What is CRESS?

CRESS is the negotiated evaluation system for unionized CMSD employees, who are not teachers.
What’s the purpose of CRESS?

The CRESS system helps us positively impact CMSD students and their families by supporting employee talent development.
Our CRESS system is designed to:

- Describe priorities and performance expectations
- Help the employee meet those expectations
- Offers support and feedback to each employee
- Ensures consistency in the development and evaluation experience across the District
## CRESS Evaluation Groups

<table>
<thead>
<tr>
<th>Employee Group</th>
<th>Evaluated By</th>
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<tbody>
<tr>
<td>Bus Drivers and Attendants</td>
<td>Transportation Department designee(s)</td>
</tr>
<tr>
<td>Cleaners</td>
<td>Custodians</td>
</tr>
<tr>
<td>Assistant Custodians and Custodians</td>
<td>Facilities Managers</td>
</tr>
<tr>
<td>Food Service Staff</td>
<td>FCNS Area Managers</td>
</tr>
<tr>
<td>Office Assistants and Specialists</td>
<td>Immediate Supervisor</td>
</tr>
<tr>
<td>School Secretaries</td>
<td>Principal or Building Administrator</td>
</tr>
<tr>
<td>Security Officers, Mobile Deputies, Safety and Security Staff</td>
<td>Sergeants or S&amp;S Department designee(s)</td>
</tr>
<tr>
<td>Trades Staff (Carpenters, painters, electricians, etc.)</td>
<td>Head of Trades or Foreman</td>
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</tbody>
</table>
### CRESS Performance Factors

- Job Knowledge
- Professionalism
- Customer Service
- Work Habits
- Safety
- Leadership Effectiveness
CRESS Performance Factors

Job Knowledge

- Possess and apply job knowledge
- Development of job knowledge
- Problem solving ability
CRESS Performance Factors

Professionalism

- Communication Effectiveness
- Maintains Confidentiality
- Appearance (per Board Policy CBA if applicable)
- Co-worker Collaboration and Teamwork
CRESS Performance Factors

Customer Service

- Effectively uses START approach
- Effectively uses HEART approach

“People will forget what you did or what you said, but they will never forget how you made them feel.” - Maya Angelou
CRESS Performance Factors

Work Habits

- Adaptability/Flexibility
- Initiative
- Planning, Organizing, and Time Management
- Attendance
CRESS Performance Factors

**Safety**

- Understands laws, rules, policy, and practice
- Adheres to laws, rules, policy, and practice
- Understands and practices role in District Safety Plan
Leadership Effectiveness

- Planning and prioritizing work of others
- Work Direction
- Training Capabilities
CRESS Performance Ratings

**EXEMPLARY**
Five or more sub-factors are rated Accomplished or higher with at least three of those sub-factors rated Exemplary, and no sub-factors are rated lower than Skilled.

Performance exceeds the expectations for the position over two or more consecutive review periods.

**ACCOMPLISHED**
Five or more sub-factors are rated Accomplished or higher and no sub-factors are rated lower than Skilled.

Performance exceeds the expectations for the position.

**SKILLED**
Performance is primarily Skilled and does not fall into the Exemplary, Accomplished, or Ineffective/At Risk categories.

Total performance meets the expectations for the position.

**INEFFECTIVE/AT-RISK**
Five or more sub-factors are rated Marginal or lower or two or more sub-factors are rated Ineffective/At Risk.

Performance must improve and the employee is placed in a Performance Improvement Program.
# CRESS Annual Calendar

<table>
<thead>
<tr>
<th>Month</th>
<th>Event</th>
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</thead>
<tbody>
<tr>
<td>July</td>
<td>Expectations &amp; Goals Meetings</td>
</tr>
<tr>
<td>August</td>
<td>Informal Feedback and Evidence</td>
</tr>
<tr>
<td>September</td>
<td></td>
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<tr>
<td>October</td>
<td></td>
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<tr>
<td>November</td>
<td></td>
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<tr>
<td>December</td>
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<tr>
<td>January</td>
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<tr>
<td>February</td>
<td>1st – 28th Mgr. Certification Audit</td>
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<tr>
<td>March</td>
<td>1st – Preparation for End-of-Year Review Starts</td>
</tr>
<tr>
<td>April</td>
<td>1st – Portal Opens Self-Evaluation &amp; End-of-Year Review</td>
</tr>
<tr>
<td>May</td>
<td>1st – End-of-Year Review Closes (10 Month)</td>
</tr>
<tr>
<td>June</td>
<td>1st – End-of-Year Review Closes (12 Month)</td>
</tr>
</tbody>
</table>
**Expectations Meeting (July-Sept)**
- Formally introduce and explain CRESS
- Discuss department goals and outline expectations for school year.
- Establish a formal and informal check-ins for performance development

**Informal Feedback and Evidence Collection (Oct-Jan)**
- Regular **meetings** between supervisors and employees
- **Discuss** work progress and challenges
- **Identify** strengths and areas for support
Manager Certification Audit (Feb 1st – 28th)

End of Year Review Preparation (March)
End of Year Review Process

**Employee Self-Evaluation**
- Employee rates self on the CRESS performance tool in Workday

**Evaluator Assessment**
- Evaluator rates Employee on the CRESS performance tool in Workday

**Meet to Review**
- Employee and Evaluator meet to discuss performance

**Employee Sign off**
- Employee signs off to acknowledge performance review in Workday

**Evaluator Sign off**
- Evaluator signs off to acknowledge performance review in Workday

Employees rated **At Risk** or **Ineffective** overall by their evaluator will have a Performance Improvement Plan created for them in Workday.
End of Year Review Process (April–June)

- The process will begin with an email from the CRESS mailbox on April 8, 2020.
- You have until April 26, 2020 to complete your self-evaluation.

For 10 month employees, must complete by May 24, 2020
For 12 month employees, must complete by June 28, 2020
End of Year Review (April–June)

- April 1st – Begin Self-Evaluations & End-of-Year Reviews
- Evaluator provides a documented assessment of the employee’s performance using the CRESS rubric.
- Focus on the growth of the employee regarding:
  - Job capabilities
  - Career opportunities
  - Recognition of achievements.
End of Year Review *(April–June)*

- Employees are highly encouraged to complete a self-evaluation.
- Consider the entire review period when conducting the evaluation *(Month–Month)*
- Employees should come prepared to discuss their performance during the review period.
### End of Year Review Process (Reminders)

- You are not required to complete a self-evaluation.
- Evidence is required for ratings below *Skilled*.
- It is best practice to add evidence for each rating.
- Evidence can include documents attached in Workday.
- You do not need to rate each sub-factor.
- You can select *Save for Later* if you can’t complete the entire form in one sitting.
Thank you for all you do for our students!

Questions?

For questions during the school year, please email talentimpact@clevelandmetroschools.org if you have questions about CRESS or CRESS training opportunities. CRESS support materials are posted on CMSD’s web site here: http://www.clevelandmetroschools.org/Page/13029