

# EPPEs - Performance Appraisal (Non-Supervisory)

U.S. Department of Housing  
and Urban Development

Employee Name: Fox, Gaylene Cardenas	Employee's SSN: XXX-XX-8871	Organizational Segment: OC, OFFICE OF COUNSEL	Organization Code: 8300010307
Position Title: Paralegal Specialsit	Series and Grade: GS/0950/11	Date of Appraisal Period: From 01-FEB-2008 To 30-SEP-2008	Date Rating Made:

GM (PMRS Term. Provisions)     
  GS (General Schedule)     
  WG (Wage Grade)     
  GS-AFGE     
  WG-AFGE

Rating Official (Signature & Date)  x ,	Employee (Signature & Date)  x ,
Reviewing Official (Signature & Date)  x	<p><b>Note:</b> Employee signature indicates only that the rating has been discussed with the employee and does not signify agreement or disagreement with the rating.</p>

**Element Ratings:**

**Progress Review** Employee's initials indicate only progress review meeting was held. They do not indicate agreement or disagreement with the results.

Critical Element No.	Outstanding	Excellent	Fully Successful	Minimally Satisfactory	Unsatisfactory	Date	Supervisor's initials	Employee's initials
1	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
2	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>		MA	
3	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
4	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
5	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
6	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
7	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	17-JAN-2008		
8	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
9	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			
10	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>			

**Summary Ratings**

Outstanding     
  Excellent     
  Fully Successful     
  Minimally Satisfactory     
  Unsatisfactory

Employee Comments

Rating Official/Reviewing Official Comments

**Sensitive Information:** The information collected on this form is considered sensitive and is protected by the Privacy Act. The Privacy Act requires that these records to be maintained with appropriate administrative, technical, and physical safeguards to ensure their security and confidentiality. In addition, these records should be protected against any anticipated threats or hazards to their security or integrity which could result in substantial harm, embarrassment, or unfairness to any individual on whom the information is maintained.

# Elements & Standards

U.S. Department of Housing  
and Urban Development

Date Assigned: 17-JAN-2008	Reviewing Officials Initials:	Supervisors initials: MA	Employees Initials:	Rating Date:	Rating:	Element No.: 1
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Critical Element Description:  
ADMINISTRATIVE SUPPORT

Administrative support is provided to the office in specialized areas that include: workload tracking and report preparation, mail management, supply and equipment maintenance, office file management, library management, Time & Attendance support, travel support, training support, records retention, technical assistance support, and case file management.

**Employee initials indicate only that critical elements and performance standards were communicated to him/her. They do not signify agreement or disagreement.**

## Outstanding Performance Standards:

In addition to the requirements for Fully Successful standard, on own initiative, the Paralegal Specialist produces:

- a. Oral and written work that proposes improvements to the administrative procedures of the office, in two (2) or more instances, or
- b. Oral and written work and other assigned tasks that are accurately completed significantly ahead of schedule, in five (5) or more instances, or
- c. Oral and written work that reflect the Paralegal Specialist's ability to act independently in producing work products that are prompt, thorough, organized, persuasive and professional, in ten (10) or more instances, or
- d. In twelve (12) instances or more, any combination of the above three (3) measures, or
- e. Work performance meets the following measures:
  - 1) Workload items requiring tracking entries that are entered and closed accurately, and reports that are accurate and complete, with no more than nine (9) exceptions.
  - 2) Daily mail that is processed on the day of receipt, with out-going mail that is processed within the timeframes directed, or if no timeframes are directed, within 24 hours of execution using the most cost effective method, with no more than three (3) exceptions.
  - 3) Expendable supplies that are maintained with adequate levels in the office at all times; special requests for supplies that are processed within 3 working days, with no more than three (3) exceptions.
  - 4) Correspondence and other materials that are filed in a management approved filing system within 2 days of receipt, with no more than four (4) exceptions.
  - 5) Law library materials that are filed within 10 working days of receipt with law library materials that are maintained in accordance with established procedures; library needs that are identified and ordered in accordance with Office of General Counsel policies, with no more than three (3) exceptions.
  - 6) Time and Attendance reports for all assigned staff that are entered no later than the first working day of a new pay period and that have no more than 1 leave error occurring per period that are the timekeeper's responsibility; leave errors are corrected within the pay period in which they are detected, with no more than one (1) exception.
  - 7) Monitoring of equipment for correct operation and ordering repairs for equipment or office expeditiously when equipment malfunctions or office repairs are needed. Follow-up is done to determine completion of repairs, with no more than two (2) exceptions.

- 8) Timely and accurate FedTraveler data entry or assistance to the employee or supervisor, with no more than one (1) exception.
- 9) Timely, accurate, and thorough assistance that results in training requests and wants being processed, with no more than two (2) exceptions.
- 10) Files identified and processed for disposition, in a routine and systemic manner, in accordance with the records retention schedules, with no more than two (2) exceptions.
- 11) Technical assistance that is rendered in a timely and comprehensive manner, with no more than one (1) exception.
- 12) Creation, preparation and maintenance of case or subject matter files which are complete and up-to-date, with no more than one (1) exception.

### **Fully Successful Performance Standards:**

The Paralegal Specialist, with moderate supervision, produces, absent exigent circumstances, within timeframes established by the office or relevant legal authority:

- a. Workload items requiring tracking entries that are entered and closed accurately, and reports that are accurate and complete, with no more than thirty-six (36) exceptions.
- b. Daily mail that is processed on the day of receipt, with out-going mail that is processed within the timeframes directed, or if no timeframes are directed, within 24 hours of execution using the most cost effective method, with no more than ten (10) exceptions.
- c. Expendable supplies that are maintained with adequate levels in the office at all times; special requests for supplies that are processed within 3 working days, with no more than twelve (12) exceptions.
- d. Correspondence and other materials that are filed in a management approved filing system within 2 days of receipt, with no more than twenty four (24) exceptions.
- e. Law library materials that are filed within 10 working days of receipt with law library materials that are maintained in accordance with established procedures; library needs that are identified and ordered in accordance with Office of General Counsel policies, with no more than ten (10) exceptions.
- f. Time and Attendance reports for all assigned staff that are entered no later than the first working day of a new pay period and that have no more than 2 leave errors occurring per period that are the timekeeper's responsibility; leave errors are corrected within the pay period in which they are detected, with no more than three (3) exceptions.
- g. Monitoring of equipment for correct operation and ordering repairs for equipment or office expeditiously when equipment malfunctions or office repairs are needed. Follow-up is done to determine completion of repairs, with no more than five (5) exceptions.
- h. Timely and accurate FedTraveler data entry or assistance to the employee or supervisor, with no more than three (3) exceptions.
- i. Timely, accurate, and thorough assistance that results in training requests and wants being processed, with no more than five (5) exceptions.
- j. Files identified and processed for disposition, in a routine and systemic manner, in accordance with the records retention schedules, with no more than five (5) exceptions.
- k. Technical assistance that is rendered in a timely and comprehensive manner, with no more than three (3) exceptions.
- l. Creation, preparation and maintenance of case or subject matter files which are complete and up-to-date, with no more than three (3)

exceptions.

### **Unacceptable Performance Standards:**

The Paralegal Specialist, with moderate supervision, absent exigent circumstances, produces:

- a. Workload items requiring tracking entries are not entered and closed accurately, or reports are not accurate and complete in seventy-two (72) instances or more.
- b. Daily mail is not processed on the day of receipt, out-going mail is not processed within the timeframes and in the manner directed, or if no timeframes and manner are directed, within 24 hours of execution using the most cost effective method, in twenty (20) instances or more.
- c. Expendable supplies are not maintained at adequate levels in the office; or special requests for supplies are not processed within 3 working days, in twenty-four (24) instances or more.
- d. Correspondence and other materials are not filed in accordance with the management approved filing system within 2 days of receipt, in forty-eight (48) instances or more.
- e. Law library materials are not filed within 10 working days of receipt, law library materials are not maintained in accordance with established procedures; or library needs are not identified and ordered in accordance with Office of General Counsel policies, in twenty (20) instances or more.
- f. Time and Attendance reports for assigned staff members are not entered by the first working day of a new pay period, reports have more than 2 leave errors per period; or leave errors are not corrected within the pay period in which they are detected, in six (6) instances or more.
- g. Equipment is not monitored for correct operation, equipment or office repairs are not ordered expeditiously when equipment malfunctions or the need for office repairs is identified, or follow-up is not done to ensure completion of repairs, in ten (10) instances or more.
- h. FedTraveler data entry or assistance to the employee or supervisor is not timely and accurately rendered in six (6) instances or more.
- i. Assistance in processing training requests is not rendered on a timely, accurate, and thorough basis in ten (10) instances or more.
- j. Files are not identified and processed for disposition, in a routine and systemic manner, in accordance with the records retention schedules, in ten (10) instances or more.
- k. Technical assistance is not rendered in a timely and comprehensive manner, in six (6) instances or more.
- l. Case or subject matter files are not created, prepared or maintained complete and up-to-date six (6) instances or more.

# Elements & Standards

U.S. Department of Housing  
and Urban Development

Date Assigned: 17-JAN-2008	Reviewing Officials Initials:	Supervisors initials: MA	Employees Initials:	Rating Date:	Rating:	Element No.: 2
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Critical Element Description:  
CUSTOMER SERVICE

Maintains constructive relationship with clients, outside organizations, and the general public; fosters professional, courteous and productive relationships with co-workers and keeps supervisor fully and timely informed on all significant developments and issues.

**Employee initials indicate only that critical elements and performance standards were communicated to him/her. They do not signify agreement or disagreement.**

## Outstanding Performance Standards:

In addition to the requirement for Fully Successful standard, on own initiative, the Paralegal Specialist, develops, maintains, or provides, in a professional and courteous manner:

- a. Highly effective relationships with legal staff, clients, outside organizations and the general public that results in effective and thorough assistance.
- b. Oral and written support to legal staff or clients that identifies potential issues or problems and that assists in their resolution in four (4) or more instances.

## Fully Successful Performance Standards:

The Paralegal Specialist, with moderate supervision, develops, maintains, or provides, absent exigent circumstances, in a professional and courteous manner:

- a. Effective relationships with legal staff and clients, as reflected in their willingness to consult with and rely on the Paralegal Specialist's support, with no more than eight (8) exceptions.
- b. Effective problem resolution assistance to legal staff and clients as they arise, through oral and written products, with no more than three (3) exceptions.
- c. Effective communication and relationships with outside organizations, clients, and the general public, with referrals or assistance that demonstrate an understanding of the functions of HUD and the Office of Counsel, with no more than five (5) exceptions.
- d. Complete and timely information to the supervisor of all significant developments as they arise, and assistance in their resolution, with no more than three (3) exceptions.
- e. Routine and special management systems that assure effective communication to the supervisor, with no more than five (5) exceptions.

## Unacceptable Performance Standards:

The Paralegal Specialist, with moderate supervision, fails to develop, maintain, or provide, absent exigent circumstances, in a professional and courteous manner:

- a. Effective relationships with legal staff and clients in four (4) or more instances.
- b. Effective problem resolution assistance to legal staff and clients as they arise, through oral and written products, in seven (7) or more instances.
- c. Effective communication and relationships with outside organizations, clients, and the general public, with referrals or assistance that demonstrate an understanding of the functions of HUD and the Office of Counsel, in seven (7) or more instances.

d. Complete and timely information to the supervisor of all significant developments as they arise, and assistance in their resolution, in seven (7) or more instances.

e. Routine and special management systems that assure effective communication to the supervisor in nine (9) or more instances.

# Elements & Standards

U.S. Department of Housing  
and Urban Development

Date Assigned: 17-JAN-2008	Reviewing Officials Initials:	Supervisors initials: MA	Employees Initials:	Rating Date:	Rating:	Element No.: 3
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Critical Element Description:  
LEGAL SUPPORT

Assists attorneys in providing legal support that is prompt, thorough, organized, persuasive and professional.

**Employee initials indicate only that critical elements and performance standards were communicated to him/her. They do not signify agreement or disagreement.**

## Outstanding Performance Standards:

In addition to the requirements for Fully Successful standard, on own initiative, the Paralegal Specialist produces, on a total of ten (10) or more occasions, from among the following:

- a. Written work that reflects an exceptionally high quality in that it applies insightful analysis and fully developed, structured reasoning.
- b. Significant assistance to attorneys in the drafting or research of their assignments or conduct of their work.
- c. Work products that reflect recognition of potential issues for the Department, useful legal research and thought that can assist the attorney in addressing these potential issues.
- d. Work products that reflect identification of non-obvious factual and legal arguments and strategies, which improve the Government's position in a given situation.
- e. Oral and written work that proposes improvements to the policies and procedures of the office or to the processing of issues by the program office.
- f. Oral and written work that reflect the Paralegal Specialist's ability to act independently in producing work products that are prompt, thorough, organized, persuasive and professional.

## Fully Successful Performance Standards:

The Paralegal Specialist, with moderate assistance, produces, absent exigent circumstances, within timeframes established by the office or relevant legal authority:

- a. Memoranda, letters, legal research, and reviews that are concise, appropriate to the program, and accurate, with no more than twelve (12) exceptions.
- b. Recurring and special statistical or narrative reports that are accurate, thorough, and consistent with guidance and policy, with no more than six (6) exceptions.
- c. Special projects that are accurate, thorough, responsive, and consistent with guidance and policy, with no more than six (6) exceptions.
- d. Litigation support that is accurate, thorough, and responsive, with no more than six (6) exceptions.
- e. Closing support that is accurate, thorough, and consistent with guidance and policy, with no more than six (6) exceptions.
- f. Written work products that are properly formatted, grammatically correct, and rarely have typographical errors, with no more than twelve (12) exceptions.

g. Written work products that are clear, concise, well-organized, require no further clarification, and contain the appropriate diction and tone, with no more than twelve (12) exceptions.

**Unacceptable Performance Standards:**

The Paralegal Specialist, with moderate assistance, fails to produce, absent exigent circumstances, within timeframes established by the office or relevant legal authority:

a. Memoranda, letters, legal research, and reviews that are concise, appropriate to the program, and accurate, in eighteen (18) or more instances.

b. Recurring and special statistical or narrative reports that are accurate, thorough, and consistent with guidance and policy, in ten (10) or more instances.

c. Special projects that are accurate, thorough, responsive, and consistent with guidance and policy, in ten (10) or more instances.

d. Litigation support that is accurate, thorough, responsive, and consistent with guidance and policy, in ten (10) or more instances.

e. Closing support that is accurate, thorough, and consistent with guidance and policy, in ten (10) or more instances.

f. Written work products that are properly formatted, grammatically correct, and rarely have typographical errors, in eighteen (18) or more instances.

g. Written work products that are clear, concise, well-organized, require no further clarification, and contain the appropriate diction and tone, in eighteen (18) or more than instances.



# Elements & Standards

U.S. Department of Housing  
and Urban Development

Date Assigned: 17-JAN-2008	Reviewing Officials Initials:	Supervisors initials: MA	Employees Initials:	Rating Date:	Rating:	Element No.: 4
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Critical Element Description:  
REPORTING

Weekly reports are submitted in a timely manner. The workload tracking systems and Enterprise Tracking System are used appropriately; data are entered accurately and timely and reflect current workload. TEAM data is entered and verified to ensure that the time reported accurately reflects the program activities entered in the workload tracking system for the reporting period.

**Employee initials indicate only that critical elements and performance standards were communicated to him/her. They do not signify agreement or disagreement.**

## Outstanding Performance Standards:

In addition to meeting the requirements for the Fully Successful standard, the employee ensures that:

- a. Weekly reports, as requested, are submitted by the due date and are accurate and comprehensive with no more than five (5) exceptions.
- b. New work items that require more than 15 minutes of staff time are accurately entered into workload tracking systems within 10 business days of receipt, with no more than ten (10) exceptions.
- c. Completed work items are closed in the workload tracking systems within 10 business days of completion, with no more than ten (10) exceptions.
- d. Open work items are timely updated to include Notes that accurately and appropriately reflect the current status of the work item (e.g., the date of the issuance of the commitment), with no more than ten (10) exceptions.
- e. Quarterly entries into TEAM accurately reflect the work performed by the employee during the reporting period as entered in the workload tracking systems, with no more than five (5) exceptions.

## Fully Successful Performance Standards:

Absent exigent circumstances, the employee ensures that:

- a. Weekly reports, as requested, are submitted by the due date and are accurate and comprehensive with no more than twelve (12) exceptions.
- b. New work items that require more than 15 minutes of staff time are accurately entered into workload tracking systems within 10 business days of receipt, with no more than twenty (20) exceptions.
- c. Completed work items are closed in the workload tracking systems within 10 business days of completion, with no more than twenty (20) exceptions.
- d. Open work items are timely updated to include Notes that accurately and appropriately reflect the current status of the work item (e.g., the date of the issuance of the commitment), with no more than ten (10) exceptions.
- e. Quarterly entries into TEAM accurately reflect the work performed by the employee during the reporting period as entered in the workload tracking systems, with no more than twenty (20) exceptions.

## Unacceptable Performance Standards:

Absent exigent circumstances, the employee does not ensure that:

- a. Weekly reports, as requested, are submitted by the due date or are accurate and comprehensive in more than twenty (20) instances, or

- b. New work items that require more than 15 minutes of staff time are entered accurately into workload tracking systems within 10 business days of receipt, in more than thirty (30) instances, or
- c. Notes and closed dates for completed work items are entered into workload tracking systems within 10 business days of completion, in more than thirty (30) instances, or
- d. Notes for open work items into workload tracking systems are timely updated to accurately and appropriately reflect the current status of the work item (e.g., the date of the issuance of the commitment), in more than thirty (30) exceptions, or
- e. Quarterly entries into TEAM accurately reflect the work performed by the employee during the reporting period as entered in the workload tracking systems, in more than thirty (30) instances.