

# Performance Evaluation

UCP of Eastern Connecticut Rating period: July 2011 to June 2012

|                 |                                |
|-----------------|--------------------------------|
| Employee Name:  | Michelle Bussolotti            |
| Position Title: | Disability Support Coordinator |

## Leadership

1 2 3 4 5 n/a (self score)  
1 2 3 4 5 n/a (manager score)

Creates action; takes charge; gives direction; delegates and follows-up; leads change and adapts to new situations; balances complex demands; keeps abreast of current developments and trends in area of expertise; manages conflict; makes quick, quality decisions. Motivates, inspires and empowers individuals; encourages ideas; fosters effective risk taking; develops in others an increased commitment to goals; establishes a course of action for oneself and others; encourages others to accomplish goals.

Employee comments:

Supervision of staff is not a part of the Disability Support Coordinator position.

Managers comments:

*However you motivate, inspire + empower your clients to face their challenges*

## Development

1 2 3 4 5 n/a (self score)  
1 2 3 4 5 n/a (managers score)

Effectively recruits, hires and trains employees; develops self, peers and subordinates; completes performance improvement forms and career development plans with employees; delegates tasks, responsibilities and authority; develops long range plans; promotes a diverse work force; gives positive or negative reinforcement promptly to improve the employee's performance

Employee comments:

Developed an online mechanism to train volunteers to help streamline training and increase efficiency.

Attended several workshops to aid in professional development and increase knowledge of iPads, employment, transportation, benefits, and adaptive equipment for people with disabilities.

Managers Comments:

*I agree*

# Performance Evaluation

## Communication and Teamwork

|   |   |   |   |   |                      |
|---|---|---|---|---|----------------------|
| 1 | 2 | 3 | 4 | 5 | n/a (self score)     |
| 1 | 2 | 3 | 4 | 5 | n/a (managers score) |

Communicates effectively upward, downward and laterally; listens and is empathetic to others; solicits feedback that encourages two-way communication; values and respects diverse options and contributions of others; encourages diversity of skills, experiences and styles to accomplish task; works as a team with others including supervisors, co-workers and subordinates to accomplish organizational goals; contributes to and accepts and owns team decisions; shares credit for success.

Employee comments:

Work hard to serve as an integral team member to provide optimal services for clients through respectfully working with co-workers and developing solutions utilizing every-one's expertise.

Managers Comments:

*agree*

## Concern for others

|   |   |   |   |   |                      |
|---|---|---|---|---|----------------------|
| 1 | 2 | 3 | 4 | 5 | n/a (self score)     |
| 1 | 2 | 3 | 4 | 5 | n/a (managers score) |

Shows concern for others' welfare; shows sensitivity and tact; appreciating and respecting differences between others; resolving conflict constructively, asking for ideas and opinions, listening carefully and accepting them; sharing resources with others; appreciating and designing compromises that serve larger organizational interest; showing tact and sensitivity in relations with people from diverse backgrounds.

Employee comments:

Work hard to show respect for self and others at work and have an appreciation and understanding of differences.

Managers Comments:

*agree*

## Safety

## Performance Evaluation

1            2            3            4            5            n/a (self score)  
1            2            3            4            5            n/a (managers score)

Promotes safe work environment; trains employees to work safely; supports safety training and safety procedures; makes safety suggestions, completes all paperwork in a timely manner.

Employee comments:

Have met all of the safety standards for UCP, but am always willing to learn more. Could learn to operate the van, for example, or increase training on first aid to further client safety.

Managers Comments:

*J. [Signature]*

## Customer Service

1            2            3            4            5            n/a (self score)  
1            2            3            4            5            n/a (managers score)

Takes steps to learn about customers (internal and external) needs and preferences; focuses work effort to develop products and deliver services that will satisfy customers' needs and preferences; goes out of way to satisfy customers' special requests; treats customers with respect, tact and professional courtesy at all times.

Employee comments:

Work hard to ensure client needs are met through providing appropriate, courteous service. Need to learn more about available resources for people with disabilities, but have taken initiative to fill this gap through attending trainings and tapping into the expertise of more experienced professionals. Also worked hard to establish the role of the Disability Support Coordinator based on client demand for services.

Managers Comments:

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|  |
|  |

## Effective Problem Solving

1            2            3            4            5            n/a (self score)

# Performance Evaluation

1      2      3      4      5      n/a (managers score)

Adopts a methodical and systematic approach to identify high quality, practical and timely solutions to a problem; gives specific attention to detail; anticipates obstacles and develops plans to meet them; works hard to meet deadlines; persists to overcome obstacles; strives for excellence in work products; develops feedback and measures and evaluates effectiveness; reacts to crises calmly, deliberately, and constructively; shows self control and refrains from emotional outbursts.

Employee comments:

Could do a better job of problem solving. With further professional development, experience, and increased knowledge of options available for clients, problem solving skills will improve.

Managers Comments:

I agree - You are very quick learner and are not afraid to ask - We have good discussions after challenges and come up with good solutions -

## Professional Integrity

1      2      3      4      5      n/a (self score)  
1      2      3      4      5      n/a (managers score)

Acknowledges own limitations and mistakes; complies with company policies and rules even when personally inconvenient; meets commitments and obligations to others; treats subordinates and co-workers fairly; accepts responsibility for errors without making excuses or becoming defensive.

Employee comments:

Have complied with all company policies and rules and perceive taking personal responsibility and understanding limitations as very important virtues.

Managers Comments:

I agree

Overall Score 4.7 (to be completed by manager)

Employee comments

Michelle would like to negotiate higher salary. Will follow up with Resubmits from HR and salary survey

Further performance highlights:

Discussion - Will help Michael's Goals

Rotary-Mystic Tech TOT - Future - ? Volunteers - Update equipment presentation  
1 September/12  
Apps for IPAD - for demonstration -  
TOT DRIVE - Register online

Performance Evaluation

- 1.) Increased grant funding for the Disability Support Program by 57% for FY 12 over previous fiscal year (number does not include Bellows, United Way, or People's United since that grant was written by the previous Disability Support Coordinator).
- 2.) As Chair of UCP's United Way Campaign, increased employee participation 106% and donations 87% over previous year, earning Partner Agency of the Year Award in 2011 for best run campaign of all United Way partner agencies.
- 3.) Increased UCP's involvement in cutting-edge iPad technology and therapy to help people with disabilities.
- 4.) Increased UCP's visibility in the community through participating in outreach fairs, enhanced website stories, television interview with Shawn Murphy from WHPX-TV, and by building community relationships, including those with DDS, Birth to Three, and Children and Youth with Special Health Care Needs.
- 5.) Increased volunteer recruitment and trained eight volunteers in the past year.

Manager comments

*That is an amazing list of achievements for your first year @ UCP!*

|  |                      |
|--|----------------------|
| Manager Signature: <i>Debra Masner</i> | Date: <i>7/9/12</i>  |
| Employee Signature: <i>[Signature]</i> | Date: <i>7/12/12</i> |

## Performance Evaluation

|        | GOALS  | STRATEGIES/ACTION STEPS   | TIME LINE | DESIRED OUTCOMES/ RESULTS   | STATUS |
|--------|--|---|-----------|---|--------|
| GOAL 1 | Financial Stability/ Strength  | Locate and diversify funding sources through online and newspaper searches and increasing fundraising knowledge and strategies.             | FY13      | Increase funding by 10%   |        |
|        | Cost Effectiveness   | Develop a budget and brainstorm ways to decrease costs.   | FY13      | Decrease costs by 5%  |        |
|        | Continue to Diversify Income Stream  | Engage in online and newspaper searches, as well as increasing fundraising knowledge and strategies.  | FY13      | Increase funding by 10%   |        |
|        | Pursue Increased Funding   | Engage in online and newspaper searches, as well as increasing fundraising knowledge and strategies.  | FY13      | Increase funding by 10%   |        |
| GOAL 2 | Satisfied Customers  | Develop qualitative and quantitative measures to determine customer satisfaction to administer within three months of service.              | FY13      | 90% of clients will rate services 4 or 5 on a scale of 1-5 (5 being the highest). |        |
|        | High Quality of Client Services  | Develop qualitative and quantitative measures to determine customer satisfaction to administer within three months of service.              | FY13      | 90% of clients will rate services 4 or 5 on a scale of 1-5 (5 being the highest). |        |
| GOAL 3 | Increased Retention and Recruitment of staff   | Will increase volunteers through attending volunteer fairs and through online recruitment activities, such as recruiting from Idealist.org. | FY13      | Will recruit 10 volunteers  |        |
|        | Increase public awareness through advocacy and education of our mission, vision and services | Increase outreach efforts via website, television, radio, newspaper, and having a booth at public events.                                   | FY13      | Will recruit 10 additional clients based on outreach efforts.                     |        |

## Performance Evaluation

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|--|--|--|------|---|--|
|  | Advocacy<br>Networking/Communicating<br>Cultural Diversity | Attend community events<br>and contact local agencies to<br>network. | FY13 | Will recruit 10<br>additional clients<br>based on<br>outreach efforts |  |
|--|--|--|------|---|--|