Supervisors are responsible for establishing the initial standards, but standards must be reviewed annually and amended when appropriate. The employee must be given the opportunity to provide comment when the standards are revised (NAC 284.468).

Employee Name:	Last		First		Ini		Employee ID #	
Class Title:	Rehabilitation Counselor II						Date Standards Est/Rev:	
Department/Division:		DETR/Rehabilitation/BVR						
Agency # (3 digits):		901	Home Org # (4 digits):		3265	Position Control #:		
I have read and understand the work performance standards for this position. I understand these standards may be modified after discussion with my immediate supervisor and with the concurrence of the appointing authority.								
Employee Signature:					Date:			
Supervisor Title & Signature:					Date:			
Reviewing Officer Title & Signature:					Date:			
Appointing Authority Title & Signature:					Date:			
Job Elements (Defined as principal assignments, goals, Responsibilities and/or related factors.)			*Weighted Value		Performance Standards <i>Applies to all standards: Assignments are completed according to Federal (CFR 34), State, Department, Division & Bureau Policy and Procedures applicable to participants served in Bureau programs.</i>			
Job Element #1: Quality of Counseling and Case Documentation								
Assure quality counseling, guidance and rehabilitation services are provided to each participant in the VR program, that disability related needs have been addressed, and that case documentation is adequate and appropriate. <i>Note: See the agency case review instrument for additional detail and expectations in this area.</i>			15%		Based on a minimum of 10 cases reviewed per evaluation year, receive a "Quality of Counseling & Case Documentation" Score of: <i>Note: All 10 cases must be in at least service status. 5 of which must have closed with an employment outcome during the evaluation year</i> Exceeds Standards: 2.85-3.0 Meets Standards: 2.55-2.84 Does Not Meet Standards: Below 2.55			
Job Element #2: Quality of Vocational Preparation, Vocational Goal, Training, and Placement								
Ensure agency participants are adequately prepared for long term, sustainable employment: <ul style="list-style-type: none">• Prepare individuals to make measurable skill gains; obtain credentials; and develop other skills needed for long term employment;• Ensure IPE goals are consistent with each individual's primary employment factors			20%		Based on a minimum of 10 cases reviewed per evaluation year, receive a "Quality of Vocational Training, Preparation and Placement" Score of: <i>Note: All 10 cases must be in at least service status. 5 of which must have closed with an employment outcome during the evaluation year.</i> Exceeds Standards: 2.85-3.0			

<p>and other criteria needed for long term employment;</p> <ul style="list-style-type: none"> • Ensure job placements are sustainable and consistent with each individual's primary employment factors; and • If an individual loses employment ensure counseling, guidance and opportunities are provided to assist the individual to be successful in the next position. <p><i>Note: See the agency case review instrument for additional detail and expectations in this area.</i></p>		<p>Meets Standards: 2.55-2.84</p> <p>Does Not Meet Standards: Below 2.55</p>
Job Element #3: Quality of Case Closures		
<ul style="list-style-type: none"> • Ensure appropriate counseling is provided at case closure; • Ensure closures comply with federal closure requirements; and • Ensure closures with an employment outcome meet quality indicators. <p><i>Note: See the agency case review instrument for additional detail and expectations in this area.</i></p>	15%	<p>Based on a minimum of at least 5 cases closed with an employment outcome during the evaluation year obtained a "Quality of Case Closures" Score of:</p> <p>Exceeds Standards: 2.85-3.0</p> <p>Meets Standards: 2.55-2.84</p> <p>Does Not Meet Standards: Below 2.55</p>
Job Element #4: Successful Employment Outcomes		
<p>The number of individuals whose cases closed with a successful employment outcome during the evaluation period.</p>	20%	<p>Exceeds Standards: 19 or more successful closures</p> <p>Meets Standards: 16-18 successful closures</p> <p>Does Not Meet Standards: Did not meet one of the above standards</p>
Job Element #5: Understanding, Applying and Documenting Compliance with Regulations, Laws and Policies		
<p>Understand and document implementation of federal regulations, applicable laws and state and agency policies:</p> <ul style="list-style-type: none"> A) Review policies; sign policy acknowledgement forms as required; and request supervisory assistance when clarification is needed; and B) Ensure there is documentation in the file that demonstrates compliance with federal regulations, applicable laws, and state and agency policies during the provision of VR services. <p><i>Note: See the agency case review instrument for additional detail and expectations in this area.</i></p>	15%	<ul style="list-style-type: none"> A) Signature on policy acknowledgement form documents the policy was reviewed, and the counselor understands how to implement it, or how to get direction on how to implement it. B) Based on a minimum of 10 cases reviewed per evaluation year, receive a "Applying and Documenting Compliance with Regulations, Laws and Policies" Score of: <p><i>Note: All 10 cases must be in at least service status. 5 of which must have closed with an employment outcome during the evaluation year.</i></p> <p>Exceeds Standards:</p> <ul style="list-style-type: none"> A) Completion of all policy acknowledgement forms as assigned by management or supervisor; and

		<p>B) Score of 2.85-3.0</p> <p>Meets Standards:</p> <p>A) Completion of all policy acknowledgement forms as assigned by management or supervisor; and</p> <p>B) Score of 2.55-2.84</p> <p>Does Not Meet Standards: Did not meet one of the above standards</p>
Job Element #6: Customer Satisfaction and Professional Conduct		
<p>Customer Satisfaction and Professional Conduct (revised 6/21/2010)</p> <p>Provide quality customer service internally and externally, utilizing all relevant, professional skills, including, but not limited to, language and computer skills. Exhibit professional and respectful behavior to staff, customers, and the general public. This includes exhibiting a positive attitude, being dependable, and maintaining cooperative and productive relationships with co-workers, supervisors, and subordinates.</p>	14%	<p>Standard of Performance: All employees are required to focus their efforts, within the context of their position, on meeting the goals and objectives of the organization as defined and measured in the performance indicators while performing their duties in a professional and respectful manner. <i>(Special note: rater takes into consideration any extenuating circumstances as well as ensuring adequate documentation is included to justify the rating given. An Exceeds Standards rating must be documented with specific examples of performance that was well above and beyond the expectations of the position).</i></p> <p>Meets Standards: No more than two exceptions per year. Examples of exceptions include – Employee exhibited one or more of the following: poor attitude; lack of dependability; uncooperative with co-workers, supervisors and subordinates; and/or validated customer complaints.</p> <p>Does Not Meet Standards: Three or more exceptions. Examples of exceptions include – Employee exhibited one or more of the following: poor attitude; lack of dependability; uncooperative with co-workers, supervisors and subordinates; and/or validated customer complaints.</p>
Job Element #7: Safety Program		
<p>Safety Program Every employee must comply with the State's workplace safety requirements.</p>	1%	<p>Performance Standard Follow all safety rules, immediately report injuries and hazards to supervisor. Cooperate fully with the office safety committee in such a manner to ensure personal protection for everyone.</p>

*If a weighted value is not designated, each job element has an equal weight.

Distribution: Original to Agency; Copy to Employee; Copy to Supervisor

NPD-14 Est. 1/03
Revised 7/17