



Annual Performance Assessment Plan – Individual Contributor(IC)/Team Member

Name:	Date:
Job Title:	Supervisor:
Department:	Next Level Manager:
Performance Period:	Special Notes:
<p><i>The Connect for Health Colorado (C4HCO) Performance Assessment Plan is designed to guide achievement of personal and organizational performance goals and development opportunities during the year. This document is intended to be used to provide feedback on key skills, referred to as “competencies” which are necessary to perform one’s job here at C4HCO, as well as feedback on strengths and opportunities for development and assessment of whether agreed upon goals and objectives from the prior or initial review period have been satisfactorily achieved. The Performance Assessment Plan is a living document and as such, should be updated during the coaching and feedback sessions as they occur throughout the year and as reality and changing business conditions warrant. Performance goals and progress achievement may be updated during the entire year; year-end overall performance ratings should only be assigned at the end of the year/performance period.</i></p>	

The competencies C4HCO has defined as necessary and critical in Individual Contributor/Team Member level positions are:	
1) Ethics & Integrity	4) Customer Focus
2) Communication, Interpersonal Skills & Collaboration	5) Job Knowledge/Quality of Work
3) Creativity & Innovation	6) Organization/Planning and Decision Making

Under each of these six competencies, this form lists specific behaviors deemed critical for success which should be evaluated, using the rating scale and definitions provided below. C4HCO’s Core Values have also been included in these behavior descriptions for evaluation of the employee’s performance since the values of Honesty, Respect, Courage, Excellence, and Customer Focus are paramount to what C4HCO stands for.

Rating:	(4) Exceeds Expectations-(EE)	(3) Meets Expectations-(ME)	(2) Developing or Inconsistent-(D/I)	(1) Needs Improvement-(NI)
Definition:	Consistently meets and often exceeds all relevant performance standards. Shows initiative and versatility, works collaboratively,	Meets all relevant performance expectations, standards, requirements, and objectives and, on occasion, exceeds	Performance is still developing and/or does not consistently meet standards and expectations. Seldom exceeds,	Consistently falls short of performance standards. Tasks are accomplished with continual and close supervision/direction.

	has strong technical & interpersonal skills. Work has significant impact beyond regular assignments and performance objectives. Can consistently be relied on as a contributor to critical outcomes and contributions may materially advance the mission of the organization.	them. Reliably performs the job assigned and may have a documented impact beyond the regular assignments and performance objectives that directly supports and furthers the mission of the organization.	occasionally meets, but sometimes falls short of, desired results. Focused coaching/direction and/or specific development plans to meet full performance standards may be required.	Performance is unsatisfactory and fails to meet requirements and expectations. Immediate and sustained performance improvement required.

Part 1 - PERFORMANCE FACTORS/COMPETENCIES - Using the rating scale above, please mark in the applicable box next to each behavior description whether the employee’s performance was demonstrative of “4-(EE)”, “3-(ME)”, “2-(D/I)”, or “1-(NI)” over the review period. **Please provide examples/rationale in the box provided for any “4- Exceeds Expectations” or “1-Needs Improvement” ratings. Examples may also be provided here for other ratings.**

1. Ethics & Integrity	4-(EE)	3-(ME)	2-(D/I)	1-(NI)
A. Earns others’ trust and respect through consistent honesty and professionalism in all interactions. Keeps promises and commitments made to others.				
B. Does the right thing, even when it is difficult.				
C. Demonstrates understanding of and adheres to all applicable policies, procedures and compliance standards. Works to achieve C4HCO’s compliance goals.				
D. Avoids situations and actions considered inappropriate or which present a conflict of interest.				
E. Adheres to C4HCO’s core values that are represented in decisions and actions.				
Examples/Rationale required for “4-Exceeds Expectations” or “1-Needs Improvement” ratings, and may also be provided for other ratings:				

2. Communication, Interpersonal Skills & Collaboration	4-(EE)	3-(ME)	2-(D/I)	1-(NI)
A. Works well with others, both within the department, as well as cross-departmentally, to share information and achieve goals; treats coworkers, clients, customers and partners with respect and courtesy.				
B. Demonstrates effective verbal and written communication skills, including the ability to address different organizational levels internally and externally; provides constructive feedback and shares thoughts openly with others as appropriate.				

C.	Preserves others' self-confidence and dignity, and shows regard for their opinions. Builds rapport by listening to, discussing and negotiating with, encouraging, and motivating others while focusing on getting work done.				
D.	Seeks to resolve confrontations and disagreements constructively. Focuses on the situation, issues, or behaviors, rather than the people.				
E.	Demonstrates open, honest and collaborative communication by sharing important information with others who need to know and is not withholding of information.				
Examples/Rationale required for "4-Exceeds Expectations" or "1-Needs Improvement" ratings, and may also be provided for other ratings:					

3. Creativity & Innovation	4-(EE)	3-(ME)	2-(D/I)	1-(NI)	
A.	Pursues opportunities for creative problem solving while staying within the parameters of good practice. Generates unique but workable and useful solutions to difficult problems.				
B.	Suggests or proposes alternative ways to view or define problems; is not constrained by conventional thinking and established approaches. Contributes original and resourceful ideas in brainstorming sessions.				
C.	Applies creative problem-solving skills to his/her work to develop solutions; recognizes and demonstrates the value in taking "smart" risks and learning from failure.				
Examples/Rationale required for "4-Exceeds Expectations" or "1-Needs Improvement" ratings, and may also be provided for other ratings:					

4. Customer Focus	4-(EE)	3-(ME)	2-(D/I)	1-(NI)	
A.	Develops effective partnerships with and provides high quality service in alignment with C4HCO values to internal and external customers.				
B.	Demonstrates customer focus by seeking out, understanding, and responding to the needs of both internal and external customers.				
C.	Responds to customers' needs, questions and concerns in an accurate, effective, and timely manner and handles communications and customer interactions with an appropriate level of urgency.				
D.	Follows through with commitments and gives continuous attention to customer satisfaction.				

Examples/Rationale required for "4-Exceeds Expectations" or "1-Needs Improvement" ratings, and may also be provided for other ratings:

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5. Job Knowledge/Quality of Work	4-(EE)	3-(ME)	2-(D/I)	1-(NI)
A. Understands the processes, systems, software, technology, tools and subject matter required for the role and is able to successfully apply them to achieve desired business results.				
B. Work is thorough, neat, performed with minimal errors in accordance with departmental guidelines and meets deadlines.				
C. Takes personal responsibility for the quality and timeliness of work and achieves results with little oversight.				
D. Seeks to develop a deeper understanding of subject material and expand learning. Quickly grasps new assignments and is open to new ideas and ways of doing things.				
E. Seeks ways to improve and maximize opportunity; looks for ways to better serve C4HCO's workforce members, customers, and partners.				

Examples/Rationale required for "4-Exceeds Expectations" or "1-Needs Improvement" ratings, and may also be provided for other ratings:

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6. Organization/Planning and Decision Making	4-(EE)	3-(ME)	2-(D/I)	1-(NI)
A. Work is organized and planned so that deadlines may successfully be met.				
B. Takes a forward-thinking approach to proactively plan for problems or issues that may arise. Follows up on issues or requests in a timely manner as appropriate and/or as communicated.				
C. Considers alternatives and chooses best course of action for the situation. Uses sound judgment.				
D. Makes the best use of available time and resources.				

Examples/Rationale required for "4-Exceeds Expectations" or "1-Needs Improvement" ratings, and may also be provided for other ratings:

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7. Safety & Compliance (Required)*	4-(EE)	3-(ME)	2-(D/I)	1-(NI)
A. Must successfully complete all C4HCO safety, regulatory compliance and other required training by assigned dates.				

***Note – Required performance component for all C4HCO employees. May only be rated 3- Meets Expectations, or 1-Needs Improvement.**

Part 1 – TOTAL RATING (Add all numeric ratings and divide by 27, the total number of Part 1 ratings)---



PART 2 – PERFORMANCE GOALS AND OBJECTIVES

List goals and objectives agreed upon from last review (or initial review if newly hired or promoted) and describe key accomplishments, quantifiable results, and successful outcomes achieved over the review period. **Each goal should support one or more C4HCO Strategic Goals from the current year/review period. Current C4HCO Strategic Goals are listed on the Planning and Goal-Setting Form.**

Goal #	Strategic Goal Supported - Name/ #	SMART Goal Description and Outcome	Goal Achieved? Yes/No	Rating			
				4- (EE)	3- (ME)	2- (D/I)	1- (NI)
1							
2							
3							
4							
5							

Strengths – List major strengths and abilities.

Opportunities for Development – List the areas where the individual could improve and develop performance.

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Part 2 – TOTAL RATING (Add Part 2 ratings and divide by total number of Part 2 goals/ratings)---→

Overall Rating – Using the rating scale, please indicate your overall rating of the employee, taking into account the employee’s performance against the core competencies incorporating C4HCO’s Core Values. Additionally, this rating should take into account the employee’s performance in achieving the identified goals and objectives for the current review period. ***(To calculate overall rating, add totals from Part 1 and Part 2, and divide by 2, then place that number in and check the box under the corresponding rating below).*** Any overall ratings of 4-(EE), or 1-(NI) must be approved by *Review Panel* prior to being presented to employee.

Overall Rating – Check the box under the rating that applies			
EXCEEDS EXPECTATIONS 4-(EE)	MEETS EXPECTATIONS 3-(ME)	DEVELOPING OR INCONSISTENT 2-(D/I)	NEEDS IMPROVEMENT 1-(NI)
Attach <i>Review Panel</i> approval documentation			Attach <i>Review Panel</i> approval documentation

PART 3 – COMMENTS AND SIGNATURES

The employee and supervisor may add any relevant comments before signing the performance assessment.

Employee Comments: <i>(Optional)</i>

Employee's Signature: _____ Date: _____

Supervisor Comments: <i>(Optional)</i>
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Supervisor's Signature: _____ Date: _____

Next Level Manager's Signature: _____ Date: _____