**PROBATIONARY BENEFIT PROGRAM TECHNICIAN (BPT) OBJECTIVES AND KPI’S**

Probationary Objectives should not be based on 3-6-9-12 month intervals *from the start of employment*. The variable factor no one can predict, or influence is the numerous circumstances that may affect when a trainee is able to start a program training cohort. The plan below is to be followed during the probationary period. Supervisors will be monitoring production and accuracy throughout the one year probationary period.

1. Objectives prior to starting program training.
2. Objectives during the 32 weeks of Core Academy VILT (Virtual Instructor Lead Training) and structured on-the-job training (OJT), to begin when program training starts.
3. Objectives from the completion of Core Academy VILT to end of probation
   * + 1. **OBJECTIVES PRIOR TO STARTING TRAINING (approximately two months)**

Once a BPT begins employment, follow the Application Registration OJT plan as outlined on the Training Plans tab on the [Supervisor Resources Page](https://dssintranet.mo.gov/dss-fsd-training-site/supervisor-resources-2/).

* On the Job Training (OJT) starts at the beginning of employment.
  + If no system access, this can include call observations, Resource Center shadowing, etc.
* Successfully complete all tasks outlined in the Application Registration OJT
  + Work productively registering applications until the start of Core Academy VILT, Production and accuracy should continue to increase week after week
    - 1 month after completion of each registration training, the team member should be meeting:
      * 50% of the non-probationary [BPT KPI](https://fsdimresources.mo.gov/?docs=benefit-program-technicians-bpt) goal for transaction time
      * 100% of the non-probationary [BPT KPI](https://fsdimresources.mo.gov/?docs=benefit-program-technicians-bpt) goal for utilization, completion rate and login percentage
      * 75% accuracy rate
    - 2 months after completion of each registration training, the team member should be meeting:
      * 75% of the non-probationary [BPT KPI](https://fsdimresources.mo.gov/?docs=benefit-program-technicians-bpt) goal for transaction time
      * 100% of the non-probationary [BPT KPI](https://fsdimresources.mo.gov/?docs=benefit-program-technicians-bpt) goal for utilization, completion rate and login percentage
      * 85% accuracy rate

**Note:** The length of time probationary team members will register applications will vary depending on when their VILT starts.

* + - 1. **Objectives DURING CORE Academy PROGRAM TRAINING AND STRUCTURED OJT**

Once Core Academy VILT begins, each program’s VILT will be followed by a structured OJT plan. Each OJT plan must be followed and can be found on the Training Plans tab on the [Supervisor Resources Page](https://dssintranet.mo.gov/dss-fsd-training-site/supervisor-resources-2/).

* Core Academy VILT
  + Attendance is mandatory to be successful.
  + After receiving the trainer feedback and/or assessment results, participate in supervisor led coaching.
* During the Structured OJT Period you will need to ensure the following:
  + Complete daily activities as outlined in the New Hire OJT Plan
  + Focus on accurate processing and not production during this time. i.e., quality over quantity
  + Accuracy should show improvement week after week.
    - 1. **OBJECTIVES FROM COMPLETION OF CORE ACADEMY PROGRAM VILT TO END OF PROBATION**

After all Core Academy VILT is finished, and the TA OJT is complete, the BPT will enter the Post OJT Training Period. Once you’re in the post-training OJT period, follow the post-training OJT plan as outlined on the Training Plans tab on the [Supervisor Resources Page](https://dssintranet.mo.gov/dss-fsd-training-site/supervisor-resources-2/)

* The OJT period after VILT training is intended to refine and continue building skills learned throughout training and the prior OJT sessions. During the OJT period following completion of VILT’s, the new BPT should work across all programs to ensure they don’t lose any of their knowledge obtained in training.
* At the completion of Core Academy VILT,the team member is expected to increase accuracy, production, and critical thinking week to week until they meet non-probationary [BPT KPI](https://fsdimresources.mo.gov/?docs=benefit-program-technicians-bpt) goals,
  + 2 months after completion of each VILT, the team member should be meeting:
    - 50% of the non-probationary [BPT KPI](https://fsdimresources.mo.gov/?docs=benefit-program-technicians-bpt) goal for transaction time
    - 100% of the non-probationary [BPT KPI](https://fsdimresources.mo.gov/?docs=benefit-program-technicians-bpt) goal for utilization, completion rate and login percentage
    - 70% accuracy rate
  + 3 months after completion of each VILT, the team member should be meeting:
    - 75% of the non-probationary [BPT KPI](https://fsdimresources.mo.gov/?docs=benefit-program-technicians-bpt) goal for transaction time
    - 100% of the non-probationary [BPT KPI](https://fsdimresources.mo.gov/?docs=benefit-program-technicians-bpt) goal for utilization, completion rate and login percentage
    - 80% accuracy rate
  + 4 months after completion of each VILT, the team member should be meeting:
    - 100% of the non-probationary [BPT KPI](https://fsdimresources.mo.gov/?docs=benefit-program-technicians-bpt) goal for transaction time, utilization, completion rate and login percentage for a non-probationary BPT
    - 85% accuracy rate

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