The Performance Diagnostic Checklist—Human Services: a Correction

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Abstract The Performance Diagnostic Checklist (PDC) has been used in a number of investigations to assess the environmental determinants of substandard employee performance. Carr et al. (2013) revised the PDC to explicitly assess the performance of employees in human-service settings who are responsible for providing care to others: the Performance Diagnostic Checklist—Human Services (PDC-HS). The originally published PDC-HS contained three minor scoring errors, which have been corrected in the present version.

Keywords Functional assessment · Performance assessment · Performance diagnostic checklist · Performance management · Staff management

Implications for Practice

1. The literature on performance diagnostics suggests that identifying the reasons why employee performance is substandard—aka, a functional assessment—can lead to effective intervention.
2. The Performance Diagnostic Checklist—Human Services (PDC-HS) is an assessment for human-services staff that

can be used to identify potential causes of their problematic behavioral excesses or deficits.

3. The main areas assessed by the PDC-HS are as follows: training, task clarification and prompting, resources, materials, and processes, and performance consequences, effort, and competition.
4. The PDC-HS concludes with an intervention planner that matches scored assessment items with sample interventions.

The *Performance Diagnostic Checklist—Human Services* assessment, originally published in Carr, Wilder, Majdalany, Mathisen, and Strain (2013), contained three minor scoring errors. An item scored as NO on the PDC-HS is suggestive of a potential problem and, thus, indicates an opportunity for a specific intervention to improve staff performance. However, item 5 in the resources, materials, and processes section and items 4 and 5 in the performance consequences, effort, and competition section are worded such that an answer of YES (instead of NO) is suggestive of a potential problem. These three items have been reworded in the accompanying assessment such that all PDC-HS items are aligned, with answers of NO being suggestive of a potential problem.

The online version of the original article can be found at <http://www.ncbi.nlm.nih.gov/pmc/articles/PMC3680147>

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Reference

- Carr, J. E., Wilder, D. A., Majdalany, L., Mathisen, D., & Strain, L. A. (2013). An assessment-based solution to a human-service employee performance problem: an initial evaluation of the *Performance Diagnostic Checklist—Human Services*. *Behavior Analysis in Practice*, 6(1), 16–32.