



Assessment of Personnel Competencies

Policy:

Brightlife Enhancement Services provides training, evaluation and assessment of all personnel. Human Resource conducts an annual review process which includes: evaluating the needs that are specific to clients, reviewing clinical skills required for their position, developing performance plans for personal development and managing training that includes interviewing skills, emergency procedures and behavioral health standards.

Procedure:

1. Human Resource shall conduct the annual review during the last quarter of the year and deliverables are due prior to December 31 of each calendar year.
2. The following documentation is reviewed:
 - a. Annual Review
 - b. Write ups
 - c. Performance Improvement Plans (PIP)
 - d. Complaints
 - e. Customer Satisfaction Surveys
3. Personnel are categorized into the following categories: direct service, administration, and management.
4. Human Resources identifies areas of need, deficiencies, and strengths for each department or for all staff within Brightlife Enhancement Services
5. Deliverables:
 - a. A narrative summarizing the results of the Personnel Review. The narrative can be separated based on employment categories or summarizing the staff as a whole.
 - b. A plan to address identified areas of concerns.