

# Elements & Standards (SAMPLE)

U.S. Department of Housing  
and Urban Development

Date Assigned:	Reviewing Official's Initials:	Supervisor's Initials	Employee's Initials:	Rating Date:	Rating:	Element No.:
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Critical Element Description:

## **Strategic Goal: Embrace High Standards of Ethics, Management, and Accountability**

### **Critical Element Goals:**

**Performance Management Accountability:** Develop, communicate, and issue performance plans to promote a results-driven, high performing workforce. Evaluate and recognize employee performance for specific results achieved. Solicit, consider, and incorporate where feasible, both the employee perspective and the customer perspective to achieve the best business/organizational performance. Address low performance issues among staff.

**Employee's initials indicate only that critical elements and performance standards were communicated to him/her. They do not signify agreement or disagreement**

**Outstanding Performance Standards:** In addition to meeting the standards for fully successful:

Critical Measures:

- 90% or more of all critical elements in each employees performance plan follow the S.M.A.R.T. criteria, meaning they have clearly defined measures, are results-oriented, and are applicable to employees position and the mission of the organization.
- Performance plans are communicated to employees two (2) weeks in advance of the established deadline, as tracked by the ePerformance system.
- In addition to the mid-year review and final appraisal, holds additional discussions (4 or more) with subordinate staff during the performance cycle to enhance staff performance. Work evidences a proactive outreach to staff to quickly resolve low performance issues and assist staff in achieving expected results.
- Annual appraisals are completed and forwarded to supervisor for signature 10 calendar days or more prior to the established due date, as tracked by the ePerformance system. Aggressively, pursues employee recognition and incentive awards for high performing staff. Work evidences a consistent and wide use of multiple incentives that are available to recognize and reward staff, as appropriate, throughout the appraisal period.
- Seeks feedback and input from external customers regarding process improvements and customer satisfaction quarterly.

**Fully Successful Performance Standards:**

Critical Measures:

- 60% to 80 % of all critical elements in each employees performance plan follow the S.M.A.R.T. criteria, meaning they have clearly defined measures, are results-oriented, and are applicable to the employees' position and the mission of the organization.
- Holds Performance Planning meetings with all employees during which the employee is made aware of what he/she will be held accountable for and how his/her job and achievements contribute to the mission of the organization. For bargaining unit employees, ensures proper notification of the union by providing their AO with a schedule of performance planning meetings.

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- Holds a mid-year progress review and provides specific performance feedback information, including recognition for doing good work.
  - Performance plans are communicated to employees not more than 30 calendar days after the established deadline, as tracked in the ePerformance system. Follows agency policy guidance to recognize and reward high performing employees, within the established timeframes.
  - Monitors employee performance and holds at least 2 additional meetings to give feedback to help employees achieve expected results.
  - Meets with employees to discuss organizational initiatives and provides employees with the opportunity to give input into work decisions.
  - Addresses low performance issues in accordance with performance management policy requirements.
  - Annual appraisals are completed and forwarded to supervisor for signature by the established due date, as tracked by the ePerformance system.
  - Seeks feedback and input from external customers regarding process improvements and customer satisfaction bi-annually.

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**Unsatisfactory Performance Standards:**

**Critical Measures:**

- Less than 50% all critical elements in each employees performance plan follow the S.M.A.R.T., meaning they have clearly defined measures, are results-oriented, and are applicable to employees position and the mission of the organization.
- Fails to hold Performance Planning meetings with employees.
- Fails to hold the required mid year progress reviews with employees.
- Performance plans are communicated to employees more than 60 days after the established deadline, as tracked in the ePerformance system.
- Does not engage staff in discussions regarding the organization to ascertain the employee perspective and does not provide opportunities for employees to give input into work decisions.
- Annual appraisals are completed and forwarded to supervisor for signature more than 60 days after the established due date, as tracked by the ePerformance system. Fails to follow agency policy guidance to recognize and reward employees for achieving expected results.
- Fails to seek feedback and input from external customers regarding process improvements and customer satisfaction.

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**Actual Accomplishments:**

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