

Department of Homeland Security Employee Performance Plan and Appraisal Form

General Information

This form is used to document the performance appraisal process for employees of the Department of Homeland Security. It is to be completed by the employee and the rating official. The form is to be completed for all employees who are on a performance plan and appraisal period.

Employee Information

1/1/2014 - 9/30/2014

Start - End

Employee Performance Appraisal Period

Last Name	First Name	Middle Initial	
	SV	1801	
Employee Identification Number (consult component for specific use)	Pay Plan	Occupational Series	Grade
DHS / TSA	BOA TSM		
Organization	Position Title	Duty Location	

Rating Official Information

Last Name	First Name	Middle Initial
Organization	Position Title	

Reviewing Official Information

Last Name	First Name	Middle Initial
Organization	Position Title	

PRIVACY ACT STATEMENT: Authority: 49 U.S.C. § 114(n). Principal Purpose(s): This information will be used to document your performance appraisal and to certify that the rating official has discussed your performance appraisal with you. Routine Use(s): This information may be shared in response to a request for discovery or for appearance of a witness, information that is relevant to the subject matter involved in a pending judicial or administrative proceeding, or for routine uses identified in the Office of Personnel Management's system of records, OPM/GOVT-2 Employee Performance File System Records. Disclosure: Voluntary.

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Core Competencies

Core competencies are the skills, knowledge, and abilities that are essential for successful performance in the Department of Homeland Security. They are the foundation of the Department's mission and are the basis for the performance standards and goals that are used to evaluate employee performance. The core competencies are divided into two categories: *critical* and *supporting*. *Critical* competencies are those that are essential for the successful performance of the Department's mission. *Supporting* competencies are those that are essential for the successful performance of the Department's support functions. The core competencies are used to develop performance goals and standards, and to evaluate employee performance.

Each *critical* competency is weighted equally and, together, makeup 40% of the overall performance rating. The *critical* performance goals makeup the other 60% of the overall performance rating and appear under the Performance Goals section of this document.

- **5 – Achieved Excellence.** The employee performed as described by the "Achieved Excellence" standard.
- **4 – Exceeded Expectations.** The employee performed at a level between "Achieved Excellence" standard and the "Achieved Expectations" standard.
- **3 – Achieved Expectations.** The employee performed as described by the "Achieved Expectations" standard.
- **1 – Unacceptable.** The employee performed below the "Achieved Expectations" standard; action is required.

Core Competency 1: MULTITASKING

Accomplishes high volumes of work with daily and long term priorities. Shifts among job tasks with competing priorities. Operates within project deadlines.

Performance Standards

- **Achieved Expectations** Completes daily tasks, that occasionally have competing priorities, efficiently and effectively; end products are typically error-free but may require revisions. Demonstrates ability to work on and complete multiple tasks; shifts the focus of work efforts readily to meet deadlines. Understands issues, analyzes data and makes decisions utilizing multiple and simultaneous sources of informational input.
- **Achieved Excellence** Completes routine and non-routine tasks that frequently have competing priorities, efficiently and effectively; offers suggestions on how to restructure tasks to minimize conflicting priorities. Demonstrates consistent ability to work on and complete multiple tasks with conflicting deadlines and seeks out additional tasks; completes projects on or prior to their assigned deadlines on a consistent basis. Understands and anticipates issues, analyzes data and makes effective, accurate and timely decisions utilizing multiple and simultaneous sources of informational input; proposes solutions to management.

Core Competency 2: FLEXIBILITY

Welcomes change and new information, ideas, and strategies. Adapts work methods in response to new information, unexpected obstacles, and changing conditions. Adjusts rapidly to new situations warranting attention and resolution. Develops contingency plans to ensure objectives can be met.

Performance Standards

- **Achieved Expectations** Demonstrates an open attitude to change, new information, ideas, and strategies; incorporates new information into work. Modifies behavior or work methods appropriately in response to new information, changing conditions, or unexpected obstacles to maintain performance. Accomplishes all responsibilities despite unexpected change and obstacles.
- **Achieved Excellence** Demonstrates an open attitude to change, new information, ideas, and strategies; incorporates new information into work with a positive attitude and serves as an active champion of change to help others quickly assimilate and adapt. Modifies behavior or work methods rapidly and appropriately in response to new information, changing conditions, or unexpected obstacles to maintain or improve performance and encourages peers to do the same. Accomplishes all responsibilities despite unexpected change and obstacles and consistently volunteers services, on short or limited notice, to meet unexpected challenges, circumstances, and/or situations. Recognizes situations in which change would have a positive impact on the work unit and/or TSA's performance and makes workable recommendations.

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Core Competency 3: DECISION MAKING

Applies policies, directives, and regulations that relate to TSA operations and programs when making decisions. Ensures that activities, services, or products reflect organizational goals and objectives. Adjusts priorities to respond to pressing and changing needs. Adapts work methods in response to new information and changing conditions.

Performance Standards

- **Achieved Expectations** Makes sound and informed decisions from available data. Analyzes information, considers issues, weighs alternative solutions and makes decisions in advance of deadlines with appropriate supervisory guidance. Uses TSA's SOPs, directives, and policies effectively to make accurate decisions. Takes responsibility for own decisions and effectively explains the logic used in making those decisions. Distinguishes relevant from irrelevant information; differentiates between routine and complex situations that require decisions; seeks supervisory guidance when appropriate.
- **Achieved Excellence** Makes consistently sound decisions when data is limited or unavailable and when faced with adverse and potentially threatening situations and/or environments; mentors others effectively in making sound decisions. Analyzes information, considers issues, weighs alternative solutions and makes decisions in advance of deadlines with limited guidance; considers the costs and benefits of different approaches when making decisions. Uses TSA's SOPs, directives, and policies effectively to make accurate decisions; recognizes implications of those decisions; collects additional data to support the decision made if necessary. Takes responsibility for own decisions and effectively explains the logic used in making those decisions; documents alternative approaches and the impact of the decisions; seeks the input and interests of those affected when resolving problems. Distinguishes relevant from irrelevant information; identifies and analyzes underlying causes of issues to make decisions for the resolution of routine and occasionally complex problems.

Core Competency 4: PROBLEM SOLVING

Identifies the existence of problems that impede accomplishing tasks. Researches the cause of problems and offers a variety of solutions to resolve problems. Explores new ways to accomplish tasks. Implements solutions to problems to ensure completion of affected tasks.

Performance Standards

- **Achieved Expectations** Uses logic to identify alternatives to solve routine problems that exist in the performance of own job. Notifies appropriate individuals of the existence of problems in a timely manner to avoid delays. Provides input to the solutions of problems by gathering and applying information from standard materials or sources. Assists with implementing assigned changes to procedures.
- **Achieved Excellence** Uses logic consistently to identify alternatives to solve difficult problems that may affect the efficiency and performance of own work unit. Anticipates problems and identifies and evaluates potential sources of information; generates alternatives to solve problems where precedents may not exist; distinguishes between relevant and irrelevant information. Researches the root cause of non-standard problems; suggests methods for implementation of changes to procedures that can be accomplished in a timely manner. Implements the changes to procedures in own work unit in a timely manner.

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Core Competency 5: COMMUNICATION

Listens actively and attends to non-verbal cues when communicating with others. Provides information on products, services, resources, or opportunities, as applicable. Explains, defends, or justifies decisions, recommendations, and findings. Discusses results, problems, plans, suggestions, terms, or conditions with others. Persuades others to take a particular course of action or to accept findings and recommendations. Acts effectively as a liaison between work unit and customers. Prepares reports, briefs, and studies. Explains technical or other complex information.

Performance Standards

- **Achieved Expectations** Communicates relevant information and explanations to others clearly and concisely. Takes the audience and nature of the situation into account when exchanging information. Listens attentively to others and asks clarifying questions to ensure own understanding. Responds positively to constructive criticism and assumes responsibility for any factual errors or omissions. Develops organized studies, reports, and briefs that convey technical or other information in a manner appropriate to the audience. Produces documents that adequately address the topics of concern. Provides complete, tailored, timely, actionable, and validated terrorism-related information at the level or levels necessary to address the needs of information sharing environment users, as applicable. Collaborates with others and identifies impediments or improvements to information sharing among Federal, Senior Leadership Team, private sector, and foreign partners, as applicable. Keeps customers and/or colleagues informed of changes to procedures, databases, and access procedures that enhance information sharing, as applicable.
- **Achieved Excellence** Communicates relevant information and explanations to others clearly and concisely so that a particular course of action or recommendation is accepted. Takes the audience and nature of the situation into account when exchanging information; exhibits an awareness of the impact of own words, actions, or decisions on others and the selective importance of various issues to distinct groups. Listens attentively to others, asks clarifying questions to ensure own understanding with regard to the impact of management decisions, and communicates perspectives to management. Responds positively to constructive criticism and assumes responsibility for any factual errors or omissions; provides guidance to individuals who respond negatively to criticism or need clarification on purpose of criticism. Develops consistently well-organized studies, reports, and briefs that convey technical or other complex information in an effective manner appropriate to the audience with minimal need for revision. Produces well-written documents that succinctly address the topics of concern and contains background information sufficient to justify recommendations and decisions; explores various alternatives, and presents well-documented conclusions or findings. Explains program information or procedural matters effectively and provides additional information in anticipation of questions or related concerns. Reviews work of others.

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Core Competency 6: TECHNICAL PROFICIENCY

Demonstrates and applies relevant knowledge and skills to perform work in accordance with applicable guidelines. Uses appropriate and available technology or tools to perform work activities. Demonstrates an understanding of the organization's mission, functions, and systems including the application of standard security procedures. Acquires, develops, and maintains relevant and appropriate job skills through training or other opportunities for learning and development. Gathers and/or analyzes data or information relevant to security issues. Verifies accuracy, completeness, and/or authenticity of information in documents, reports, and records.

Performance Standards

- **Achieved Expectations** Successfully applies basic knowledge and skills (including use of technology and tools) to perform more routine assignments for their occupational specialty under close supervision. Demonstrates a basic understanding of the organization's mission, functions, values, and relevant policies/ procedures (to include, as appropriate, responsibilities toward the protection of classified national security information); carries out basic tasks in accordance with these. As directed, develops job skills that facilitate achieving results. Gathers sufficient data to ascertain the essential facts required to complete assignments. Ensures that information collected is complete, accurate, and sufficiently well-organized to be readily retrievable and free of errors and omissions; proofreads and appropriately formats work prior to delivery. Prepares logical data analyses that address essential issues and sources of information.
- **Achieved Excellence** Successfully applies basic knowledge and skills (including use of technology and tools) to perform more routine assignments for their occupational specialty with minimal supervision. Demonstrates an in-depth understanding of the organization's mission, functions, values, and relevant policies/procedures (to include, as appropriate, responsibilities toward the protection of classified national security information); carries out tasks in accordance with these. Continually broadens and enhances job skills, resulting in performing more complex work activities. Gathers comprehensive data consistently, researches relevant sources, explores leads thoroughly, and presents findings in a clear, logical, and impartial manner to an appropriate audience. Ensures that information collected is consistently complete, accurate, free of errors and omissions and sufficiently well-organized to be readily retrievable; proofreads and appropriately formats work prior to delivery. Prepares precise, logical data analyses that address essential issues, and draws valid, supportable conclusions. Identifies issues and provides solutions to supervisors; suggests process and systems changes that reduce the possibility for error and increase the early identification of problems.

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Core Competency 7: SUPERVISORY SKILLS

Creates a positive work environment by encouraging mutual respect, communication, and innovation and manages conflict constructively. Organizes and facilitates teams skillfully to accomplish mutual goals. Administers performance management responsibilities including completion of performance plans, performance appraisals and ratings, rewards, provision of meaningful feedback, and taking appropriate measures to address performance and conduct issues. Involves team members in decisions and problem solving. Communicates information on performance, work status, changes, issues, and results effectively. Leads, develops, and manages a high performing, diverse workforce, ensuring employment practices are administered in a fair and equitable manner. Promotes and fosters an inclusive workplace where diversity is valued and leveraged to achieve the vision and mission of the organization. Recruits, hires, transitions into Federal service, and retains qualified employees, as applicable.

Performance Standards

- **Achieved Expectations** Responds to, and manages subordinates' interpersonal conflicts; brings the potential for conflicts and/or disputes to their attention; works with subordinates to ensure that conflicts and/or disputes do not have a destructive effect on workplace morale and productivity. Supports subordinates in learning and applying new skills; provides continual, direct, observation-based, and constructive feedback to ensure team focus, motivation, and performance. Develops and sustains consistently cooperative working relationships with subordinates and peers. Establishes and clearly communicates work unit goals to team members. Delegates responsibility and commensurate authority appropriately to others. Completes performance management responsibilities, provides meaningful feedback, and addresses employee performance problems according to established procedures. Builds a high performing, diverse workforce and ensures fairness in leadership practices by recruiting, hiring, promoting, and/or providing developmental opportunities in a fair and equitable manner. Promptly addresses allegations of harassment or discrimination, taking appropriate action; takes action to prevent future similar issues. Enables a work environment and organizational culture that values and promotes diversity (of both persons and points of view) and collaboration and where employees are allowed to express their individual views toward improving work products, services, processes, teamwork, and the work environment itself; demonstrates inclusiveness and sensitivity to individual differences. Supports and participates in TSA diversity programs and initiatives; encourages employee participation in diversity-related activities, events, groups, and organizations, when available. Implements recruitment, retention, and developmental strategies and policies that support organizational performance objectives, agency hiring goals. Plans current and future workforce requirements, based on organizational goals and budget considerations. Fully involved in the hiring process, including identifying skills required for the job, engaging actively in the recruitment process and, if applicable, the interviewing process, proper screening of the applications.
- **Achieved Excellence** Anticipates, recognizes, responds to, and manages subordinates' interpersonal conflicts; brings the potential for conflicts and/or disputes to their attention; works with subordinates to ensure that conflicts and/or disputes do not have a destructive effect on workplace morale and productivity. Motivates subordinates and develops staff competencies proactively by actively identifying developmental and training needs and providing creative opportunities such as job rotations or special assignments, as well as more traditional approaches. Facilitates and leads a cooperative working environment that allows ideas to be shared, people to be heard, and working relationships maintained. Involves team members in establishing work unit goals and in the decision-making process. Motivates the team to develop a sense of ownership for team successes, and identifies areas for improvement. Delegates high-level responsibilities, tasks, projects, and commensurate authority appropriately to capable employees; mentors employees to aid in their career development and potential for promotion. Completes performance management responsibilities, provides meaningful feedback, addresses emerging employee performance problems and resolves the problems before they adversely effect work unit performance. Shares experience, expertise, and other information in order to enhance overall team ability and performance. Diffuses complex, sensitive, and potentially volatile situations using diplomacy, tact, and persuasion by responding appropriately to diverse audiences. Monitors the work environment to identify situations which could potentially lead to allegations of harassment or discrimination and establishes practices to attempt to prevent such allegations. Establishes practices to ensure diversity and collaboration within the organization and where employees are encouraged to express their individual views toward improving work products, services, processes, teamwork, and the work environment itself; works with staff to effectively leverage diverse thoughts, opinions, experiences, and backgrounds to achieve the vision and mission of the organization; serves as a role model for respectful and inclusive behaviors to others. Actively promotes TSA diversity programs and initiatives, highlighting the Agency's commitment to diversity and its value to the organization; facilitates participation in diversity-related programs and initiatives. Makes self and employees aware of any programs that support diversity, such as employee groups, educational entities, or professional associations, serving as a mentor/coach, participating in outreach/recruitment efforts, or similar means.

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Performance Goals

Performance goals are statements of what an employee is expected to accomplish during the performance period. They should be specific, measurable, achievable, relevant, and time-bound (SMART). They should also be aligned with the organization's mission and values. Performance goals are used to evaluate an employee's performance and provide feedback. They are also used to set expectations and provide direction. Performance goals should be assigned a weight that reflects their importance to the overall performance rating. The weight should be assigned based on the employee's position and the organization's needs. Performance goals should be reviewed and updated as needed throughout the performance period.

Each *critical* performance goal must be assigned a share to equal 100% and, together, makeup 60% of the overall performance rating. For example, if the employee has 3 *critical* goals, they might be weighted as follows: 25%, 25%, and 50%. The *critical* competencies makeup the other 40% of the overall performance rating and appear under the Core Competencies section of this document.

- **5 – Achieved Excellence.** The employee performed as described by the "Achieved Excellence" standard.
- **4 – Exceeded Expectations.** The employee performed at a level between "Achieved Excellence" standard and the "Achieved Expectations" standard.
- **3 – Achieved Expectations.** The employee performed as described by the "Achieved Expectations" standard.
- **1 – Unacceptable.** The employee performed below the "Achieved Expectations" standard; action is required.

For each performance goal, please describe expected performance at the "Achieved Expectations" and "Achieved Excellence" levels. These "performance standards" should include measures such as quality, quantity, timeliness, and/or cost effectiveness.

Performance Goal 1 (provide a brief statement of what is to be achieved – Outcomes/Results): RISK BASED SECURITY

Please insert the higher level Goal, Objective, or Mission of the organization and/or of the supervisor to which this goal *aligns*: Improve mission effectiveness by implementing risk-based, intelligence-driven security initiatives across all transportation modes. This applies to risk based security-driven execution of internal and external efforts to achieve support for, and execution of, intelligence driven, risk based security efforts to include current operational processes. (Rating: All of the following expectations are applicable to the H and I band BDA TSMs-Additionally, items marked with an asterisk (*) are applicable to the I band)

Achieved Expectations:

- Collaborate with TSA programs and security stakeholders to enhance the layered security capability to conduct risk-based deployments and to strengthen the airport's security posture. Include assessment tools in making risk based decisions.
- Coordinate with other internal TSA security entities to foster discussions and/or security planning sessions to include members from the Playbook staff, TSI, Assistant FSD-Law Enforcement (AFSD-LE), and other relevant personnel.
- Coordinate with the local Field Intelligence Office (FIO), National Information Officer (NIO) and/or AFSD-LE, where available, to receive available intelligence information and ensure 95% of the BDO staff receive monthly security briefings.
- Ensure BDOs are familiar with risk based security initiatives and how behavior detection supports the process.
- On a daily basis encourage stakeholder engagement with both internal and external entities by fostering overall communication.

Achieved Excellence:

- Meets the standards of Achieved Expectations at a higher level that demonstrates significant contributions to the security mission.
- Identifies potential security vulnerability gaps and submits recommendations/mitigations through the BDA Coordinator and local TSA leadership.
- Coordinate with the local Field Intelligence Office (FIO), National Information Officer (NIO) and/or AFSD-LE, where available, to receive available intelligence information and ensure 100% of the BDO staff receive monthly security briefings.
- **Develops enhanced security networks within a variety of TSA officials and stakeholders in a multi-modal environment.
- Clearly demonstrates knowledge of and implements senior leadership's plan to mitigate risk and incorporates risk based strategies into BDO deployment scheduling.

Weight: 25%

Comments (If appropriate):

Performance Goal 2 (provide a brief statement of what is to be achieved – Outcomes/Results): WORKFORCE ENGAGEMENT

Please insert the higher level Goal, Objective, or Mission of the organization and/or of the supervisor to which this goal *aligns*: Maintain an engaged, results oriented, security focused, and diverse screening workforce by consistently developing and sustaining cooperative working relationships with subordinates and peers across functions. Aim to foster commitment, pride, trust and respect within TSA. Drive the message that people-teamwork-workplace-recruitment and training help to create an engaged, results oriented, security focused and diverse workforce and continue to develop an adaptive and flexible counterterrorism workforce that is professional, hardworking and of high integrity. (Rating: All of the following expectations are applicable to the H and I band STSMs-Additionally, items marked with an asterisk (*) are applicable to the I band)

Achieved Expectations:

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- As a BDA TSM lead by example, modeling desired practices and standards in own behavior; set clear expectations for subordinates and hold them accountable for performance. Collaboratively engage with peers, subordinates, and support organizations to drive continuous improvement in teamwork, threat mitigation and customer service.
- Ensure daily briefings are conducted and include discussion items applicable to the BDA Bi-Weekly Shift Brief and other applicable items as deemed on the local TSA level.
- Establish a weekly meeting with the EBDs to foster overall team collaboration and growth.
- Collaborate with internal TSA such as TSOs, TSMs, TSTs and other participants to help foster a strong working relationship.
- Communicate all relevant SOP changes, best practices, and other information to enhance the team's daily operations and routinely monitor the BDA iShare site for updates and changes in the BDA program.
- Elicit ideas from the BDO workforce to improve security screening processes and procedures, while allowing them to have ownership of the process.
- Support and utilize Model Workplace and ICMS principles and methods.
- **Ensures subordinate BDA TSMs (as applicable) have effective managerial, communication and interpersonal skills to supervise and develop a diverse workforce as based on the result of a BDA TSM Audit.
- Ensure a monthly BDO team meeting is established to include each session having an agenda that covers areas of the operation. 85% of the officers have attended the session(s). To include the following, but not limited to:
 - a. Q & A session for the officers
 - b. Review of prior SPOT referral incidents as it relates to SPOT referral completion
 - c. discussion of operational set-up and practices that occurred or can be improved upon
 - d. A review/recap of the BDA monthly or bi-weekly conference call when applicable
- **Establish a weekly meeting with the BDA TSMs to foster overall team collaboration and management growth.

Achieved Excellence:

- Meets the measures of Achieved Expectations at a higher level that demonstrates significant contributions to the security mission.
- Provide opportunity for assigned Behavior Detection Officers (BDO) to participate in one developmental program(s) to increase retention and continue to build and retain a highly skilled and diverse workforce, capable of sustaining operations and effectively executing assigned missions.
- Collaborate with internal TSA such as TSOs, TSMs, TSTs and other participants to help foster a strong working relationship. Establish at a minimum of 1 reoccurring quarterly meeting with the screening workforce to provide an overview of the SPOT process and partnership with the screening workforce. Purpose of this is to enhance the overall collaboration of the teamwork and to diffuse some concerns from the checkpoints and BDOs of a separation in functions.
- Ensure an IDP is developed and sustained during the rating period.
- **On a yearly basis engage the security stakeholders and utilize the BDA Program Office stakeholder briefing(s) located on the I-Share site.
- **Encourage and monitor staff participation in career development activities and recommend that all staff have a current Individual Development Plan (IDP), career plan in place which are reviewed and updated annually.

Weight: 25%

Comments (If appropriate):

Performance Goal 3 (provide a brief statement of what is to be achieved – Outcomes/Results): ORGANIZATION EFFICIENCY

Please insert the higher level Goal, Objective, or Mission of the organization and/or of the supervisor to which this goal aligns:

Sustain programs in order to provide stability, compliance and team growth.

(Rating: All of the following expectations are applicable to the H and I band BDA TSMs)

Achieved Expectations:

- Operate in accordance with SPOT SOP to ensure effective execution of local BDA operations by: demonstrating knowledge of SPOT SOP; fulfilling all requirements in SPOT SOP Section 2.4 STSM Duties, and; actively performing at least 8 hours of SPOT each pay period by conducting Walk the Line (WTL), Behavior Observation, and Casual Conversation (CC) duties. Ensure this is tracked via BEAM and/or other repository.
- Successfully qualify on one BDO Job Knowledge Test (JKT) during the performance year.
- Ensure 100% of available employees are current in their applicable OLC required annual training.
- Enhance the capabilities of the local TSA leadership to make informed decisions by ensuring that all documents provided to local TSA senior leadership and if applicable OSO HQ and Regional Offices have undergone a quality assurance review prior to dissemination. This would also include accurate metric related information in reviewing and promoting referral information and incident reports.
- Ensure all referral reports and incidents are accurately written/documented to include ensuring information is reported into PARIS, TISS and the SPOT database as required in the SPOT SOP.

Achieved Excellence:

- Meets the measures of Achieved Expectations at a higher level that demonstrates significant contributions to the security mission.

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- Utilizes performance measures and audits to develop employee's security awareness by reviewing SPOT referral reports, incident reports, PEC information and other applicable information.
- As a BDA TSM maintain an engaged, results oriented, security focused, and diverse workforce. Consistently developing and sustaining cooperative working relationships with subordinates, peers, leaders, and across functions. Fostering commitment, pride, trust and respect within TSA.

Weight: 25%

Comments (If appropriate):

Performance Goal 4 (provide a brief statement of what is to be achieved – Outcomes/Results): INTERNAL CONTROLS AND ACCOUNTABILITY

Please insert the higher level Goal, Objective, or Mission of the organization and/or of the supervisor to which this goal *aligns*: Pursue business excellence through effective process management and the application of balanced measures. Improve the effectiveness of screening operations, ensure compliance with laws and regulations, strengthen financial controls, and provide assurance statements.
(Rating: All of the following expectations are applicable to the H and I band BDA TSMs-Additionally, items marked with an asterisk (*) are applicable to the I band)

Achieved Expectations:

- Strengthen security objectives by 'exercising' internal control measures as required by Management Control Plan (MCOP), and conduct program reviews to ensure our mission and resources are protected against fraud, waste and abuse.
- Completes assigned MCOP assignments within established timelines and ensures all submissions are accurate and complete.
- Immediately implement corrective action plans in identified areas for improvement as it relates to PCA visits and/or internal audits. Document and provide all corrective action plans to the BDA Coordinator for review.
- Performs audits to ensure all SSI and accountable property is secured and tracked as required.
- Comply with applicable IT security and privacy laws, regulations and policies.
- In accordance with OSHA guidelines/comply with sound safety policies and procedures for reporting accidents, hazards, and dangerous work practices for employees.
- Administer Transportation Officer Performance System (TOPS) for all eligible employees consistent with program requirements. During performance reviews, provide observation based and constructive performance feedback and recognition to subordinates on an ongoing basis.
- Integrity-Adheres to TSA MDs, Policy, Core Values and Code of Conduct in an honest, trustworthy and ethical manner at all times.
- **If applicable, Administer the Employee Performance Management Program (EPMP) consistent with program requirements. During performance reviews, provide observation based and constructive performance feedback and recognition to subordinates on an ongoing basis.
- **Provide program oversight to include managing all aspects of BDA operations such as team member roles and responsibilities, information sharing, and metrics.

Achieved Excellence:

- Meets the measures of Achieved Expectations at a higher level that demonstrates significant contributions to the security mission.
- Improves efficiency and effectiveness of transportation security business and management services by providing comprehensive leadership, oversight and support to programs. Learns about current and emerging issues/developments in transportation security and applies knowledge to make technically sound operational decisions and report findings to the SPOT Coordinator when applicable.
- **Conduct all audits as required by the SPOT SOP in-addition ensure all processes are accurate, documented and completed as it relates to the following: a. ensure a written process is in place for proper storage of SPOT referral and SPOT incident reports b. ensure a process is in place to review referral reports, SPOT incident reports, entries made into the PMIS database, TISS and PARIS.
- Ensure 100% of TOPS related meetings are conducted and documented each quarter as established within the designated time frame.
- **If applicable, ensure 100% of the BDA TSM EPMPs meetings are conducted and documented each quarter as established within the designated time frame.

Weight: 25%

Comments (If appropriate):

Performance Goal 5 (provide a brief statement of what is to be achieved – Outcomes/Results):

Please insert the higher level Goal, Objective, or Mission of the organization and/or of the supervisor to which this goal *aligns*:

Achieved Expectations:

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Achieved Excellence:

Weight: %

Comments (If appropriate):

Additional Goals (as appropriate)

Please insert the higher level Goal, Objective, or Mission of the organization and/or of the supervisor to which this goal *aligns*.

Performance Goal ____ (provide a brief statement of what is to be achieved – Outcomes/Results):

Please insert the higher level Goal, Objective, or Mission of the organization and/or of the supervisor to which this goal *aligns*:

Achieved Expectations:

Achieved Excellence:

Weight: %

Comments (If appropriate):

Performance Goal ____ (provide a brief statement of what is to be achieved – Outcomes/Results):

Please insert the higher level Goal, Objective, or Mission of the organization and/or of the supervisor to which this goal *aligns*:

Achieved Expectations:

Achieved Excellence:

Weight: %

Comments (If appropriate):

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Performance Plan Acknowledgements & Comments

(To be completed by the employee and the Rating Official)

I certify that the performance goals have been reviewed and approved by the Reviewing Official.

Rating Official Signature _____ Date _____

Rating Official Comments:

I have discussed my performance plan with my Rating Official.

Employee Signature _____ Date _____

Employee Comments:

Mid-Cycle Review Acknowledgements

(To be completed by the employee and the Rating Official)

I certify that the mandatory formal mid-cycle progress review and discussion occurred.

Rating Official Signature _____ Date _____

Rating Official Comments:

Employee Signature _____ Date _____

Employee Comments:

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Progress Review Acknowledgements & Comments (optional)

Use this section to acknowledge the progress review discussion and provide comments.

A progress review discussion occurred.

Employee Signature _____ Date _____
Employee Comments:

Rating Official Signature _____ Date _____
Rating Official Comments:

Interim Evaluation Acknowledgements & Comments (as appropriate)

Use this section to acknowledge the interim evaluation discussion and provide comments. If an interim evaluation discussion occurred, please provide a date and location of the discussion. If no interim evaluation discussion occurred, please provide a date and location of the next progress review discussion.

An Interim Evaluation discussion occurred.

Rating Official Signature _____ Date _____
Rating Official Comments:

Employee Signature _____ Date _____
Employee Comments:

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Please use the **Rating Summary and Calculation Sheet** (i.e., **FY 2013 Ratings Calculator**) located on the DHS Intranet (or your Component's Intranet) to document the Determinations for each **Core Competency** and **Performance Goal**, as well as the employee's overall, final **Rating of Record**.

The completed Ratings Calculator sheet must be attached to this document in order to complete the employee's record.