



**Health Services**  
LOS ANGELES COUNTY

# POLICIES AND PROCEDURES

**SUBJECT:** PERFORMANCE EVALUATIONS

**POLICY NO:** 780

---

**PURPOSE:**

To provide guidelines for completing performance evaluations for DHS workforce members and to ensure DHS workforce members are appropriately evaluated in accordance with the rating standards set forth by Civil Service Rules, Memorandum of Understanding (MOU), and Physician Pay Plan requirements.

**POLICY:**

Management shall evaluate the performance and competency of all DHS workforce members based on the standards of efficient performance for the function/duties of the position in accordance with all regulatory requirements. All DHS workforce members shall be evaluated at least once each year and probationary employees by the end of the specified probationary period. A revised rating may be submitted by the appointing power at any time. Each workforce member's performance evaluation shall include a signed copy of the related job description. **Exception:** Physician's and mid-level providers must comply with privileging requirements.

Although non-County workforce members are not governed by Civil Service Rules, appropriate evaluation of performance, similar to that of County workforce members must be conducted. Non-County workforce members must receive performance assessments at 6-months and 12-months from the beginning of their assignment, and annually, thereafter, including competency assessment, as applicable. Certain contract agencies have been approved to independently be responsible for conducting performance assessments of their own staff and to certify that their employees are performing competently. Contract agencies must make the performance evaluations of contract staff available upon request.

**Note:** Any exceptions to this policy with respect to who is evaluated and/or who is responsible for providing the evaluation must be approved by DHS Administration.

The immediate supervisors shall communicate to the workforce members the Department's expectations, the performance standards and expectations for the workforce member's position, and shall provide the necessary leadership and direction needed by their subordinates to meet and maintain the required performance standards.

---

**APPROVED BY:**   
**REVIEW DATES:**

**EFFECTIVE DATE:** July 15, 2010  
**SUPERSEDES:** November 1, 2007

# DEPARTMENT OF HEALTH SERVICES COUNTY OF LOS ANGELES

**SUBJECT:** PERFORMANCE EVALUATIONS

**POLICY NO.:** 780

---

In accordance with Memoranda of Understanding, annual step advancement for employees is contingent upon a current performance evaluation with a rating of "competent" or better. Physicians subject to the Physician Pay Plan and Management Appraisal and Performance Plan (MAPP) participants must achieve a "met expectations" or better to receive their step/merit increase. If no performance evaluation is on file by the appropriate date, or if an employee receives a "needs improvement" or "failed to meet expectations" rating, the employee will not receive a step advance on their step anniversary date or merit increase, as applicable.

All managers and supervisors are expected to ensure performance evaluations are completed and fully executed on time. Managers and supervisors who fail to adhere to the performance evaluation policy and procedures will be subject to disciplinary action in accordance with DHS Policy 747, Disciplinary Action. MAPP managers/supervisors are subject to monetary penalties for late submissions of MAPP evaluations.

Managers and supervisors shall refer to DHS Human Resources Procedure 780.000 for additional information on the performance evaluation process.

All managers and supervisors are required to attend performance evaluation training and, if applicable, MAPP orientation and goal writing training as determined by, offered by or coordinated through DHS Human Resources or the Los Angeles County Department of Human Resources.

## **DEFINITION:**

**Workforce member** includes employees, contract staff, affiliates, volunteers, trainees, students, and other persons whose conduct, in the performance of work for DHS, is under its direct control, whether or not they receive compensation from the County.

**Fully-executed** performance evaluation is one that has been completed and signed by the rater, reviewer (as required), Department Head, and workforce member by the due date and in the correct order.

## **REFERENCES:**

California Code of Regulations, Title 22, Section 70719(a)(3)  
Los Angeles County Code, Title 5, Appendix  
Civil Service Rule 20

---

**EFFECTIVE DATE:** June 15, 2010

**SUPERSEDES:** November 1, 2007

**PAGE 2 OF 3**

**DEPARTMENT OF HEALTH SERVICES  
COUNTY OF LOS ANGELES**

**SUBJECT:** PERFORMANCE EVALUATIONS

**POLICY NO.:** 780

---

Joint Commission Standards (Human Resources)  
Centers for Medicare and Medicaid Services (CMS) Standard  
DHS Employee Evaluation and Discipline Guidelines  
Applicable Memorandum of Understanding (MOU)  
Physician Pay Plan  
DHS Human Resources Operational Procedures 780.000, Performance Evaluations

---

**EFFECTIVE DATE:** June 15, 2010

**SUPERSEDES:** November 1, 2007

**PAGE 3 OF 3**