

Staff Competency Evaluation Scoring Sheet

Rev. 07/2018

Staff Name: _____

Date: _____

Reviewer Name: _____

Measurements	Lacks Competence 0	Needs Improvement 1	Demonstrates Competence 2
Demonstrates appropriate techniques for performing hemoglobin measurements	<ul style="list-style-type: none"> <input type="checkbox"/> Does not use Masimo Pronto device when applicable <input type="checkbox"/> Hemoglobin measures are not obtained at appropriate times as indicated by policy, previous measure or RD direction <input type="checkbox"/> Proper procedures are not consistently followed <input type="checkbox"/> Cuvettes and lancet are not disposed of correctly <input type="checkbox"/> Documented hemoglobin values that were not completed, as applicable 	<ul style="list-style-type: none"> <input type="checkbox"/> Sometimes skips steps in performing hemoglobin tests; such as checking for air bubbles, obtaining large enough drops to fill cuvettes, sanitizing hands, incorrect finger chosen for Masimo Pronto test, etc... <input type="checkbox"/> Cuvettes and lancet are sometimes not disposed of correctly <input type="checkbox"/> Date not changed on hemoglobin measures obtained from outside sources, such as Indian Health Services, as applicable 	<ul style="list-style-type: none"> <input type="checkbox"/> Masimo Pronto used when applicable <input type="checkbox"/> Measurements are taken at appropriate times. <input type="checkbox"/> Proper technique followed when taking measurements <input type="checkbox"/> Measurement and any notes are entered accurately, as applicable
Score: _____	Comments:		
Demonstrates appropriate anthropometric measurement techniques	<ul style="list-style-type: none"> <input type="checkbox"/> Inconsistent or unusual measures are not identified or acknowledged <input type="checkbox"/> Clients are not positioned correctly for measures <input type="checkbox"/> Appropriate equipment is not used, based on age <input type="checkbox"/> Measurements are not entered accurately (including decimals and ounces), as applicable 	<ul style="list-style-type: none"> <input type="checkbox"/> Inconsistently positions clients correctly for measures <input type="checkbox"/> Has difficulty measuring 'difficult' clients and appropriate procedures are not completed <input type="checkbox"/> Two people are not utilized in measuring infants and children consistently <input type="checkbox"/> Inconsistently enters measurement correctly, as applicable <input type="checkbox"/> 	<ul style="list-style-type: none"> <input type="checkbox"/> Clients are measured using appropriate equipment, based on age <input type="checkbox"/> Two people are used for measurements of infants and children <input type="checkbox"/> Height/length measure position is knees and/or feet together, whatever touches first <input type="checkbox"/> Measurements are taken using proper procedure <input type="checkbox"/> Measurement and any notes are entered accurately, as applicable <input type="checkbox"/>
Score: _____	Comments:		
Measurements Combined Score: _____	Comments:		

Staff Competency Evaluation Scoring Sheet

Rev. 07/2018

Qualifications	Lacks Competence 0	Needs Improvement 1	Meets Expectations 2
Determines and documents income eligibility correctly	<ul style="list-style-type: none"> <input type="checkbox"/> Additional sources of income are not assessed <input type="checkbox"/> Proofs are requested unnecessarily when appropriate proofs are provided <input type="checkbox"/> Documents no proof of income incorrectly <input type="checkbox"/> Determines zero income incorrectly <input type="checkbox"/> Does not document how basic needs are met for zero income <input type="checkbox"/> Proof and adjunctive eligibility are not documented correctly 	<ul style="list-style-type: none"> <input type="checkbox"/> Inconsistently determines household size correctly <input type="checkbox"/> Inconsistently determines income correctly <input type="checkbox"/> Inconsistently documents income correctly <input type="checkbox"/> Does not request assistance when needed 	<ul style="list-style-type: none"> <input type="checkbox"/> Determines household size appropriately <input type="checkbox"/> Assesses all household income <input type="checkbox"/> Documents adjunctive eligibility correctly <input type="checkbox"/> Determines and documents no proof of income correctly <input type="checkbox"/> Uses self-declare appropriately <input type="checkbox"/> Uses proof pending correctly
Score: _____	Comments:		
Determines and documents residency eligibility correctly	<ul style="list-style-type: none"> <input type="checkbox"/> Village or city is not entered in street address when client resides on the reservation and only has a PO Box <input type="checkbox"/> Proof of residency is not matched to the address on the demographics tab <input type="checkbox"/> Documents no proof of residency incorrectly <input type="checkbox"/> Uses self-declare incorrectly and/or is not signed <input type="checkbox"/> Uses an invalid, unacceptable proof of residency <input type="checkbox"/> Serves clients outside of service area 	<ul style="list-style-type: none"> <input type="checkbox"/> Inconsistently determines residency correctly <input type="checkbox"/> Inconsistently documents residency correctly <input type="checkbox"/> Inconsistently matches proof of residency to the demographics tab <input type="checkbox"/> Does not request assistance when needed 	<ul style="list-style-type: none"> <input type="checkbox"/> Determines and documents residency correctly <input type="checkbox"/> Documents no proof of residency correctly <input type="checkbox"/> Uses self-declare appropriately
Score: _____	Comments:		
Verifies and documents client and caregiver identification	<ul style="list-style-type: none"> <input type="checkbox"/> Name on identification is not matched to name in STARS <input type="checkbox"/> ID is documented incorrectly <input type="checkbox"/> Documents no proof of ID incorrectly <input type="checkbox"/> Uses unacceptable proof of ID <input type="checkbox"/> Uses self-declare incorrectly and/or is not signed 	<ul style="list-style-type: none"> <input type="checkbox"/> Inconsistently documents ID correctly <input type="checkbox"/> Inconsistently matches name on ID to name in STARS <input type="checkbox"/> Does not request assistance when needed 	<ul style="list-style-type: none"> <input type="checkbox"/> Verifies and documents Identification correctly <input type="checkbox"/> Documents no proof of ID correctly <input type="checkbox"/> Uses self-declare appropriately
Score: _____	Comments:		
Qualifications Combined Score: _____	Comments:		

Staff Competency Evaluation Scoring Sheet

Rev. 07/2018

Program Education	Lacks Competence 0	Needs Improvement 1	Demonstrates Competence 2
Demonstrates appropriate program education skills	<ul style="list-style-type: none"> <input type="checkbox"/> Rights and Responsibility Form is not read by the client or explained to the client <input type="checkbox"/> Programs with whom WIC shares client information with are not shared with clients <input type="checkbox"/> Does not document immunization status correctly or provide schedule when indicated 	<ul style="list-style-type: none"> <input type="checkbox"/> Rights and Responsibility Form is not consistently read by the client or explained to the client <input type="checkbox"/> Programs with whom WIC shares client information with are not consistently shared with clients <input type="checkbox"/> Does not consistently provide immunization schedule when indicated or document status appropriately 	<ul style="list-style-type: none"> <input type="checkbox"/> Uses knowledge of program rules to explain the Rights and Responsibilities <input type="checkbox"/> Clients are made aware of programs WIC shares information with <input type="checkbox"/> Documents immunization appropriately and provides immunization schedule as needed
Score: _____	Comments:		
Demonstrates appropriate food delivery education skills	<ul style="list-style-type: none"> <input type="checkbox"/> Food list is not provided and/or explained <input type="checkbox"/> Benefits education is limited or does not typically occur <input type="checkbox"/> Vendor list is not provided and/or explained <input type="checkbox"/> No opportunity is provided for clients to share concerns or problems with redeeming benefits <input type="checkbox"/> Vendor complaints are not entered or adequate information is not obtained 	<ul style="list-style-type: none"> <input type="checkbox"/> Food list is provided, but not consistently explained in detail <input type="checkbox"/> Parts of benefits education are explained, but some parts are missed <input type="checkbox"/> Vendor list is provided, but not explained <input type="checkbox"/> Inconsistently provides opportunity for clients to share concerns or problems with redeeming benefits <input type="checkbox"/> Obtains and documents some information on reported vendor complaints but not enough for follow-up 	<ul style="list-style-type: none"> <input type="checkbox"/> Food list is provided and authorized foods are explained in detail <input type="checkbox"/> Explains to new clients in detail how to redeem benefits <input type="checkbox"/> Reviews ITCA Authorized Vendors and provides vendor list <input type="checkbox"/> Provides opportunity for clients to share concerns or problems with redeeming benefits <input type="checkbox"/> Obtains and documents adequate information when reporting a vendor complaint
Score: _____	Comments:		
Program Education Combined Score: _____	Comments:		

Staff Competency Evaluation Scoring Sheet

Rev. 07/2018

Food Package/Benefits Issuance	Lacks Competence 0	Needs Improvement 1	Demonstrates Competence 2
Demonstrates appropriate benefit issuance skills	<input type="checkbox"/> Issues the incorrect number of months of benefits considering the client’s individual needs and compliance with program policy (HR, mid-cert, syncing family members)	<input type="checkbox"/> Occasionally issues the incorrect number of months of benefits considering the client’s individual needs and compliance with program policy (HR, mid-cert, syncing family members)	<input type="checkbox"/> Issues the correct number of months of benefits considering the client’s individual needs and compliance with program policy (HR, mid-cert, syncing family members)
Score: _____	Comments:		
Food Package/Benefits Issuance Combined Score: _____	Comments:		

Staff Competency Evaluation Scoring Sheet

Rev. 07/2018

General Service Standards	Lacks Competence 0	Needs Improvement 1	Demonstrates Competence 2
Documents additional information in STARS appropriately	<input type="checkbox"/> Mother to child are not linked or linked incorrectly <input type="checkbox"/> Documents race and ethnicity incorrectly or does not ask client <input type="checkbox"/> Voter registration is not offered and/or is not documented correctly <input type="checkbox"/>	<input type="checkbox"/> Inconsistently links mother to child correctly <input type="checkbox"/> Inconsistently determines and documents race and ethnicity correctly <input type="checkbox"/> Voter registration is inconsistently offered and documented correctly <input type="checkbox"/>	<input type="checkbox"/> Correctly links mother to child <input type="checkbox"/> Determines and documents race and ethnicity correctly <input type="checkbox"/> Voter registration is offered and documented correctly <input type="checkbox"/>
Score: _____	Comments:		
Demonstrates skills in providing services	<input type="checkbox"/> Knowledge of STARS functionality and the ability to navigate and document efficiently in STARS is limited <input type="checkbox"/> Services are provided in a discriminatory manner <input type="checkbox"/> Information is collected while interrupting or correcting the client <input type="checkbox"/> Questions are asked in a judgmental and/or leading manner <input type="checkbox"/> Follow-up or clarifying questions are not used to ensure understanding <input type="checkbox"/> Client information is frequently not kept confidential <input type="checkbox"/> Program integrity is not maintained (separation of duties, serving relatives)	<input type="checkbox"/> Demonstrates moderate knowledge of STARS functionality and ability to navigate and document efficiently in STARS <input type="checkbox"/> Occasionally interrupts or corrects the client when collecting information <input type="checkbox"/> Leading or judgmental questions are asked on occasion <input type="checkbox"/> Clarifying or follow-up questions are not consistently used <input type="checkbox"/> Client information is occasionally not kept confidential <input type="checkbox"/> Program integrity is not consistently practiced	<input type="checkbox"/> Demonstrates advanced knowledge of STARS functionality and the ability to navigate and document efficiently in STARS <input type="checkbox"/> Provides services in a non-discriminatory manner <input type="checkbox"/> Collects information without interrupting or correcting the client <input type="checkbox"/> Asks questions in a non-judgmental and non-leading manner <input type="checkbox"/> Ensures understanding by asking clarifying questions <input type="checkbox"/> Ensures the confidentiality of client information <input type="checkbox"/> Ensures program integrity (separation of duties, serving relatives)
Score: _____	Comments:		
Demonstrates PCS skills	<input type="checkbox"/> Typically does not set the agenda <input type="checkbox"/> Permission is rarely asked <input type="checkbox"/> Uses mostly closed-ended questions <input type="checkbox"/> Does not routinely practice active listening and respond to non-verbal cues	<input type="checkbox"/> Inconsistently sets the agenda <input type="checkbox"/> Asks permission sometimes <input type="checkbox"/> Uses some open-ended questions with the majority of being closed-ended <input type="checkbox"/> Inconsistently practices active listening and responds to some non-verbal cues	<input type="checkbox"/> Sets the agenda <input type="checkbox"/> Asks permission <input type="checkbox"/> Uses an effective balance of open-ended and closed-ended questions <input type="checkbox"/> Consistently practices active listening and responds to non-verbal cues
Score: _____	Comments:		
General Services Combined Score: _____	Comments:		