

Performance Evaluation

UCP of Eastern Connecticut Rating period: July 2012 to June 2013

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:

Have demonstrated steady leadership skills with the Disability Support Program through increasing funding and clientele base, as well as supervising volunteers to ensure they are well trained and retained. Could do a better job with making swifter and more decisive decisions (ex. the decision to eliminate Michael's position), but this will come with more experience.

Managers comments:

D. Spivey

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:

Was successful in recruiting 10 volunteers this year, with a few volunteers who were exceptionally supportive and of tremendous value to the day program and residential program. Worked to increase efforts to thank volunteers for their service to increase retention (engaged with them more, provided positive feedback, took them out for a meal, etc.). Could work to further increase volunteer involvement and retention for next year.

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Managers Comments:

I agree

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:

I 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:

I agree

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Safety

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 work to make support group outings safer by recruiting more volunteers, for example, to offer support since the group has grown.

Managers Comments:

<i>I agree</i>

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. Have made great strides since last year with learning about what resources are available for people with disabilities, mostly due to having greater experience and dealing with a diversity of client needs.

Managers Comments:

<i>I agree</i>

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Effective Problem Solving

1 2 3 4 5 n/a (self score)
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 in terms of making more swift and decisive decisions. With further professional development and experience, problem solving skills will improve.

Managers Comments:

I agree
As you experience more situations you will feel
more confident in problem solving -
Sometimes have limited resources make it hard to solve problems

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 -
Represented UCP - in the County of Turkey!

Overall Score _____ (to be completed by manager)

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Employee comments

Further performance highlights:

- 1.) Surpassed last year's goal to increase grant funding by 10% and achieved a 48% increase in grant funding for the Disability Support Program for FY 13 over previous fiscal year (number does not include Bellows, United Way, or Hurricane Sandy relief funding).
- 2.) As Chair of UCP's United Way Campaign, increased employee participation 26%, increasing donations by 20% over previous year.
- 4.) Increased UCP's visibility in the community through participating in outreach fairs, enhanced website stories, by building community relationships, participating in UCONN's Turkish exchange, and by serving as a United Way Agency Speaker, earning Agency Speaker of the Year Award for 2012.
- 6.) Achieved goal of obtaining 10 volunteers for fiscal year 2013, who provided support to the day program, residential, and outreach.
- 5.) Doubled support group from 6 to 12 active members.
- 6.) Surpassed goal of recruiting 10 more clients for FY 13. Increased client load by 16% over previous fiscal year from 106 to 123 families served thus far (fiscal year still has yet to end, so this number will increase).

Manager comments

You are doing a great job. Thanks

Manager Signature: <i>[Signature]</i>	Date: 7/29/13
Employee Signature: <i>[Signature]</i>	Date: 6/11/13

Survey on line on Support group

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	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%	Surpassed -increased grants by 48%
	Cost Effectiveness	Develop a budget and brainstorm ways to decrease costs.	FY13	Decrease costs by 5%	Progress made through eliminating admin assistant position and lowering mileage.
	Continue to Diversify Income Stream	Engage in online and newspaper searches, as well as increasing fundraising knowledge and strategies.	FY13	Increase funding by 10%	Surpassed -increased grants by 48%
	Pursue Increased Funding	Engage in online and newspaper searches, as well as increasing fundraising knowledge and strategies.	FY13	Increase funding by 10%	Surpassed -increased grants by 48%
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).	Qualitative customer satisfaction achieved. Quantitative statistics pending.
	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)	Qualitative customer satisfaction achieved. Quantitative statistics pending.
	Increased Retention and Recruitment of staff	Will increase volunteers through attending volunteer	FY13	Will recruit 10 volunteers	Achieved -Recruited

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		fairs and through online recruitment activities, such as recruiting from Idealist.org.			10 volunteers
GOAL 3	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	Surpassed -Increased client load by 16%
	Advocacy Networking/Communicating Cultural Diversity	Attend community events and contact local agencies to network.	FY13	Will recruit 10 additional clients based on outreach efforts	Surpassed -Increased client load by 16%

