

**OFFICE OF INVESTIGATIVE SERVICES
POLICY & PROCEDURE #360**

ANNUAL OPERATING PLAN AND EMPLOYEE PERFORMANCE MANAGEMENT PROCESS

ANNUAL OPERATING PLAN:

The office goals and objectives are established each fiscal year in the OIS Annual Operating Plan. From this plan, every IIC develops a regional work plan to include specific objectives and strategies that describe how the region will achieve these goals.

The Annual Operating Plan is used to evaluate the organization. The Regional Work Plan will be used in the same manner.

EMPLOYEE PERFORMANCE MANAGEMENT PROCESS:

The Performance Management Process is designed to measure the performance of each employee. Performance ratings are conducted in accordance with DHR Personnel Policy #701.

A systematic evaluation of performance is a critical element of the performance management process. Employees need, desire, and deserve feedback on how well they are performing their duties. A sound performance appraisal process should accomplish this purpose by providing a fair and consistent system on which to evaluate and manage performance. All OIS staff is evaluated based on commitment to organizational goals, accuracy, and performing administrative requirements.

A critical part of the performance evaluation for all investigative staff is meeting the production expectations of referral dispositions, claim establishment, claim adjudications, and other claim transactions. Every OIS region and OIS investigator is responsible for achieving an assigned share of production as set forth in the OIS Annual Operating Plan and Regional Work Plan. The IIC is responsible to provide monthly feedback to the Investigator on production accomplishments and expectations.

While the primary objective of the performance appraisal is to document the current job performance, the performance management process may also be used as one facet of appraising the employee's potential for advancement within the organization. By identifying the quality and type of staff resources needed within the organization, management can more effectively plan to hire and to develop employees to assist the organization in fulfilling its mission.

EMPLOYEE PRODUCTIVITY FILES:

All IIC's are required to keep a productivity file on each employee with pertinent information in the file. Files should include production reports, individual conference agenda, Excel charts representing progress towards attainment of goals, employee memoranda, and other appropriate documents. This information is open to inspection by the employee or OIS administration when requested.