**Geneva Housing Authority**

2017 PERFORMANCE EVALUATION

Chief Executive Officer

###### **Rating Summary**

Section A – Work Performance \_\_\_\_\_\_

80 Maximum Points

Section B – Supervision Performance \_\_\_\_\_\_

*20 Maximum Points*

Section C – Factors Influencing Performance\_\_\_\_\_\_

*40 Maximum Points*

Section D – Quality of Service \_\_\_\_\_\_

*160 Maximum Points*

Section E – Other Performance Factors \_\_\_\_\_\_

32 Maximum Points

**TOTAL RATING POINTS**

**332 Maximum Points**

0 - 164 = Poor Performance

165 - 247 = Satisfactory Performance

248 - 297 = High Performance

290 - 332 = Excellent Performance

Employee Information:

Name:  **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Job Title: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_**

Current Base Salary: **$\_\_\_\_\_\_\_\_\_\_ \_\_**

Date of Hire: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Position Service Date: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Date of Last Evaluation: **\_\_\_\_\_\_\_\_\_\_\_\_\_**

Evaluation Prepared by:

**Board of Commissioners**

Date of this Evaluation: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**\_

Reviewed with Employee by: **\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

Date Reviewed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## **Section A. - Work** **Performance *(Maximum Points – 80)***

#### JOB KNOWLEDGE – has a solid understanding of all phases of public housing, Section 8 and other related programs. Understands and adheres to Program rules and regulations.

#### *0 pts. 2 pt. 4 pts. 6 pts. 8 pts*.

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**Personal Accountability –** Understands how his daily responsibilities support and maintain the larger systems. Demonstrates an ability to re-prioritize tasks as unplanned events occur to ensure Authority goals are ultimately met. Ensures handoffs to others are timely and accurate. Demonstrates an ability to multi-task to ensure Authority goals are met as planned. Ensures work area is free of clutter and looks professional.

#### *0 pts. 2 pt. 4 pts. 6 pts. 8 pts*.

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

#### DEDICATION/COMMITMENT – Takes steps to ensure that work is completed despite challenging circumstances. Is not hindered by dwindling resources. Displays willingness to “go the extra mile” when necessary

#### 

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

# **PLANNING / ORGANIZATION –** ability to anticipate and analyze problems; maps effective solutions. Ability to arrange work, prioritizes and plans work activities, and efficiently apply resources.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

#### ADMINISTRATIVE FOLLOW-UP – Has a clear plan for tracking open items and completing them on a timely basis.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**PUBLIC HOUSING, SECTION 8 AND AFFILIATES MANAGEMENT –** accurately and concisely reports the overall management conditions; management practices and policies that are designed to maintain a sound long-range condition.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**Resourcefulness / Results -** Uses equipment, resources and work time in an efficient and effective manner. Reports waste or inefficiencies to the Board of Commissioners. Brings improvement solutions to the Board members for discussion.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**Completing work tasks -** Consistently accomplishes assigned work completely, accurately, neatly, and on time.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

#### OPERATIONAL EFFICIENCY / SUCCESSFULNESS – obtains the best possible end result for the money spent. In spite of limited resources, makes it happen.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**FINANCIAL MANAGEMENT –** accurately and concisely reports the financial condition; management practices and policies are designed to maintain a sound long-range condition; plans for long term replacement and maintenance of equipment and modernization.

*0 pts. 2 pt. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**Comments**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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### **Section B. – Supervisory Performance *(Maximum Points – 20****)*

**LEADERSHIP –** establishment of personnel team effort toward common objectives.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**SUPERVISION / DELEGATION –** builds and motivates a team, provides direction, monitors and adjusts performance as necessary. Effectively assigns work to others and builds their skills.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

#### COMMUNICATIONS WITH EMPLOYEES – provides sufficient information to keep the employees productive, motivated and part of the team; understands their concerns.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

#### STAFFING SKILLS – Exhibits sound interviewing skills, analyzes and forecasts staffing needs, makes quality budget recommendations regarding hiring, presents positive, realistic view of the organizations.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

#### NEGOTIATION ABILITY – ability to represent the agency and employees fairly and within reason.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**Comments**:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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##### **Section C. – Factors Influencing Performance *(Maximum Points – 44)***

**ADAPTABLE & RESILIENT** – responds positively to a changing workplace and changing local conditions; does not hold fast to the status quo. Energy and motivation maintained in spite of constant demands; handles stress well.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

#### PHYSICAL ABILITY – is capable of performing the duties as required.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

#### PUNCTUALITY & ATTENDANCE – Measure of the employee’s overall attendance and punctuality over the period being assessed.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**TIMING –** makes decisions when sufficient information is available, implements action when appropriate.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

#### CONFLICT RESOLUTION – ability to defuse difficult situations and present a fair resolution.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**ACCEPTS DIRECTION –** aggressively responds to the direction of the Board of Commissioners; not sidetracked by the subordinate staff but recognizes their concerns.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**ETHICAL –** conforms to the high standards of the profession; knows, follows and promotes the Code of Ethics of a Public Housing Authority.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

#### ANALYTICAL – in making decisions considers the best available facts, projections and scientific evidence. To the extent that resources permit, insures that these tools are available.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

#### SENSITIVITY – listens to and understands the position and circumstances of others; communicates that understanding.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**time management –** practices good time management.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**ORGANIZATIONAL SKILLS –** Maintains good organization within workspace and in work habits.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**Comments:** \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

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###### **Section D. – Quality of Services *(Maximum Points – 160)***

**QUALITY OF HOUSING AUTHORITY SERVICES –** how well do the direct services provided meet the need of the Housing Authority.

**HUD - PHAS SCORE -** High Performer status attained under Public Housing Assessment System (PHAS).

Rating \_\_\_\_

*0 pt. 2pts. 4 pts. 8 pts.*

Troubled Substandard Financially Standard High

X

**HUD (City Section 8 Program) - SEMAP SCORE -** High Performer status attained under Section 8 Management Assessment program (SEMAP).

Rating \_\_\_\_

*0 pt. 4 pts. 8 pts.*

“Troubled” “Standard” “High”

X

**HUD/NYS-HCR (County Section 8 Program) - SEMAP SCORE -** High Performer status attained under Section 8 Management Assessment program (SEMAP).

Rating \_\_\_\_

*0 pt. 4 pts. 8 pts.*

“Troubled” “Standard” “High”

X

**LEASE-UP RATE -** Strives to maintain a 100% lease-up rate.

Rating \_\_\_\_

*0 pt. 2 pts. 4 pts. 6 pts. 8 pts.*

Unacceptable Poor Acceptable Good Excellent

X

**Reasonable Accommodation & FHEO -** Understands and implements Reasonable Accommodation process and HUD’s Fair Housing & Equal Opportunity requirements when appropriate.

*0 pt. 2 pts. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

X

**FRAUD -** Follows up appropriately on fraud reports.

Rating \_\_\_\_

*0 pt. 2 pts. 4 pts. 6 pts. 8 pts.*

Unacceptable Poor Acceptable Good Excellent

X

**GRIEVANCE HEARINGS –** Acts as GHA’s Hearing Officer in conducting the hearings, gathers additional background review material, including ACOP & Administrative Plan as necessary. Works with the Attorney in development legal opinions as to evidence within file or presented at hearing. Executes Hearing Officer’s decision letter. Remains impartial, fair and honest with all parties involved.

Rating \_\_\_\_

*0 pt. 2 pts. 4 pts. 6 pts. 8 pts.*

Unacceptable Poor Acceptable Good Excellent

X

**REPORTS -** Monthly Management Board reports are accurate and submitted on time.

Rating \_\_\_\_

*0 pt. 2 pts. 4 pts. 6 pts. 8 pts.*

Unacceptable Poor Acceptable Good Excellent

X

**BUDGETS & PROCUREMENT –** Prepares & presents various Operating & Capital Budgets. Has a clear understanding and operates within approved budgets. Conducts competitive pricing/bidding where necessary.

Rating \_\_\_\_

*0 pt. 2 pts. 4 pts. 6 pts. 8 pts.*

Unacceptable Poor Acceptable Good Excellent

X

**TENANT ACCOUNT RECEIVABLES (ARREARS) -** Strives to increase collection of Arrears, both Active and Vacated.

Rating \_\_\_\_

*0 pt. 2 pts. 4 pts. 6 pts. 8 pts.*

Unacceptable Poor Acceptable Good Excellent

X

**CURB APPEAL -** Monitors and strives to maintain sites’ curb appeal at all of our Developments. Properly outlines a plan to correctly address issues as they come up.

*0 pt. 2 pts. 4 pts. 6 pts. 8 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

X

**IPA AUDITS** – Receives favorable opinion and no financial based findings and limited adjusting entriees in the annual Financial Audit reports. Works well with the outside Third Party Auditors. Has implemented any of the recommendations as listed in the Letter to Management as part of the IPA Audit review.

Rating \_\_\_\_

*0 pt. 2 pts. 4 pts. 6 pts. 8 pts.*

Unacceptable Poor Acceptable Good Excellent

X

**OVERALL QUALITY OF WORK** – overall quality of work meets the expected standard.

Rating \_\_\_\_

*0 pt. 2 pts. 4 pts. 6 pts. 8 pts.*

Unacceptable Poor Acceptable Good Excellent

X

**PROPERTY MAINTENANCE DEPARTMENT** – insures that maintenance is completed in a competent & timely manner utilizing proper practices, reducing or eliminating the need to return, and is acceptable given available resources. In-directly oversees maintenance scheduling to see that all required Preventative Maintenance activities are completed.

#### *0 pts. 2 pts. 4 pts. 6 pts. 8 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**OUTSIDE CONTRACTS AND BUILDING EQUIPMENT** – Sets controls on when outside contractors are required. Properly prepares RFP’s and bidding documents for routine third party contracts. Understands the major building equipments operations and budgets for repairs/replacement.

#### *0 pts. 2 pts. 4 pts. 6 pts. 8 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**PROPERTY INSPECTION –** Monitors the timely annual inspections and other inspections as required. Insures appropriate Staff follow-up is conducted as necessary when problems are found.

#### *0 pts. 2 pts. 4 pts. 6 pts. 8 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**MODERNIZATION –** Implements approved Modernization Projects timely and within budget. Stays in compliance with HUD’s Capital Fund Program requirements.

#### *0 pts. 2 pts. 4 pts. 6 pts. 8 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**SECURITY & TENANT SAFETY** – Insures that appropriate Resident & Staff safety measures are taken and that security equipment is in working condition. Applies for various grants to improve safety & security measures. Continues to work with the various Law Enforcement Agencies, Fire Department and other Emergency providers.

#### *0 pts. 2 pts. 4 pts. 6 pts. 8 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**INSURANCES & RISK MANAGEMENT** Implements sound risk management measures to protect GHA’s properties, staff, residents & visitors. Works with Insurance Consultant to provide appropriate coverages.

#### *0 pts. 2 pts. 4 pts. 6 pts. 8 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**TENANT SEVICES –** Makes available appropriate staff and funding to assist Tenant Associations with activities and to offer various stand alone programs for resident participation.

#### *0 pts. 2 pts. 4 pts. 6 pts. 8 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Good Excellent

**Comments:**\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

### **Section E. – Other Performance Factors *(Maximum Points – 32)***

#### CREATIVITY – ability to offer improvements of methods, rules, policies & procedures, etc. by new ideas.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**HONEST-FAIR –** consistently open and straightforward; impartial.

#### *0 pts. 1 pt. 2 pts. 3 pts. 4 pts*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

#### COMMUNICATION WITH GHA BOARD MEMBERS – carries out good relations with Board of Commissioner, fully understands the difference between “Policy –vs. - Administration”. Take direction from the Board majority. Includes H.A. Board when housing accomplishments are published or promoted.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**COMMUNICATIONS WITH GOVERNMENT AGENCIES –** carries good relations with Federal (HUD), State, County and Local governments.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**COMMUNICATIONS WITH THE PUBLIC, RESIDENTS, PARTICIPANTS & LANDLORDS –** carries out good public relations.Interacts appropriately with customers and the general public. Treats all with respect.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

#### PROFESSIONAL DEVELOPMENT/Continuous Learning – takes action to acquire new knowledge and skills; encourages employees to do the same. Accepts feedback to improve personal performance. Accepts new tasks in a positive manner.

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**TEAMWORK - Interaction with Other sTAFF / Communication -** Assists others as needed to ensure departmental processes and procedures are performed appropriately. Listens carefully to understand; asks questions to clarify. Works well as part of a team valuing others’ differing perspectives**-** Maintains good relations with co-workers. Understands and promotes the need for teamwork

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Rating \_\_\_\_

Unacceptable Poor Acceptable Very Good Excellent

**GHA’S MISSION -** Maintains a positive attitude in regard to the mission of the Housing Authority and the population served. Understands and accepts the Housing Authority’s mission, and refrains from negativity in conducting daily tasks.

Rating \_\_\_\_

*0 pts. 1 pt. 2 pts. 3 pts. 4 pts.*

Unacceptable Poor Acceptable Very Good Excellent

Comments:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Section F. – Overall Evaluation

**Major strengths:**

**Major weaknesses**

**Past Objectives & Accomplishments:**

**Future Objectives:**

**Employee’s Comments:**

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*Employee’s Signature* *Board Chairman*

*Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*