

Performance Management Plan for Non-Managers and Non-Supervisors



A. General Information

1. Employee Name (<i>last, first, middle</i>)		2. Organization OWCP/DEEOIC/FAB	
3. Title, Series, Grade Hearing Representative, GS-0991-13		4. Appraisal Cycle (<i>mm/dd/yyyy</i>) 10/01/2021 to 09/30/2022	5. Appraisal Period (<i>mm/dd/yyyy</i>) to 09/30/2022
6. Supervisory Status Code 8 – All Other Positions			

B. Performance Elements and Standards Certification

1. I certify that this performance plan contains accurate performance elements and standards that:	<input checked="" type="checkbox"/>	Link at least one critical results element to the Agency's operating plan.	
	<input checked="" type="checkbox"/>	Hold the employee accountable for measurable and/or observable results.	
	<input checked="" type="checkbox"/>	Link to the employee's position description and reflect the duties and responsibilities assigned to the employee.	
2. Rating Official Signature			Date (<i>mm/dd/yyyy</i>)
3. Rating Official Name (<i>last, first, middle</i>)		4. Rating Official Title	

5. Prototype elements and/or standards Yes No

C. Position Description Certification

1. Position description is correct? <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No (if No, explain below.)	2. Rating Official Signature	Date (<i>mm/dd/yyyy</i>)
	3. Rating Official Name (<i>last, first, middle</i>)	
	4. Rating Official Title	

D. Establishment of the Performance Management Plan

1a. I discussed this plan with employee. <input type="checkbox"/> Yes <input type="checkbox"/> No	1b. Employee written comments are attached. <input type="checkbox"/> Yes <input type="checkbox"/> No	2. Employee Signature	Date (<i>mm/dd/yyyy</i>)
3. Rating Official Signature	Date (<i>mm/dd/yyyy</i>)	6. Reviewing Official Signature	Date (<i>mm/dd/yyyy</i>)
4. Rating Official Name (<i>last, first, middle</i>)		7. Reviewing Official Name (<i>last, first, middle</i>) O'Hare, Gerard	
5. Rating Official Title		8. Reviewing Official Title Branch Chief	

E. Mid-Term Progress Review Certification

1. The mid-term progress review has been conducted. <input type="checkbox"/> Yes <input type="checkbox"/> No (if No, explain below.)	3. Rating Official Signature	Date (<i>mm/dd/yyyy</i>)
	4. Rating Official Name (<i>last, first, middle</i>)	
2. Employee Signature	Date (<i>mm/dd/yyyy</i>)	5. Rating Official Title

F. Performance Appraisal and Rating

1. Indicate performance appraisal and rating below.			2a. I discussed this appraisal with the employee. <input type="checkbox"/> Yes <input type="checkbox"/> No
<input type="checkbox"/> Outstanding	Falls within Summary Rating Points (475-500)		2b. Employee provided timely written comments. <input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> NA
<input type="checkbox"/> Exceeds Fully Successful	Falls within Summary Rating Points (400-474)		
<input type="checkbox"/> Fully Successful	Falls within Summary Rating Points (300-399)		
<input type="checkbox"/> Minimally Successful	Minimally Successful on one or more elements		
<input type="checkbox"/> Unacceptable	Unacceptable on one or more elements		
3. Purpose of Appraisal: <input type="checkbox"/> Interim Rating <input type="checkbox"/> Rating of Record		7. Employee Signature	
4. Rating Official Signature		Date (<i>mm/dd/yyyy</i>)	8. Reviewing Official Signature
5. Rating Official Name (<i>last, first, middle</i>)		9. Reviewing Official Name (<i>last, first, middle</i>) O'Hare, Gerard	
6. Rating Official Title		10. Reviewing Official Title Branch Chief	

G. Performance Summary

The rating official must appraise the employee's performance relative to the critical results elements performed. In assigning a rating to each critical results elements, please rate the employee at one of the following five levels and include a written narrative as appropriate:

Elements Rating Level	Rating Points	Description
Outstanding	5	This is a level of rare, high-quality performance. The employee's work under this element substantially exceeds the "Exceeds Fully Successful" standard. <i>(Narrative Required)</i>
Exceeds Fully Successful	4	This is a level of unusually good performance. The employee's work under this element is consistently above average . <i>(Narrative Required)</i>
Fully Successful	3	This is a level of good, sound performance. The employee's work under this element is of a fully competent employee. <i>(Narrative Not Required)</i>
Minimally Successful	2	This is a level of performance below expectations. The employee's work under this element needs improvement in one or more elements. <i>(Narrative Required)</i>
Unacceptable	1	The level of performance is not adequate for the position. <i>(Narrative Required)</i>
Not Rated (NR)	NR	The level of performance is not rated .

Critical Element	Critical Element Weight %	Rating Points					NR	Total Element Points
		5	4	3	2	1		
Result #1 QUALITY OF DECISIONS AND WRITTEN PRODUCTS	20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Result #2 ISSUE TIMELY FINAL DECISIONS	20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Result #3 DATA INTEGRITY	20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Result #4 CUSTOMER SERVICE	20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Result #5 HEARINGS	20	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Result #6		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Result #7		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Result #8		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	
Element Pts ->	100	Summary Rating Points						0

H. Consideration Given to Other Ratings in Rating of Record

1. Any written performance information (including interim ratings and performance information on details or temporary reassignments/promotions) since the last annual rating of record will be taken into account in this rating of record. If these interim performance ratings or information impact the overall rating of record, explain fully in the space below.

I. Other Significant Accomplishments

J. Organizational Performance Elements

Critical results-specific elements must include, but are not limited to, as many results elements as are necessary to reflect the employee's specific responsibilities in the implementation of their agency's operating plan / strategic goals. All elements and standards should describe the major results to be achieved during the period of performance covered by the performance plan. Each performance standard must be written at the **Fully Successful** level and include measures of performance such as quality, quantity, timeliness, and cost-effectiveness. Standards should be concise and not include detailed milestones or descriptions of the process and methods used to achieve the results.

Result #1 Title	QUALITY OF DECISIONS AND WRITTEN PRODUCTS	Weight Value	20%
Result #1	<input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Fully Successful <input type="checkbox"/> Fully Successful <input type="checkbox"/> Minimally Successful <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Rated		
Decisions and written products are based on a thorough and accurate analysis of the case evidence, are well-written, communicate a coherent, logical progression of relevant information, and are free of typographical or grammatical errors.			
Performance Standard			
Performance is fully successful when, in 90 - 93% of sampled cases, all criteria are met, and the Hearing Representative applies relevant DEEOIC legal, regulatory, case precedent and/or procedural guidance to arrive at substantiated, compelling, and grammatically correct written outcomes.			
(1) The Statement of the Case describes in a clear, concise narrative (without legal citations or analysis of the facts or law) evidence of applicable development regarding claimed medical conditions, employment, and survivorship, and is limited to that case history which is relevant to the issue under determination.			
(2) Review of the Written Record decisions include an Objections section that accurately summarizes the objections and provides a complete, correct, and easily-understood response that explains the consideration given to all objections presented and is based on an appropriate analysis of the case evidence and application of program policy and procedure.			
(3) The Findings of Fact are based on the evidence described in the Statement of the Case, summarize in a clear and understandable manner the totality of the evidence in the case file that supports the Conclusions of Law, and are limited to the facts that support the Conclusions of Law.			
(4) The Conclusions of Law acknowledge the receipt of a waiver, objections, or the lack of objections, thoroughly and accurately summarize the pertinent case evidence, clearly explain the rationale behind the acceptance or denial of the claim, address what benefits are being awarded or denied, and include citations supporting the conclusions.			
(5) Remand orders explain in a concise manner the specific evidentiary, legal, regulatory, and/or policy reason(s) regarding why the recommended decision of the District Office is not being finalized, including analysis of any new evidence or argument.			
(6) Administrative closure memos and/or letters clearly identify the reason(s) for the closure.			
(7) Cover letters, medical benefit letters, Congressional correspondence, RWR and other acknowledgment letters, and other correspondence communicate accurate information and are free of grammatical or typographical errors.			
(8) EN-20 forms are correctly completed and reference valid and appropriate payment amounts, with two copies provided.			
METHOD OF MEASUREMENT: Random case sampling, EN-20 forms, OIS data/reports, ECS data/reports, and/or materials maintained by management and the Branch Chief.			
Narrative			

Result #2 Title	ISSUE TIMELY FINAL DECISIONS	Weight Value	20%
Result #2	<input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Fully Successful <input type="checkbox"/> Fully Successful <input type="checkbox"/> Minimally Successful <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Rated		
The Hearing Representative issues timely final determinations.			
Performance Standard			
Performance is fully successful when all criteria are met and completed decisions are issued within specified time frames for criterion (1) and criteria (3) through (6) in 90% - 93% of claims and for criterion 2 in 94% - 96% of claims. Criterion (7) is as described.			
(1) For claims with waivers, final decisions or remand orders are issued within 30 calendar days from receipt of the waiver in FAB;			
(2) For claims with waivers, final decisions or remand orders are issued no later than 65 days from issuance of the recommended decision;			
(3) For non-contested claims, final decisions or remand orders are issued within 75 calendar days of the issuance of the recommended decision;			

(4) For claims requiring a Review of the Written Record, final decisions or remand orders are issued within 75 calendar days of receipt of objections;

(5) For claims requesting reconsideration, a response to the request for reconsideration is issued within 45 calendar days of assignment;

(6) An initial review of claims (e.g. reviews the file when it is assigned to them and identifies any issues that can be handled with a remand or further minimal development early in the FAB review stage of the adjudication) is completed within 15 days of the FAB receipt of the recommended decision; and

(7) To be fully successful, final decisions or remand orders are issued within 300 days of the recommended decision with no more than 2 cases going over 300 calendar days during the rating period.

METHOD OF MEASUREMENT:
Random case sampling, ECS reports/data, BAS reports/data, OIS reports/data, and/or materials maintained by management and the Branch Chief.

Narrative

Result #3 Title	DATA INTEGRITY	Weight Value	20%
Result #3	<input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Fully Successful <input type="checkbox"/> Fully Successful <input type="checkbox"/> Minimally Successful <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Rated		
<p>The Hearing Representative accurately inputs data into DEEOIC information systems.</p>			
Performance Standard			
<p>Performance is fully successful when all criteria are met and, in 90% - 93% of sampled cases, data is recorded correctly and completely in each category in accordance with existing policies and procedures.</p> <p>(1) The FAB Hearing Representative routinely and independently performs accurate data input:</p> <ul style="list-style-type: none"> a) Payment, final decision, and remand data are correctly coded in ECS on the date of issuance of the decision and accurately reflect the decision outcome (e.g., primary decision, secondary decision, medical condition status, ICD codes, effective dates); b) Reconsideration/Post Adjudication record is correctly updated within 5 work days of completed actions; c) Hearing and RWR appeal screen fields are correctly updated within 3 work days of completed actions (e.g., FD linked, correct RD linked, status fields, correct objection type); d) Employee census information (e.g., name, address, DOB, DOD) is correct on date of issuance of decision; e) ECS data entry is accurately recorded for file location (as file is moved), medical conditions, status, and FAB notes; f) Input on the correspondence screen accurately reflects outgoing and incoming correspondence relating to FAB development or other information collection within 3 work days of the action taken; g) Administrative closures are accurately recorded in ECS and OIS; <p>(2) Within 2 work days of document creation, appropriate action is taken to bronze (create electronic image) and correctly index documents into OIS; and</p> <p>(3) Within 3 work days of receipt, incoming mail or other case file material is screened, indexed appropriately, reviewed for relevancy, and appropriate action is taken and documented within 4-6 calendar days of receipt of the same.</p>			
<p>METHOD OF MEASUREMENT: Random case sampling, ECS reports/data, BAS reports/data, OIS data/reports, and/or materials maintained by management and the Branch Chief.</p>			
Narrative			

Result #4 Title	CUSTOMER SERVICE	Weight Value	20%
Result #4	<input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Fully Successful <input type="checkbox"/> Fully Successful <input type="checkbox"/> Minimally Successful <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Rated		
<p>The Hearing Representative is courteous, professional, and knowledgeable with regard to interactions with internal or external program contacts, while utilizing electronic communications tools appropriately and documenting interactions.</p>			

Performance Standard

Performance is fully successful when all criteria are met, in accordance with policies, procedures, and regulations, and criterion (1) is met 93% - 94% of the time and criterion (2) is met 95% - 96% of the time. Criteria (3) and (4) are as described.

- (1) ECS telephone messaging system is utilized correctly to memorialize telephone call information, including substantive written description of verbal interaction with callers, and to document call returns (or an attempt to return a call) within 1 work day of receipt.
- (2) ECS telephone messaging system is utilized correctly to memorialize telephone call information, including substantive written description of verbal interaction with callers, and to document call returns (or an attempt to return a call) within 2 work days of receipt.
- (3) To be fully successful, the Hearing Representative contributes to a professional, productive, customer-oriented work environment, and makes contributions to the improvement of the team or office morale, with no more than 2 substantiated complaints received during the rating period.
- (4) To be fully successful, all personally identifiable information (PII) is correct throughout all correspondence, with no more than 2 PII violations occurring within the rating period.

METHOD OF MEASUREMENT:

Random case sampling, ECS data/reports, reported PII incidents, OIS data/reports, supervisory observation, valid complaints/compliments received, and/or materials maintained by management and the Branch Chief.

Narrative

Result #5 Title	HEARINGS	Weight Value	20%
Result #5	<input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Fully Successful <input type="checkbox"/> Fully Successful <input type="checkbox"/> Minimally Successful <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Rated		

The Hearing Representative schedules, prepares for, and conducts hearings in accordance with DEEOIC procedural guidance, and issues hearing-related final decisions or remand orders in a timely manner.

Performance Standard

Performance is fully successful when all criteria are met 90% - 93% of the time.

- (1) Upon receipt of the hearing request, the Hearing Representative reviews the claim within 15 days and identifies any issues that can be handled with a remand or via minimal development by the Hearing Representative.
- (2) If the evidence is sufficient to support a remand order or reversal prior to the scheduling of the hearing, the remand order or reversal is reviewed by management and issued within 30 days of the receipt of the request for a hearing. Remand orders issued either before or after a hearing is convened explain in a concise manner the specific evidentiary, legal, regulatory, and/or policy reason(s) regarding why the recommended decision of the District Office is not being finalized, including a discussion of any new evidence or argument presented.
- (3) The Hearing Representative schedules a hearing with the claimant and/or authorized representative, with appropriate notification sent to the hearing schedulers, within 15 calendar days of the receipt of the hearing request.
- (4) The hearing is scheduled to be held within 65 calendar days of receipt of the request for a hearing.
- (5) Prior to conducting a hearing, the Hearing Representative performs a thorough review of the evidence, prepares a hearing script/opening statement to be read into the record which describes the history of the claim, issues, and objections, and contacts the claimant(s) and/or authorized representative by telephone as a reminder.
- (6) When the hearing is convened, the Hearing Representative administers oaths, guides the course of the proceedings, marks and enters evidence as exhibits, allows the claimant, representative and/or witnesses to present argument/testimony, questions witnesses, conducts the hearing as instructed in FAB training sessions, materials, and procedure manual, and provides attendees with upcoming timelines for review of the transcript and submission of evidence.
- (7) Reversals issued prior to or after a hearing and final decisions following a hearing include a clear and concise Statement of the Case, an Objections section that accurately summarizes the objections and provides a complete, correct, and easily-understood response (explaining the consideration given to all objections presented based on an appropriate analysis of the case evidence and application of program policy and procedure), Findings of Fact that summarize the salient facts of the case, and Conclusions of Law that thoroughly and accurately summarize the pertinent case evidence, clearly explain the rationale behind the acceptance or denial of the claim, address what benefits are being awarded or denied, and include citations supporting the conclusions.
- (8) Final decisions or remand orders are issued within 85 calendar days of the scheduled/convened date of the hearing.
- (9) Administrative closure memos and/or letters clearly identify the reason(s) for the closure and an explanation of the effect on any hearing request.

METHOD OF MEASUREMENT:

Random case sampling, ECS reports/data, BAS reports/data, OIS data/reports, supervisory observation, and/or materials maintained by management and the

Branch Chief.
Narrative

Result #6 Title	Weight Value
Result #6	<input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Fully Successful <input type="checkbox"/> Fully Successful <input type="checkbox"/> Minimally Successful <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Rated
Performance Standard	
Narrative	

Result #7 Title	Weight Value
Result #7	<input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Fully Successful <input type="checkbox"/> Fully Successful <input type="checkbox"/> Minimally Successful <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Rated
Performance Standard	
Narrative	

Result #8 Title	Weight Value
Result #8	<input type="checkbox"/> Outstanding <input type="checkbox"/> Exceeds Fully Successful <input type="checkbox"/> Fully Successful <input type="checkbox"/> Minimally Successful <input type="checkbox"/> Unacceptable <input type="checkbox"/> Not Rated
Performance Standard	

Narrative