

INTEROFFICE CORRESPONDENCE
Los Angeles Unified School District
Food Services Division

TO: Food Services Managers
Area Food Services Supervisors

Date: April 8, 2024

FROM: Brandee Verrett
Branch Human Resources Manager
Food Services Division

**SUBJECT: ANNUAL PERFORMANCE EVALUATIONS FOOD SERVICES DIVISION
SCHOOL-BASED STAFF**

In accordance with past practices, the Division will continue to use the online evaluation system. To login, please go to: <https://myapps.lausd.net/eval>

Instructions on how to use the online system can be found on the Food Services Division website under Human Resources -> Performance Evaluations -> Online Performance Evaluation Training. All evaluations must be completed, signed, and administered to employees by **Friday, May 10, 2024**.

Please insure your employees have reviewed and accepted their evaluation online by **Friday, May 24, 2024**.

Note:

Do not include performance issues that happened after **March 29, 2024** on the employee's annual evaluation unless the conduct was **significant in nature**. Please refer to your Supervisor for guidance if needed.

Rating Guidelines (The Online Performance Evaluation Training Also Reviews These Guides)

If an employee "**Exceeds Standards**," he/she should receive a "**Notice of Outstanding Performance**." This allows Food Services to acknowledge and recognize their exemplary service to our students and the Division. In addition, a brief highlight should also be submitted for the Café LA Highlights. Please add the Notice of Outstanding Performance form as an attachment in the online system.

For an employee who receives a "**Below Standards**" the following actions must have occurred:

1. Discussed the performance issue with the employee during the evaluation period.
2. Counseled the employee verbally and through written documentation.
3. Allowed ample time for the employee to improve their performance.

No **BELOW STANDARDS** should be issued without supporting documentation (e.g. Incident Log, Conference Memo, Letter of Reprimand, and Notice of Unsatisfactory Service).

See attached for further instructions on completing the Performance Evaluation.

Before You Complete the Evaluation

The purpose of the Performance Evaluation is to give employees feedback on their performance for the period indicated in the evaluation. The goal is to help the employee *improve and/or develop* their performance. Therefore, it is important to be honest and straightforward with your ratings. **Performance Evaluations must accurately reflect direct observation of work habits.**

The evaluation process is continuous. Your employees should have been receiving feedback from you throughout the year. Therefore, the formal performance evaluation and results **should never be a surprise to the employee.**

Completing the Evaluation

ATTENDANCE:

Utilizing the online web based Performance Evaluation system, this area is already filled in for you. The employee's time will be separated between protected and unprotected time.

You may attach the FMLA/Tardiness/Absence log for additional information. If the employee is on leave to higher (LTH) at another location you should also include that information under the "Comments" section.

EVALUATION PERIOD:

Remember to type in the beginning and ending dates of the evaluation period. The beginning date should be the first day after ending date of the last evaluation, or the beginning date should be the first date in which an employee was reassigned or started working at a location.

RATINGS/EVALUATION AND COMMENTS:

Rate employees honestly and fairly. If an employee's performance is poor in a specific area they should be rated accordingly. Marking an employee "Below Standards" is difficult; however, marking the employee acceptable when the individual really has not earned that rating is problematic for a variety of reasons.

1. If the employee's performance does not improve, then it is more difficult to proceed with progressive discipline.
2. It is a disservice to the employee because he/she is led to believe that he or she is a good worker when in fact that is not the case.
3. The Supervisor/Manager is condoning poor behavior by rewarding the employee with an acceptable rating.

If you mark an employee “Below Standards” in any area, Supplemental details will be required to be entered for each area. Failure to do so is grounds for the employee to file a grievance. The online system will prompt you to fill in the following:

- 1) The problem or concern
- 2) The desired improvement
- 3) Suggestions on how to improve
- 4) Provisions for assisting the employee. When completing Supplemental details, all four areas **MUST** contain comments.

Write comments in each rating area. Simply marking all areas “Meets Standards” and not including comments is useless to the employee. An evaluation that does not include comments **does not** help the employee gain insight into his/her work performance, nor does it help the employee achieve performance objectives.

Comments should be *objective, specific and detailed*. Vague, ambiguous statements do not help the employee. See below examples:

Ineffective Comment: *“You have an attitude problem and you’re not a team player.”*

Effective Comment: *“You have been uncooperative and argumentative with your coworkers on more than one occasion. You became angry when the Senior Worker gave you a directive on January 25, 2024. You have received both verbal and written counseling regarding these issues. You are expected to be more courteous, take direction positively, offer assistance when you are not busy, and work as a team player.”*

Comments should be consistent with the rating. For instance, if the comments in a particular category are very poor, then the employee should be marked “Below Standards” in that category.

Issuing the Evaluation

Schedule a performance review conference with the employee – do not simply hand the employee the evaluation. It is important to review the evaluation with the employee and discuss performance issues, whether the evaluation is good or bad. Thank the employee for taking the time to meet with you.

Prepare and plan for the performance review. What results do you want to achieve? Is the employee working towards his/her potential? Does the employee know what you expect of him/her? What training does this employee need? How can you build on the employee’s strengths?

Encourage feedback from the employee. Ask the employee about his/her opinions and ideas so that he/she will be more committed to improving their job performance.

After You Issue the Evaluation

Follow up to make sure that the employee has taken the corrective action you suggested. Give the employee the training and support necessary to help him or her improve their performance. Remember to document all training, assistance, and guidance.