EXHIBIT C

CRITICAL TASK AND IMPED. .TS IDENTIFICATION
for Civil Rights
EMPLOYEE TRAINING & ACCOUNTABILITY

EMPLOYEE TRAINING			
	CRITICAL TASKS	**IMPEDIMENTS**	**RECOMMENDATIONS**
1	Performance of the various functions to carry out the mission of Civil Rights	• Many employees are not properly trained to perform the function to which they are assigned. • Many employees, while knowledgeable of civil rights laws and regulations, lack the program knowledge to assess the application of the laws and regulations.	• Assess training needs of all CR employees to effectively do their job • Determine wether off-the-shelf training or tailored training is needed • Establish an Individual Development Plan (IDP) for each employee based on the knowledge / skill gap identified • Obtain the assistance of Human Resources in implementing the necessary training
ACCOUNTABILITY			
	CRITICAL TASKS	**IMPEDIMENTS**	**RECOMMENDATIONS**
1	Rating of employees to accurately reflect their job performance	• Some employees have been assigned or reassigned to job for which they lack the required knowledge and/or training to perform at an acceptable level. • Some managers have not had management training, and lack the skill in management principles which facilitate acceptable work accomplishment through the employees they supervise	• Work with Human Resources to assure employees are placed in their proper positions • Place mis-placed employees in their proper positions • Assure all employees are properly trained to perform their jobs • Develop reasonable standards for acceptable job performance • Enter into performance agreements with employees that accurately reflect performance expectations • Implement methods for tracking performance • Rate employees against the standards