

STATE OF CONNECTICUT
DEPARTMENT OF MENTAL RETARDATION
Human Resources
ADVISORIES

Advisory No. **II-D-Ad-6**

Issue Date: March 15, 2001

Subject: **Employee Performance Appraisal**

Effective Date: July 1, 2001

Designated Area of Responsibility: **Human Resources**

Signatory: _____, Commissioner
Peter O'Meara

A. Purpose

The purpose of this advisory is to promote use of periodic and ongoing assessment of performance for all employees who work directly with consumers or their families in the Department of Mental Retardation and all of its licensed and contracted agents.

The Department of Mental Retardation recommends that each DMR Region, Southbury Training School and all private sector provider agencies under contract with or licensed by DMR to provide residential, day and/or support services to department clients or their families establish policies and procedures that require formal performance evaluations for all employees who work directly with consumers or their families.

The department recommends that employers assess, on an ongoing basis, direct care employee performance and that they institute corrective action as needed. Policies should require corrective action whenever evaluations identify employee behaviors or actions which have or reasonably could jeopardize the health or safety of consumers.

Such agency policies should include, at a minimum, the following requirements:

1. Personnel files include formal documentation that a performance evaluation is conducted on a periodic basis.
2. A process for increasing supervision, training and/or disciplinary action whenever the assessment of employee performance identifies behaviors, actions or patterns of behavior which have or reasonably could jeopardize the health and safety of consumers. Examples of such behaviors or actions include, but are not limited to:
 - a. A pattern of avoidable vehicular accidents
 - b. Citations for violating motor vehicle laws (e.g., speeding, reckless driving)
 - c. Evidence of work impairment due to alcohol or substance abuse
 - d. Substantiated client abuse or neglect or inappropriate interaction with a consumer that has not resulted in termination
 - e. Failure to follow client programs, provide client supervision or utilize established care or training practices

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- f. Failure to respond appropriately to emergency situations

B. Applicability

This advisory shall apply to all public DMR-operated programs and private sector programs licensed or funded by the Department of Mental Retardation to provide residential, day program, and family and individual support services to clients of the department.

This practice standard is **not** applicable to individual consumers (clients of DMR) who may utilize departmental resources to directly hire or contract for personal services. The department does, however, strongly recommend that consumers using the self determination model adhere to all of the required and recommended employment practice standards issued by the department in order to better assure that individuals providing personal services are qualified and meet accepted standards.

C. Definitions

None.

D. References

1. CGS 17a-210(a)
2. DMR Employment Practice Standards Employer Handbook