

Elements & Standards

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.:
5/5/06	[Redacted]	[Redacted]	[Redacted]	[Redacted]	H. S.	1

Critical Element Description: **Embrace High Standards through Ethics and Accountability**

Ensure program compliance, improve HUD's management, internal controls and systems

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: Outstanding Performance Standards: In addition to the fully successful requirements; For the outstanding level, the following requirements must be met:

Quantity

- Risk Analysis is completed for assigned grantees
- Monitoring strategies are completed for assigned grantees identified for monitoring
- Monitoring activities are carried out as identified in the CPD workplan
- Monitoring reports are completed for each grantee monitored
- Risk analysis and monitoring activities are documented in GMP.
- One or more monitoring activities are completed in addition to those assigned in the workplan by September 30, 2006 as approved by supervisor, OR
One or more enhancement or improvements in CPD operations are developed and carried out to resolve issues that impact on grantee performance, program compliance or accountability.

Quality

- 90% of risk analysis are completed in accordance with CPD guidelines with no modifications required and are documented in GMP
- 90% of monitoring strategies are developed using results of risk analysis and are documented in GMP
- 90% of monitoring are completed in accordance with CPD monitoring handbook.
- Monitoring reports are supported technically accurate and identify correct program guidelines or regulations and are returned on an average of no more than one time for revisions. Conclusions are identified on monitoring exhibits or other documentation
- Documentation is maintained in GMP according to CPD operating guidelines and is accurately recorded 90% of the time.
- 85% of monitoring reports are transmitted to the grantee within 45 days of the exit conference
- Activities are documented in GMP upon completion or by the 5th workday of the month at least 90% of the time in an error-free manner.
- Activity designed for addressing CPD operations or grantee performance results in achieving outcomes or milestones identified in development plan.

Timeliness:

- Risk Analysis is completed by December 31, 2005.
- Monitoring Strategies are completed on an average within forty five days of start of monitoring.
- 85% of monitorings are completed on schedule according to the workplan and the remainder are completed by September 30, 2006.
- 85% of monitoring reports are transmitted to the grantee on an average within 45 days of the exit conference
- Activities are documented in GMP upon completion or by the 5th workday of the month at least 90% of the time.
- Activity designed for addressing CPD operations or grantee performance are completed by deadlines established in management plan or workplan.

Effectiveness

- Utilizes the most cost effective and government advantages sources or methods to complete on site travel.
- Completes assigned monitoring activities at less than the allocated budget at least 10% of the time.

Fully Successful Performance Standards: To meet this standard the following requirements must be met:

Quantity

- Risk Analysis is completed for assigned grantees
- Monitoring strategies are completed for grantees identified for monitoring
- Monitoring activities are carried out as identified in the CPD workplan
- Monitoring reports are completed for each grantee monitored
- Risk analysis and monitoring activities are documented in GMP

Quality

- 75% of risk analysis are completed in accordance with CPD guidelines with no modifications required and are documented in GMP
- 75% of monitoring strategies are developed using results of risk analysis and are documented in GMP
- 75% of monitoring are completed in accordance with CPD monitoring handbook with no modifications required.
- Monitoring reports are supported technically accurate and identify correct program guidelines or regulations and are returned on an average of no more than two times for revisions. Conclusions are identified on monitoring exhibits or other documentation
- Documentation is maintained in GMP according to CPD operating guidelines is correctly recorded 75% of the time.

Timeliness:

- Risk Analysis is completed by December 31, 2005.
- Monitoring Strategies are completed on an average within thirty days of start of monitoring.
- 75% of monitorings are completed on schedule according to the workplan and the remainder are completed by September 30, 2006.
- 70% of monitoring reports are transmitted to the grantee within 45 days of the exit conference
- Activities are documented in GMP upon completion or by the 5th workday of the month at least 75% of the time.

Effectiveness

- Utilizes the most cost effective and government advantages sources or methods to complete on site travel 75% of the time
- Completes assigned monitoring activities within allocated budget

Unacceptable Performance Standards: To meet this standard the following requirements must be met:

Quantity

- Risk Analysis is completed for assigned grantees for less than 60% of grantees
- Monitoring strategies are completed for less than 60% of grantees identified for monitoring
- Monitoring activities are carried out as identified in the CPD workplan for less than 60% of grantees
- Monitoring reports are completed for less than 60% grantee monitored
- Risk analysis and monitoring activities are documented in GMP less than 60%

Quality

- 60% of monitorings are completed in accordance with CPD monitoring handbook with no modifications required.
- Monitoring reports are supported technically accurate and identify correct program guidelines or regulations and are returned on an average of no more than five times for revisions. Conclusions are identified on monitoring exhibits or other documentation
- Documentation is maintained in GMP according to CPD operating guidelines less than 50% of the time.

Timeliness:

- Risk Analysis is completed after December 31, 2005.
- Monitoring Strategies are completed within seven days of the start of monitoring.
- 60% of monitorings are completed on schedule according to the workplan and the remainder are completed by September 30, 2006.
- Less than 70% of monitoring reports are transmitted to the grantee on an average beyond 45 days of the exit conference
- Activities are documented in GMP upon completion or by the 5th workday of the month at least semi-annually.

Effectiveness

- Utilizes the most cost effective source methods to complete on site travel less than 50% of the time.
Completes assigned monitoring activities are within allocated budget less than 50% of the time

Actual Accomplishments:

Elements & Standards

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.:
5/5/06	<i>RM</i>	<i>DAZ</i>	<i>JTC</i>	[REDACTED]	[REDACTED]	2

Critical Element Description: Embrace High Standards through Ethics and Accountability

Improve accountability through grant close-out and resolution of monitoring findings

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: To meet this standard the following requirements must be met:

Quantity:

- 85% of monitoring findings and sanctions for the prior year are resolved
- The number of planned close-outs in workplan is exceeded by 10%
- Hotline complaints received are responded to within grantee territory.

Quality

- Monitoring findings meet regulatory or statutory guidelines and are resolved taking into consideration Departmental policies and practices. Options are proposed producing satisfactory solutions that meet ~~the~~ serve the needs of the Department and grantee.
- Close-out conditions are discussed with grantee for program compliance and close-out documents are prepared and forwarded to grantee.
- Grantees are notified of unliquidated obligations and works with grantees to meet requirements for funds to be obligated or recaptured.
- Hotline complaint responses are prepared and returned for revisions on an average of one time based on program compliance or Departmental policy.

Timeliness

- Monitoring findings are completed by September 30, 2006
- Close-outs are completed by September 30, 2006
- Unliquidated obligations are reviewed at least bimonthly and are resolved by September 30, 2006
- Responses to hotline complaints are prepared within 8 days or if unable to finalize an interim response is prepared within the same timeframe.
- Additional grant close-outs are completed by September 30, 2006

Fully Successful Performance Standards: To meet this standard the employees must meet all of the following requirements:

Quantity:

- 70% of prior year monitoring findings and sanctions are resolved
- A workplan is developed for grant close-outs and approved by supervisor prior to execution.
- Hotline complaints received are responded to within grantee territory.

Quality

- Monitoring findings meet regulatory or statutory guidelines and are resolved taking into consideration Departmental policies and practices.
- Close-out conditions are discussed with grantee for program compliance and close-out documents are prepared and forwarded to grantee.
- Grantees are notified of unliquidated obligations and works with grantees to meet requirements for funds to be obligated or recapture.
- Hotline complaint responses are prepared and returned for revisions on an average of no more than two times based on program compliance or Departmental policy.
- Responses are prepared to hotline complaints 75% of the time within 8 days of receipt and are returned no more than two times for revisions based on program compliance or Departmental policy.

Timeliness

- Monitoring findings are completed by September 30, 2006
- Close-outs are completed by September 30, 2006
- Unliquidated obligations are reviewed at least quarterly and are resolved by September 30, 2006
- Responses to hotline complaints are prepared within 8 days or if unavailable to finalize an interim response is prepared within the same timeframe.

Unacceptable Performance Standards: To meet this standard the employees must meet all of the following requirements

Quantity:

- 40% or more of prior year monitoring findings and sanctions are resolved
- A workplan is not developed for grant close-outs.
- Hotline complaints received are responded to within grantee territory.

Quality

- Monitoring findings meet regulatory or statutory guidelines less than 60% of the time.
- Grantees are not notified less than 60% of the time of unliquidated obligations and fails to work with grantees to meet requirements for funds to be obligated or recapture .
- Responses are prepared to hotline complaints 50% of the time and are returned on an average more than five times for revisions based on program compliance or Departmental policy.

Timeliness

- Monitoring findings are completed after September 30, 2006
- Close-outs are completed after September 30, 2006
- Unliquidated obligations are reviewed less than quarterly and are resolved after September 30, 2006
- Hotline complaint responses are prepared in excess of 8 days and are returned for revisions on an average of one or more times and do not reflect consistency with program compliance or Departmental policy.

Actual Accomplishments:

Elements & Standards

U.S. Department of Housing
and Urban Development

Date Assigned: <i>5/15/04</i>	Reviewing Official's Initials: <i>[Signature]</i>	Supervisor's Initials: <i>[Signature]</i>	Employee's Initials: <i>[Signature]</i>	Rating Date: [Redacted]	Rating: [Redacted]	Element No.: 3
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Critical Element Description: Increase homeownership opportunities and promote decent affordable housing

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: To meet this standard the employees must meet all of the following requirements

Quantity

- Performance plans is developed and executed to increase 20% of HOME PJ or CHDOs in the bottom 30% of PJs based on SNAPSHOTS, Red Flag Report. OR
One or more PJs or CHDOs overall performance is improved or enhanced based on identification and execution of an action plan developed with PJ OR
A plan is developed and executed upon supervisory approval to increase involvement of external partners in the promotion, development or implementation of CPD funded programs to increase homeownership and affordable housing opportunities.
- HOME consortia are qualified and re-qualified for assigned PJs.
- Data is reviewed in IDIS and other performance indicators for grantees 12 times during the fiscal yea that is designed to provide affordable housing and identify high performance or slow moving activities
- A plan is developed and executed upon supervisory approval to increase involvement of external partners in the promotion, development or implementation of CPD funded programs to increase homeownership and affordable housing opportunities.

Quality

- In-depth knowledge of HUD housing programs is demonstrated through activities carried out that are in compliance with regulations.
- HOME consortia qualifications or requalifications are reviewed and completed as prescribed in operating guidelines.
- Significant results are shared with management and communicated to the grantee. Assistance is providing to grantee to enhance or improve affordable housing opportunities.

Timeliness

- HOME or CHDO performance is increased by September 30, 2006
- HOME consortia qualifications or requalifications are completed by prescribed due dates.

Data in IDIS and other performance systems is reviewed by the 5th day of each month

Fully Successful Performance Standards: To meet this standard the employees must meet all of the following requirements:

Quantity

- A performance plan is executed to increase 10% of HOME PJ or CHDOs in the bottom 20% or lower quartile of PJs based on SNAPSHOTS, Red Flag Report.
- Home consortia are qualified and re-qualified for assigned PJs.
- Data is reviewed in IDIS and other performance indicators for grantees 4 times fiscal year that is designed to provide affordable housing and identify high performance or slow moving activities.

Quality

- Area of improvement or opportunities to improve performance of PJ and CHDO are identified and offered as options to increase performance
- HOME consortia qualifications or requalifications are reviewed and completed as prescribed in operating guidelines.
- Significant results are shared with management and communicated to the grantee. Assistance is providing to grantee to enhance or improve affordable housing opportunities.

Timeliness

- HOME or CHDO performance is increased by September 30, 2006
 - HOME consortia qualifications or requalifications are completed by prescribed due dates.
- Data in IDIS and other performance systems is reviewed at the beginning of each quarter

Unacceptable Performance Standards: To meet this standard the employees must meet all of the following requirements:

Quantity

- A performance plan is executed to increase 5% HOME PJ or CHDOs in the bottom 10% or lower quartile of PJs based on SNAPSHOTS, Red Flag Report.
- Home consortia are not qualified and re-qualified for assigned PJs.
- Data is reviewed in IDIS and other performance indicators for grantees less than 4 times per fiscal year that is designed to provide affordable housing and identify high performance or slow moving activities.

Quality

- Area of improvement or opportunities to improve performance of PJ and CHDO are not identified

- HOME consortia qualifications or requalifications are reviewed and completed and returned for five or more revisions for compliance or technical accuracy.
- Assistance is provided to 10% of grantees to enhance or improve affordable housing opportunities.

Timeliness

- HOME or CHDO performance is not increased by September 30, 2006
- HOME consortia qualifications or requalifications are completed by prescribed due dates less than 50% of the time.
- Data in IDIS and other performance systems is reviewed semi annually

Actual Accomplishments:

Elements & Standards

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.:
5/5/06						4

Critical Element Description: **Strengthen Communities Through Grant Portfolio Management**

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: To meet this standard the employees must meet all of the following requirements

Quantity

- Workplan is developed and executed for managing grantee portfolio for assigned grantees.
- One or more plans is developed and carried out that addresses the President's Initiative, Secretary's priorities, economic development or chronic homelessness serving while serving as the Team Leader. OR. more than 10% of grantees reviews are completed in addition to assigned workload.

Quality

- Keeps supervisor informed of major issues and identifies potential delays prior to becoming critical
- Manages grants and documents reviews of grantee submission for completeness, technical accuracy and regulatory compliance. Completed reviews are returned on an average more than onetime by supervisor for revision.
- Documented activities are correctly recorded in GMP at least 90% of the time
- Actions taken to improve grantee performance result in regulatory compliance or milestones are achieved that are identified in any work out plans.

Timeliness

- Workplan is developed by (DATE)
- Processes Con Plans/Annual Plans within 45 days of receipt with 85% of grantee documents reviewed on an average within 30 days.
- Processes CAPERS and communicates assessment to grantees within an average processing time of 50 days
- Documents grant activities in official files and GMP upon completion or no later than the 5th workday of the month at least 90% of the time.
- Local action item is completed by timeframe identified in Management Plan

For Managing Competitive Grantees

Quantity

- Workplan is developed and executed for managing grantee portfolio for assigned grantees
- 85% of grant agreements are executed for conditional homeless awards, including processing of technical submission
- 85% of performance reviews (APRs, PARs) are processed.

Quality

- Keeps supervisor informed of major issues and identifies potential delays prior to becoming critical
- Grant applications are reviewed in response to the NOFA
- Documented activities are correctly recorded in GMP at least 85% of the time
- Manages grants and documents reviews of grantee submission for completeness, technical accuracy and regulatory compliance. Completed reviews are returned on an average more than two times by supervisor for revision.

Timeliness

- 85% of application reviews are completed in accordance with processing deadlines identified in instructions by HQ
- Grant agreements are executed by September 30, 2006
- Performance reports are processed by September 30, 2006
- Documentation is input into GMP upon completion of grant activities or no later than the 5th workday of the month.

Fully Successful Performance Standards: To meet this standard the employees must meet all of the following requirements
For Managing Formula Grantees

Quantity

- Workplan is developed and executed for managing grantee portfolio for assigned grantees
- Participates as a member of a team in developing and executing at least one action item in the local management plan that addresses the President's Initiative, Secretary's priorities, economic development or chronic homelessness.

Quality

- Keeps supervisor informed of major issues and identifies potential delays prior to becoming critical
- Manages grants and documents reviews of grantee submission for completeness, technical accuracy and regulatory compliance. Completed reviews are returned on an average more than two times by supervisor for revision.
- Documented activities are correctly recorded in GMP at least 75% of the time

Timeliness

- Workplan is developed by (Date) _____
- Processes Con Plans/Annual Plans within 45 days of receipt with 75% of the documents reviewed on an average within 30 days.
- Processes CAPERS and communicates assessment to grantees within an average processing time of 60 days
- Documents grant activities in official files and GMP upon completion or no later than the 5th workday of the month at least 75% of the time. .
- Local action item is completed by timeframe identified in Management Plan

For Managing Competitive Grantees

Quantity

- Workplan is developed and executed for managing grantee portfolio for assigned grantees
- 75% of grant agreements are executed for conditional homeless awards, including processing of technical submission
- 75% of performance reviews (APRs, PARs) are processed.

Quality

- Keeps supervisor informed of major issues and identifies potential delays prior to becoming critical
- Grant applications are reviewed in response to the NOFA
- Documented activities are correctly recorded in GMP at least 75% of the time
- Manages grants and documents reviews of grantee submission for completeness, technical accuracy and regulatory compliance. Completed reviews are returned on an average more than two times by supervisor for revision.

Timeliness

- Workplan is developed by (Date) _____
- 75% of application reviews are completed in accordance with processing deadlines identified in instructions by HQ
- Grant agreements are executed by September 30, 2006
- Performance reports are processed by September 30, 2006
- Documentation is input into GMP upon completion of grant activities or no later than the 5th workday of the month.

Unacceptable Performance Standards: To meet this standard the employees must meet all of the following requirements

Quantity

- Workplan is developed and executed for managing grantee portfolio for assigned grantees
- Participates as a member of a team in developing and executing at least one action item in the local management plan that addresses the President's Initiative, Secretary's priorities, economic development or chronic homelessness.

Quality

- Keeps supervisor informed of major issues and identifies potential delays prior to becoming critical
- Manages grants and documents reviews of grantee submission for completeness, technical accuracy and regulatory compliance. Completed reviews are returned on an average more than two times by supervisor for revision.
- Documented activities are correctly recorded in GMP less than 70% of the time

Timeliness

- Workplan is developed by (Date) _____
- Processes Con Plans/Annual Plans within 45 days of receipt with less than 70% of the documents reviewed with 30 days.
- Processes CAPERS and communicates assessment to grantees within an average processing time of 60 days
- Documents grant activities in official files and GMP upon completion or no later than the 5th workday of the month less than 70% of the time. .
- Local action item is completed by timeframe identified in Management Plan

For Managing Competitive Grantees

Quantity

- Workplan is developed and executed for managing grantee portfolio for assigned grantees
- 50% of grant agreements are executed for conditional homeless awards, including processing of technical submission
- 50% of performance reviews (APRs, PARs) are processed.

- Grant activities are documented in official files and GMP.

Quality

- Keeps supervisor informed of major issues and identifies potential delays prior to becoming critical
- Grant applications are reviewed in response to the NOFA
- Documented activities are correctly recorded in GMP at least 50% of the time
- Manages grants and documents reviews of grantee submission for completeness, technical accuracy and regulatory compliance. Completed reviews are returned on an average more than two times by supervisor for revision.

Timeliness

- Workplan is developed by (Date)
- 50% of application reviews are completed in accordance with processing deadlines identified in instructions by HQ
- Grant agreements are executed by September 30, 2006
- Performance reports are processed by September 30, 2006

Documentation is input into GMP upon completion of grant activities or semi-annually.

Actual Accomplishments:

Elements & Standards

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.:
5/5/06						5

Critical Element Description: **Strengthen Communities
Through Technical Assistance**

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: To meet this standard the employees must meet all of the following requirements

Quantity

- A technical assistance plan for assigned grantees is developed and executed that completes 85% of TA events identified in the plan
- At least 85% of assigned formula grantees are reporting some objectives and outcomes in IDIS by 9/30/06 based on TA provided
- 12 reviews during the fiscal year are completed of data/reports for grantees to identify grantees that are not in compliance with the commitment, reservations and expenditure standards, requirements and prepares written notification to the grantees
- Completes one of the following:
 - New applications are received based on outreach efforts for one or more competitive programs.
 - One or more presentations are developed and carried out for promoting the use of egrants to potential applicants and current grantees.
 - Grantee performance is improved through the development and implementation of training programs, identification of or supplying technical assistance
 - One or more assistance plans are developed and executed for local communities in targeting resources to meet the housing and economic development needs of underserved communities, i.e. creation of additional NRSAs, addressing chronic homeless housing needs or increasing the number of competitive grant applications.
 - One or more training sessions are planned and carried out for grantees on mitigating lead hazard in CPD assisted homeownership and housing rehabilitation programs or energy star.

Quality

- Grantee submissions, data reports, monitoring reports and HUD system are evaluated and analyzed to determine grantees technical assistance needs.
- Grantee evaluation of technical assistance are rated at highly satisfactory or above at least 85% of the time.
- Notify supervisor and requests any necessary changes to proposed technical assistance activities to be undertaken that require adjustment due to competing priorities or demand. Makes recommendations offering alternative course of action to balance technical assistance needs and meeting local management plan goals.
- Technical assistance needs are negotiated with grantees in the development of a technical assistance plan.
 - Work out plans are developed with grantees that result in timely compliance of expenditure.
 - Identify exemplary practices among grantees and serves as a catalyst to export those practices that may assist other grantees which result in implementation in one or more communities
 - Documentation is maintained in GMP according to CPD operating guidelines and is recorded accurately 90% of the time.

Timeliness

- Documents results of technical assistance in GMP upon completion of activity or by the 5th workday of the month..
- Reviews HQ and local reports at the beginning of each quarter for compliance with commitment, reservations and expenditure standards
- Activities are completed no later than September 30, 2006.

Effectiveness

- Utilizes the most effective source for technical assistance, such as HUD staff, TA provider or other sources at least 90% of the time

Actions plans are completed within allocated budget at least 90% of the time.

Fully Successful Performance Standards: Quantity

- An approved technical assistance plan is developed and executed for assigned grantees and completes 75% of TA events identified in the plan
- At least 75% of assigned formula grantees are reporting some objectives and outcomes in IDIS by 9/30/06

- Completes at least 4 reviews during the fiscal year of data/reports for grantees that are not in compliance with the commitment, reservations and expenditure standards, requirements and prepares written notification to the grantees

Quality

- Grantee submissions, data reports, monitoring reports and HUD system are evaluated and analyzed to determine grantees technical assistance needs.
- Grantee evaluation of technical assistance are rated satisfactory at least 75% of the time.
- Notify supervisor and requests any necessary changes to proposed technical assistance activities to be undertaken that require adjustment due to competing priorities or demand. Makes recommendations offering alternative course of action to balance technical assistance needs and meeting local management plan goals.
- Technical assistance needs are discussed with grantees in the development of a technical assistance plan.
 - Develops a work-out plan with grantees to achieve timely compliance of expenditure.
 - Documentation is maintained in GMP according to CPD operating guidelines and is recorded accurately 75% of the time

Timeliness

- Documents results of technical assistance in GMP upon completion of activity or by the 5th workday of the month at least 75% of the time.
- Reviews HQ and local reports at the beginning of each quarter for compliance with commitment, reservations and expenditure standards .

Effectiveness

- Utilizes the most effective source for technical assistance, such as HUD staff, TA provider or other sources at least 75% of the time
- Action plans are carried out within allocated budget at least 75% of the time

Unacceptable Performance Standards: In carrying out assigned responsibilities;

Quantity

- An approved technical assistance plan is developed and executed for assigned grantees and completes 50% of time of TA events identified in the plan
- At least 50% of assigned formula grantees are reporting some objectives and outcomes in IDIS by 9/30/06
- Completes 1 review during the fiscal year of data/reports for grantees that are not in compliance with the commitment, reservations and expenditure standards, requirements and prepares written notification to the grantees

Quality

- Grantee submissions, data reports, monitoring reports and HUD system evaluated and analyzed less than 50% of the time to determine grantees technical assistance needs.
- Grantee evaluation of technical assistance are rated satisfactory or below 50% of the time.
- Changes in proposed technical assistance activities are requested less than 50% of the time.
- Documentation is maintained in GMP and is accurately recorded 50% of the time.

Timeliness

- Documents results of technical assistance in GMP upon completion of activity or by the 5th workday of the month 50% of the time.
- HQ and local reports are reviewed less than twice per fiscal year for compliance with commitment, reservations and expenditure standards .

Effectiveness

- Utilizes the most effective source for technical assistance, such as HUD staff, TA provider or other sources less than 50% of the time
- Actions plans are carried out within allocated budget less than 50 % of the time.

Actual Accomplishments:

Elements & Standards

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.:
5/5/04						6

Critical Element Description: Strengthen Communities

Through Representation and Communication with grantees

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: To meet this standard the employees must meet all of the following requirements

Quantity

- 90% of communications are prepared or responded to from grantees, general public, citizens and internal and other external customers.
- Weekly reports are submitted to supervisor by cob on Friday at least 90% of the time
- In-house division and team meeting are attended at least 90% of the time unless excused by supervisor.
- Represents the Department at meetings, conference calls, or other contacts with grantees as identified in the workplan or as requested by supervisor..

Quality

- Communications are regulatory compliance and reflect department's view on programs and initiatives, offering alternatives in addressing inquiries or addressing problematic areas.
- Provides customers with alternatives to access information or customer service during absences.
- No more than three valid complaints are received from internal or external customers
- Weekly reports keeps supervisor apprised of any potential areas of concerns and status of grantee issues
- Provides information, advice or guidance that demonstrates a knowledge of CPD programs and reflects Departmental policy through written or oral presentations.
- Offers solutions to improve internal operations that are implemented
- Documentation of any significant communications is maintained in GMP and is recorded accurately 90% of the time

Timeliness

- Telephone inquiries are responded to on an average within 1 to 8 work hours or less of receipt.
- Mail inquiries are processed on an average of 30 days from time of receipt and email inquiries are responded to on an average of 2 days of receipt.
- Weekly reports are submitted at least 85% of the time.

Activities are documented in GMP upon completion or by the 5th workday of the month at least 90% of the time.

Fully Successful Performance Standards: To meet this standard the employees must meet all of the following requirements

Quantity

- 75% of communications are prepared or responded to from grantees, general public, citizens and internal and other external customers.
- Weekly reports are submitted to supervisor by cob on Friday at least 75% of the time
- Participates in scheduled in-house meeting at least 75% of the time unless excused by supervisor.
- Represents the Department at meetings, conference calls, or other contacts with grantees.
- Grantees are contacted at least quarterly to discuss progress

Quality

- Communications are regulatory compliance and reflect department's view on programs and initiatives
- No more than three valid complaints are received from internal or external customers
- Weekly reports keeps supervisor apprised of any potential areas of concerns and status of grantee issues
- Provides information, advice or guidance that demonstrates a knowledge of CPD programs and reflects Departmental policy through written or oral presentations.
- Documentation of any significant communications is maintained in GMP and is recorded accurately 75% of the time

Timeliness

- Telephone inquiries are responded to on an average within 1 to 8 work hours of receipt.
- Mail inquiries are processed on an average of 30 days from time of receipt and email inquiries are responded to on an average of 2 days of receipt.
- Weekly reports are submitted at least 75% of the time

Activities are documented in GMP upon completion or by the 5th workday of the month at least 75% of the time.

Unacceptable Performance Standards: To meet this standard the employees must meet all of the following requirements

Quantity

- 50% or less of communications are prepared or responded to from grantees, general public, citizens and internal and other external customers.
- Weekly reports are submitted to supervisor by cob on Friday 50% or less of the time
- Participates in scheduled in-house meeting 50% of less of the time unless excused by supervisor.
- Grantees are contacted less than two times per year.

Quality

- Communications are regulatory compliance and reflect department's view on programs and initiatives
- Valid complaints are received from internal or external customers more than five time during the rating period.
- Information, advice or guidance demonstrates a limited knowledge of CPD programs and reflects Departmental policy through written or oral presentations.
- Documentation of significant communications is not properly maintained in GMP and is recorded inaccurately 50% of the time

Timeliness

- Telephone inquiries are responded to on an average within 24 work hours of receipt.
- Mail inquiries are processed on an average of 60 days from time of receipt and email inquiries are responded to on an average of 7 days of receipt.
- Weekly reports are submitted 50% of the time

Activities are not documented in GMP upon completion or by the 5th workday of the month or semi annually..

Actual Accomplishments: