

PERFORMANCE PLAN, PROGRESS REVIEW AND APPRAISAL WORKSHEET

1. NAME (Last, First, MI) MULDER,ALBERT H		2. POSITION TITLE AGRON	
3. AGENCY / DIVISION Natural Resources Conservation Service STATE RESOURCE CONSERVATION		4. PAY PLAN, SERIES, GRADE GS / 0471 / 12	APPRAISAL PERIOD 5. START DATE 10/01/2016 6. END DATE 09/30/2017
7. PERFORMANCE ELEMENT No. 01 (Describe below the duty or responsibility for which the employee is accountable and responsible. Indicate if the element is critical or noncritical.)			☒ CRITICAL ☐ NONCRITICAL

NRCS: CUSTOMER SERVICE (MANDATORY FOR ALL EMPLOYEES)

8. STANDARD (Describe the level expected for "Fully Successful" performance. Include appropriate indicators of quality, quantity, cost efficiency, or timeliness, where applicable.)
--

Provides advice that is timely, responsive, and accurate. Maintains appropriate rapport with internal and external customers. Develops and establishes working relationships with external organizations as required. Keeps supervisor informed of difficult or controversial issues and unique problems. Takes action to effectively solve problems before they have an adverse impact on the organization or other employees.

Customer Perspective Mandatory Standard

Examples of these standards and measures are as follows:

80-95 percent of feedback from customers (e.g., partners, stakeholders, constituents, general public) indicates satisfaction with the following:

-Quality of service delivered, including that the service was provided in a collaborative manner and met the customers' expectations and needs.

-Quantity and quality of information delivered, including that the information provided increased the customers' understanding of NRCS programs.

-Requirements, needs, and expectations are sought out and listened to.

-Services, solutions, and tools are practical and address customer needs.

-Courtesy and professionalism with which the services were provided.

-Timeliness of response.

-Action taken is in accordance with law, regulation, and Department policy.

Customer feedback is gathered both actively, by calling, emailing, or otherwise communicating with customers and asking for their feedback, and passively, by recording feedback volunteered by customers.

Fully Successful for this element includes:

Field or Area-generated requests for assistance using the established 'Request Tool' are acknowledged within 3 business days, and resolution to the request will be completed within 30 calendar days, with no more than 3 exceptions during the fiscal year.

Responses to assigned National Bulletins and state, regional, or national data calls will be completed on or before suspense or due dates, with no more than 3 exceptions during the fiscal year.

Contributes to the technological expansion of the customer base by reviewing and updating Field Office Technical Guide information, data, and tools within assigned discipline area(s). Content revisions may include reference documents, resource assessment tools, and national templates and information adopted for state use. Performs this assignment a minimum of instances during the fiscal year.

9. ELEMENT RATING (At the end of the rating period, compare the employee's performance with standard and assign an element rating. Refer to documentation, as necessary.)	Exceeds ☐	Fully Successful ☐	Does Not Meet ☐
---	-------------------------------------	--	---

10. ACCOMPLISHMENTS (Must be completed if employee receives a summary rating of Outstanding. Attach additional sheets if more space is required.)

11. CERTIFICATION OF DEVELOPMENT AND RECEIPT OF PLAN (Signatures certify discussion with the employee and receipt of plan which reflects current position description.)	
Employee's Signature /S/ MULDER,ALBERT H	Date 14-NOV-2016
Supervisor's Signature /S/ ELDER,WILLIAM D	Date 13-NOV-2016
Reviewer's Signature /S/ DOTSON,RAY	Date 14-NOV-2016
12. PROGRESS REVIEWS (At least one must be completed.)	
Employee's Initials and Date	Supervisor's Initials and Date

Check appropriate copy designation

☐ ORIGINAL

☐ EMPLOYEE

☐ SUPERVISOR

☐ AGENCY USE

(Official Personnel Folder / Employee Performance File Copy)

PERFORMANCE PLAN, PROGRESS REVIEW AND APPRAISAL WORKSHEET

1. NAME (Last, First, MI) MULDER,ALBERT H		2. POSITION TITLE AGRON	
3. AGENCY / DIVISION Natural Resources Conservation Service STATE RESOURCE CONSERVATION		4. PAY PLAN, SERIES, GRADE GS / 0471 / 12	APPRAISAL PERIOD
		5. START DATE 10/01/2016	6. END DATE 09/30/2017
7. PERFORMANCE ELEMENT			
No. 02 (Describe below the duty or responsibility for which the employee is accountable and responsible. Indicate if the element is critical or noncritical.)		☒ CRITICAL ☐ NONCRITICAL	

NRCS:MISSION RESULTS (MANDATORY FOR ALL EMPLOYEES)

8. STANDARD (Describe the level expected for "Fully Successful" performance. Include appropriate indicators of quality, quantity, cost efficiency, or timeliness, where applicable.)
--

Demonstrates support for agency strategic goals and initiatives within own organizational unit and contributes to the achievement of overall agency initiatives. Stresses accountability and continuous improvement to employees and team members, makes timely and effective decisions, and produces results through strategic thinking and decisive action.

Safety and Health (Mandatory Standard)

Performance Objective (Safety and Health): Demonstrates a basic understanding of NRCS safety and health programs. Actively supports the Safety and Occupational Health Program through personal acceptance.

Outcome: To provide a safe and healthful work environment for all by taking personal responsibility for safety in the performance of assigned job duties.

Performance Standards:

- Participates in the safety and health program by reporting unsafe acts and conditions in the workplace to the supervisor or designated official within 48 hours.
- Gets involved by serving on a safety committee, making recommendations for safety activities and promotions, or other involvements in the program.
- Completes mandatory training.
- Safe practices will be performed at all times to ensure personal safety whether on or off duty.
- Complies with safety and health rules and regulations.

Ethics (Mandatory Standard)

Demonstrates an understanding of and complies with all ethics and standards of conduct statutes, regulations, policies, and procedures. Reports any instances of ethics or standards of conduct violations to supervisor or designated official within 48 hours.

Personally Identifiable Information (PII)

The following standard: "Demonstrates an understanding of the Privacy Act and applies the act correctly when exercising controls and safeguards to preserve the integrity and confidentiality of materials containing personally identifiable information (PII). Ensures that PII is protected at all times, including when being transferred, in accordance with NRCS policy. Reports any violations to supervisor within 4 hours of becoming aware of a problem.

Fully Successful for this element includes:

Using the established 'Request Tool', providing assistance in the field to each Nevada Field Office on 2 occasions during the course of the fiscal year. Individual waivers may be granted due to budgetary or travel restrictions.

Conducts assigned Quality Assurance activities, contributing a minimum of 25% of the ESD (Resources) assigned 5% annual spot checks; As directed by the supervisor, assists the Assistant State Conservationist-Management & Strategy and the Area Conservationist to complete at least 1 Field Office Quality Assurance Review during the fiscal year.

Actively participates in Resources staff meetings by contributing constructive ideas and input to resource issues and management challenges facing Nevada NRCS and the client base. Attends all scheduled staff meetings with 1 exception during the fiscal year.

Plans and conducts 1 technical training event to NRCS personnel on topics consistent with identified state training needs and in collaboration with the State Resource Conservationist and Area Conservationist.

Provides assistance to another NRCS staff member to develop and conduct 2 technical or programmatic training events to NRCS personnel on topics consistent with identified state training needs and in collaboration with the State Resource Conservationist, Assistant State Conservationist-Programs and/or the Area Conservationist.

Completes one of the following:

1) Develop or significantly revise a Conservation Practice Specification and accompanying Job Sheet/Practice Implementation Guide Sheet. Identification process of the specification to be revised may include an analysis of frequency of implementation and/or programmatic or technical risk assessment, changes in materials, methods, or management, requests from the field through the Area Conservationist, or at the direction from the State Conservationist.

2) Develop and implement a work process or protocol which contributes to a streamlining of field operations, while improving quality control or quality assurance, statewide consistency of operations, and support of technical assistance and program delivery. This work process shall be identified and developed using a collaborative approach, utilizing input and technical expertise from NRCS and partner personnel at the national, regional, state, and/or field levels.

9. ELEMENT RATING (At the end of the rating period, compare the employee's performance with standard and assign an element rating. Refer to documentation, as necessary.)	Exceeds	Fully Successful	Does Not Meet
	☐	☐	☐

10. ACCOMPLISHMENTS (Must be completed if employee receives a summary rating of Outstanding. Attach additional sheets if more space is required.)

PERFORMANCE PLAN, PROGRESS REVIEW AND APPRAISAL WORKSHEET

1. NAME (Last, First, MI) MULDER,ALBERT H	2. POSITION TITLE AGRON
3. AGENCY / DIVISION Natural Resources Conservation Service STATE RESOURCE CONSERVATION	4. PAY PLAN, SERIES, GRADE GS / 0471 / 12
APPRAISAL PERIOD	
5. START DATE 10/01/2016	6. END DATE 09/30/2017

7. PERFORMANCE ELEMENT

No. 03

(Describe below the duty or responsibility for which the employee is accountable and responsible. Indicate if the element is critical or noncritical.)



CRITICAL



NONCRITICAL

NRCS:CIVIL RIGHTS, EEO, AND DIVERSITY AND INCLUSION (ELEMENT FOR NON SUPV EMPLOYEES IF STANDALONE)

8. STANDARD (Describe the level expected for "Fully Successful" performance. Include appropriate indicators of quality, quantity, cost efficiency, or timeliness, where applicable.)
--

Routinely displays courteous and tactful behavior towards internal and external customers, supervisors, coworkers, and team members. Projects a positive and professional image of USDA. Performs all duties in a manner that consistently demonstrates fairness, cooperation, and respect towards coworkers, office visitors, and all others in the performance of official business. Demonstrates an awareness of EO/CR policies and responsibilities of agency and departmental goals of valuing a diverse yet unified workforce.

Civil Rights/EEO/Diversity. Performs all employee duties in a supportive manner that ensures civil rights goals and obligations are fully implemented. This includes ensuring completion of assigned civil rights related training; timely responding to requests for information or assistance; actively promoting equality, diversity, and a work environment free of harassment and discrimination; adherence to all civil rights laws, rules, and regulations; and ensuring customers receive equal opportunity to access programs, activities, and services administered or funded by the agency.

Performance Objective 1: Demonstrates compliance and program accountability.

Outcome: Demonstrates an awareness of EEO/CR policies and responsibilities of agency and departmental goals of valuing a diverse, yet unified workforce. Consistently adheres to EEO/CR policies, regulations, and legal statutes and goals of valuing a diverse, yet unified workforce. Initiates at least two actions that support the above performance objective, such as (1) annually participating in NRCS-hosted training or initiatives as related to civil rights, EEO, and diversity; (2) volunteering to help CR, EEO, special emphasis program committee activities; (3) timely responding to agency's instructions or requests for information; (4) assisting management officials in activities that promote a work environment free of discrimination, harassment, and retaliation; or (5) participating in employee career development program activities offered by the CR/EEO/D&I community.

Performance Objective 2: Demonstrates an awareness of using the ADR/EEO policies to effectively address conflicts and disputes and attempt resolutions.

Outcomes: Consistently adheres to civil rights and EEO policies, regulations, and legal statutes and goals of promoting a productive and safe work environment.

Accomplishes at least one initiative to help achieve the above performance objective, such as (1) providing feedback as related to equality, diversity and inclusion initiatives, surveys or studies; (2) responding quickly to agency requests for assistance on complaints or disputes related investigation or inquiries; (3) showing good faith effort in supporting the ADR/EEO process to address conflict or resolve complaints and disputes; (4) volunteering in the ADR cadre or CR/SEP committee activities; and (5) attending or participating in civil rights or diversity and inclusion program events or training activities that support the agency's goal of becoming a model CR/EEO employer.

Fully Successful in this element will be met by accomplishing:

1. At least two actions in support of the above Performance Objective 1: Demonstrates compliance and program accountability; and
2. Accomplishes at least one action that supports the above Performance Objective 2: Demonstrates an awareness of using the ADR/EEO policies to effectively address conflicts and disputes and attempt resolutions.

Exceeds in this element will be met by accomplishing 9 of the 16 actions identified below.

1. Demonstrates a commitment to the implementation of the civil rights, EEO, and diversity programs through effective ideas or activities. Organizes and/or coordinates at least two strategic socially disadvantaged outreach initiatives identified at the local field office to ensure all customers receive equal opportunity to access programs, activities, and services consistent with the NRCS Nevada Civil Rights Performance Plan and NRCS Strategic Outreach Plan.
2. Suggests and implements, with supervisor approval, a strategic outreach event activity which promotes, or improves, the effectiveness of the civil rights, EEO, and diversity programs.
3. Produces a total of three public interest stories that can be used for any media platform targeted toward a socially disadvantaged, veterans, and/or disability group to garner interest in new programs and works with the Public Affairs specialist to publish.
4. Works with Public Affairs to develop and publish civil rights related articles and materials.
5. Creates and delivers a presentation on a relevant civil rights, EEO, or diversity topics during staff or work unit meetings. Actively plans and conducts inter-office projects which promote the EEO/CR program.
6. Assists the field staff to bring a heightened awareness to district board members of the diversity within the community, resulting in the recruitment of a new member that increases diversity on the Board.
7. Serves as a formal mentor or sponsor to new employees in their adjustment to the workplace and consistently contributes to team efforts in carrying out assignments. Serves as a mentor or sponsor for current employees that may need assistance in career development.
8. Actively supports new ideas that improve the work environment and/or enhance progress toward achieving workforce diversity. Develops presentations and interactive demonstrations that encourages audience participation and interaction, works with partners in developing interactive presentations and incorporates new outreach delivery techniques.
9. Is recognized in the furtherance of diversity based on noticeable results/changes within assigned area of responsibility. (Examples include increased participation in NRCS programs by social disadvantaged, veteran, and/or disability groups; representation of diversity on State

(Continued on Next Page).....

PERFORMANCE PLAN, PROGRESS REVIEW AND APPRAISAL WORKSHEET

1. NAME (Last, First, MI) MULDER,ALBERT H	2. POSITION TITLE AGRON		
3. AGENCY / DIVISION Natural Resources Conservation Service STATE RESOURCE CONSERVATION	4. PAY PLAN, SERIES, GRADE GS / 0471 / 12	APPRAISAL PERIOD	
		5. START DATE 10/01/2016	6. END DATE 09/30/2017
7. PERFORMANCE ELEMENT			
No. 03 (Describe below the duty or responsibility for which the employee is accountable and responsible. Indicate if the element is critical or noncritical.)		☒ CRITICAL ☐ NONCRITICAL	

NRCS:CIVIL RIGHTS, EEO, AND DIVERSITY AND INCLUSION (ELEMENT FOR NON SUPV EMPLOYEES IF STANDALONE)

8. STANDARD (Describe the level expected for "Fully Successful" performance. Include appropriate indicators of quality, quantity, cost efficiency, or timeliness, where applicable.)
--

Technical committee, District Boards, etc.).

10. Educates socially disadvantaged, veterans, and/or disabled producers about the importance of the State Technical Committee and extends invitations to participate in two committee meetings.

11. Is openly recognized by socially disadvantaged, veteran, and/or disability groups, national and or local EEO/ Civil Rights organizations as one who consistently meets and deals with others in a nondiscriminatory manner. This recognition is thorough awards, letters of accomplishments, etc.

12. Actively participates on a NRCS Nevada ad hoc committee which results in significant EEO/Civil Rights contributions for the agency relating to Title VI and Title VII.

13. Works with SEPM's in organizing strategic outreach recruiting activities of qualified individuals from socially disadvantaged, veterans, and/or disability groups. Must attend at least one event to recruit.

14. Analyzes National Agriculture Statistic Service and U.S. Census Data for further outreach relating to Title VI and VII, resulting in documented active interaction with socially disadvantaged groups.

15. Actively participates as a committee or sub-committee member on the State, Regional, or National Civil Rights Advisory Committee and or participates on a subcommittee to develop new outreach materials.

16. Actively participates in developing agreements, internship opportunities, or volunteer recruitment. Actively seeks out individuals from socially disadvantaged, veteran, and/or disability groups to carry out the duties identified.

9. ELEMENT RATING (At the end of the rating period, compare the employee's performance with standard and assign an element rating. Refer to documentation, as necessary.)	Exceeds ☐	Fully Successful ☐	Does Not Meet ☐
---	-------------------------------------	--	---

10. ACCOMPLISHMENTS (Must be completed if employee receives a summary rating of Outstanding. Attach additional sheets if more space is required.)

PART II. PROGRESS REVIEW: One progress review is required; however, frequent communication between the employee and rating official regarding performance is encouraged and recommended. Date of review, initials of employee(Emp) and Rating Official (R.O), and comments must be provided for each review. Employee should be provided opportunity to add comments.

Rating Official's Comments:

Employee's Comments

Date: _____

Emp Initials: _____

R.O.Initials: _____

DISCUSSION TOPICS FOR USE IN PLANNING PERFORMANCE AND CONDUCTING PROGRESS REVIEWS

- * Employee's performance on primary responsibilities/priorities in the past year.
- revise performance work plan for the coming year, as necessary
- relationship to overall work unit objectives
- * Employee's strengths and areas for growth
- * Barriers to effective work performance and job satisfaction
- * Employee's development (over the past year, future needs for current job; long-term career goals and development needs to achieve them)
- * Possible work process improvements
- * Whether employee continues to grow to meet future needs and demands of the changing environment
- * Employee's feedback/constructive suggestions for supervisor
- * Anything else the employee or supervisor would like to address

PART III. SUMMARY RATING:

Rating Official's Comments:

Employee's Comments: