

**Austin Compliance Services
Automated Underreporter (AUR)
Managerial Review Plan**

9/1/2008

This plan applies to tax examiners, leads and clerks in AUR. These guidelines will be followed to ensure consistency for providing performance feedback.

On-the-job Instruction (OJI) Period

- Employee Performance Files (EPF) should be documented with the following: the subject of the training, the expected length of the training and the expected date that the employee will be released to evaluative review.
- New hires and employees that are cross trained will be provided with OJI assistance.
- The desired ratio is 3 trainees per OJI.
- The OJI period is half the length of the training class. For example, if a class is 40 hours in length, the OJI period is 20 hours.
- Review will be performed by the OJI coach or by a subject matter expert (SME) as designated by the manager.
- At the end of the OJI period, the manager will provide the employee an overall assessment of the employee's performance.
- At the completion of the OJI period, all subsequent reviews will be evaluative.

Paper:

- During the OJI period, 100% review will be conducted.
- An employee will be released to evaluative review when they achieve 2 consecutive weeks of 90% or better.
- If 90% accuracy has not been achieved, the manager will develop a plan for improved performance and 100% review will be performed for 2 weeks.
- If at the end of the 2 weeks of 100% review, 90% accuracy has not been reached, evaluative review sampling will begin and written feedback provided to the employee.

Phones:

- The OJI will monitor a minimum of 10 calls per trainee to identify training deficiencies and other difficulties in order to take swift corrective action.
- If no 715/impact to taxpayer errors are identified, the employee will be released to the manager for certification.
- The manager will monitor for 3 consecutive calls with no errors in the EQRS attributes pertaining to phones. These calls will be entered in the Embedded Quality Review (EQRS) as non-evaluative calls.
- If there are errors in these calls, the manager will develop a plan for improved performance.
- Evaluative Review will begin and written feedback will be provided to the employee.

MONTHLY REVIEWS

- All evaluative review will be entered into EQRS.
- Employees will receive a minimum of 5 reviews per month.
- If fully trained (phones and paper), review will consist of 3 paper and 2 phones. If not phone trained, there will be 5 paper reviews.
- All evaluative review must be shared by a manager.
- If an employee works specialized programs such as, bankruptcy, TAS, etc, the type of review should be dependent upon the majority of work performed.
- Clerical employees will receive 2 EQ reviews and 1 workload review per month.

QUARTERLY REVIEWS

In addition to the monthly reviews, managers will conduct quarterly reviews of the following:

- Age lists will be reviewed for timely and accurate actions
- Workload and on-line reviews will be monitored for timely actions to cases in suspense.
- Leads will have 2 workload reviews. Their reviews will consist of callbacks, casework, coaching, instructing, etc.