
SUPV 671: PERFORM (PERFORMANCE EVALUATIONS)

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CIVIL SERVICE DEPARTMENT

Note: GPTWI slides of this presentation are developed by David Osborne (Public Strategies Group)

GOALS

- Background – WHY?
 - Why are we using this new performance management (PM) approach?
- Introduction – WHAT?
 - What is this new PM approach exactly?
 - When/where should it be conducted?
 - Who conducts it?
- Practice – HOW?
 - How do we use the new system for PM?
 - How is it different from the old service-rating system?

Why Are We Creating Performance Goals?



- **Great Place to Work Initiative:** Employee interviews, focus groups, and an employee survey of 1150 employees all say the current evaluation system needs improvement.

This new system will:

- Be based on **objective** performance goals
- Be Integrated in a new performance appraisal system to **possibly replace Scantron** one day
- Provide data that can be used by departments to **improve employee performance**
- Provide data which can **contribute to personnel decisions** (awards, promotions, transfers, etc.)

Citywide Result Areas



Public Safety

- Ensure the public's safety and serve our citizens with respect and dignity
- Ensure safe and secure neighborhoods and reduce the murder rate
- Prepare for, mitigate and effectively respond to emergencies

Open & Effective Government

- Exercise effective management and accountability for the City's physical resources
- Attract, develop, and retain public servants throughout City government empowered to deliver high-quality customer service
- Facilitate the legal, administrative, and policy work of governmental bodies serving City residents

Children & Families

- Improve the health outcomes for City residents
- Support the development of strong and resilient youth and families, including children in schools
- Provide high-quality cultural and recreational opportunities to City residents and visitors
- Facilitate the provision of effective human services to City residents

Economic Development

- Promote business growth and job creation
- Develop and train the local workforce, and connect residents with jobs

Sustainable Communities

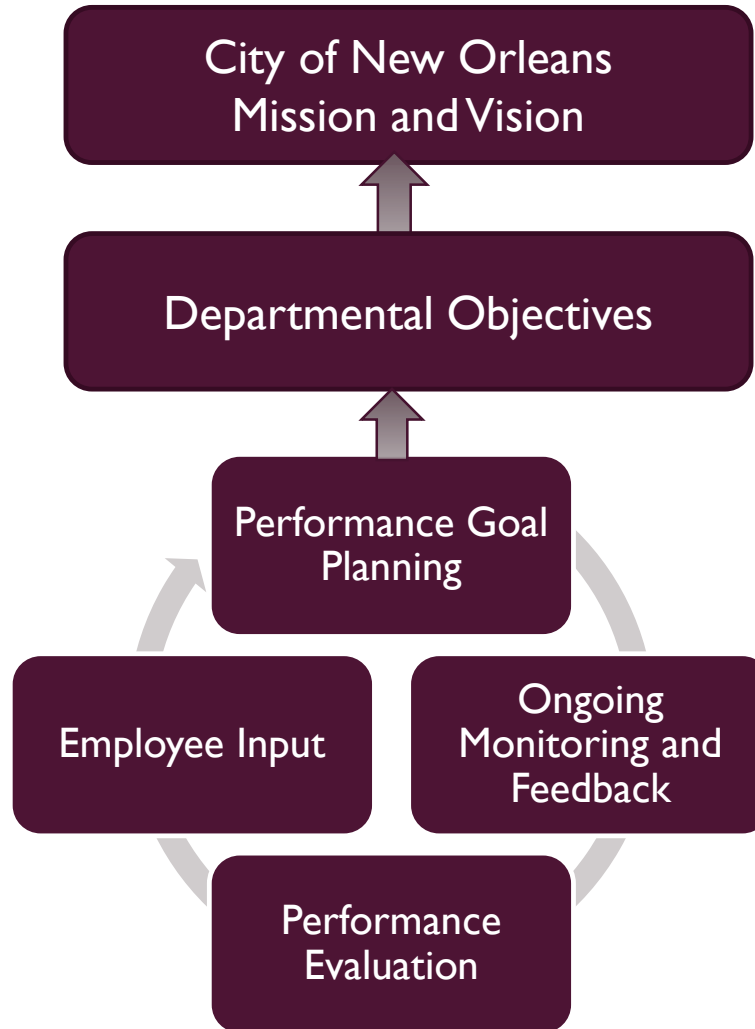
- Maintain and improve public infrastructure
- Promote quality neighborhoods
- Promote energy efficiency and environmental sustainability

Innovation

- Implement projects that enable the achievement of citywide outcomes and that provide long-term value

Your work each day should contribute to one or more of these outcomes

PERFORMANCE MANAGEMENT CYCLE



Find the Vision and Mission Statement on the City website here:
<http://nola.gov/departments/>

PERFORMANCE MANAGEMENT TIMELINE

- **Performance Planning Period**
 - September 1 – December 31 (of the previous year)
- **Performance Period**
 - January 1 – December 31 (of any year)
- **Performance Evaluation Period**
 - January 1 – April 1 (of the following year)



PERFORMANCE MANAGEMENT PHASES

Planning

- Goals
- (A) Tasks
(B) Competencies/KSAs

Performance

- Continuous Monitoring and Feedback
- Record-Keeping

Evaluation

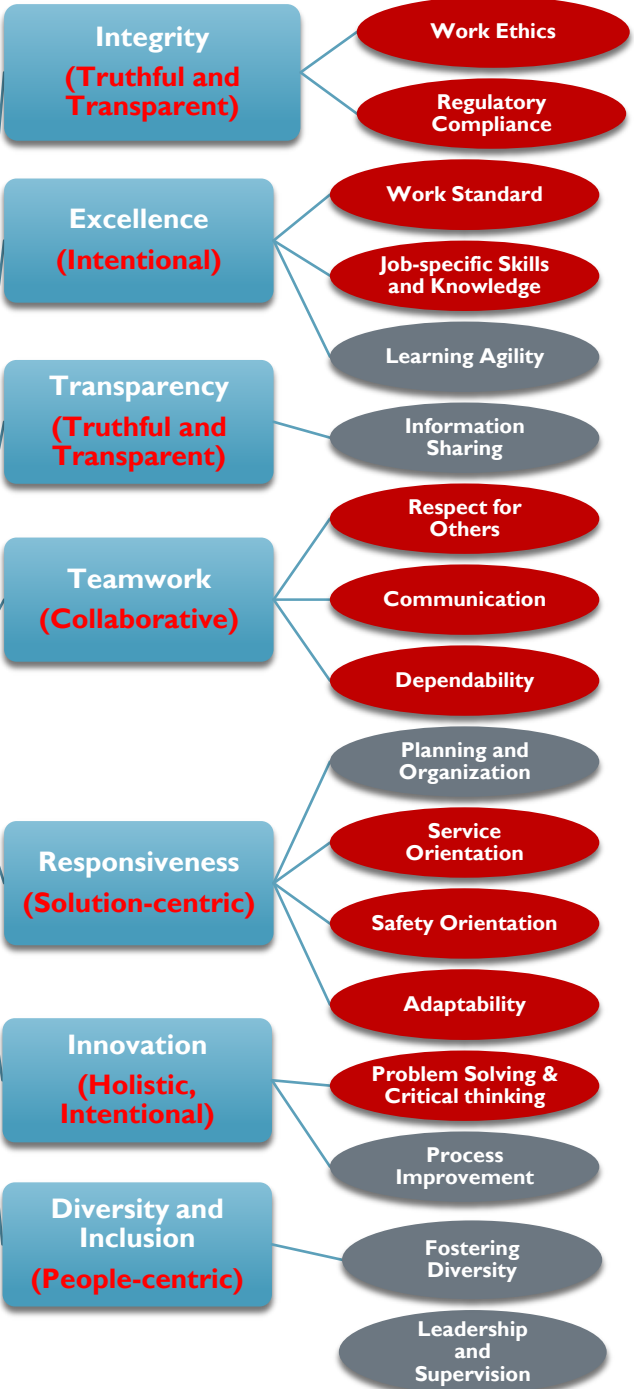
- (A) Performance Evaluations
(B) Narrative Feedback

NeoGov PERFORM (PART I: Planning)

City of New Orleans, Performance Management Online System

Mission
The City of New Orleans delivers excellent service to its citizens with courage, competence, and compassion.

Vision
New Orleans is a model city. We are a unified city. We are a creative city.



Training Matching each Competency/KSA

Job Specific Skills/Knowledge:

Public Speaking & Oral Presentation; Enhancing One's Speaking Skills; Business Writing; Listening Skills; Human Relations; Techniques of Customer Service; Telephone Techniques; Basic Office Skills; Basic Math for Utilities Supervisors; Business Mathematics; Basic Statistics; Purchasing in City Government; Accounting Process in City Government; AFIN-Basics; AFIN-Grants Management; Executive Secretarial Skills; Records Management; Basic Typing; Advanced Typing; Effective People Skills; PAT Speaking; PAT Writing; PAT Math & Stats

Communication:

Basic Grammar Usage & Proofreading I; Basic Grammar Usage & Proofreading II; Public Speaking & Oral Presentation; Enhancing One's Speaking Skills; Business Writing; Listening Skills; Human Relations; Techniques of Customer Service; Telephone Techniques; Counseling/Coaching Employees; Team Building; Performance Appraisals; Effective People Skills; PAT Speaking; PAT Writing

Problem Solving/Critical thinking:

Human Relations; Techniques of Customer Service; Basic Stats; Accounting Process in City Government; Counseling/Coaching Employees; Effective Crisis Intervention with Employees; Conflict Management; Problem Solving & Decision Making; PAT Math & Stats; PAT Problem Solving/Decision Making

(NOTE: The math-related courses are cited as having content which may involve critical thinking from a calculative perspective, as well as solving problems via calculative means/deductive reasoning.)

Fostering Diversity:

Human Relations; Personnel Interviewing; Procurement & Purchasing; Competitive Selection Procedure for Prof. Services Contracts
(NOTE: Some smaller aspect of these courses' materials address equality/fairness/consideration for inclusion of all ethnic groups)

Work Standard:

Intro to Workplace Discipline; Managing Workplace Discipline; Performance Appraisals; Total Quality Management

Respect for Others:

Listening Skills; Human Relations; Techniques of Customer Service; Telephone Techniques; Personnel Interviewing; Counseling/Coaching Employees; Team Building; Sexual Harassment in the Workplace; Leadership; Effective People Skills

Service Orientation:

Human Relations; Techniques of Customer Service; Executive Secretarial Skills; Total Quality Management; Effective People Skills

Process Improvement:

Purchasing in City Government; Accounting Process in City Government; AFIN-Basics; AFIN- Grants Management; Performance Appraisals; Procurement & Purchasing; Competitive Selection Procedure for Prof. Services Contracts; Grant & Proposal Writing; Contract Prep and Administration; Records Management; The Office & Office Management; Conducting Meetings; Total Quality Management; Basic Typing; Advanced Typing; Managing Stress; Effective People Skills; Simply Personal Finance; PAT Meetings

NeoGov PERFORM **(PART II: Performance)**

City of New Orleans, Performance Management Online System

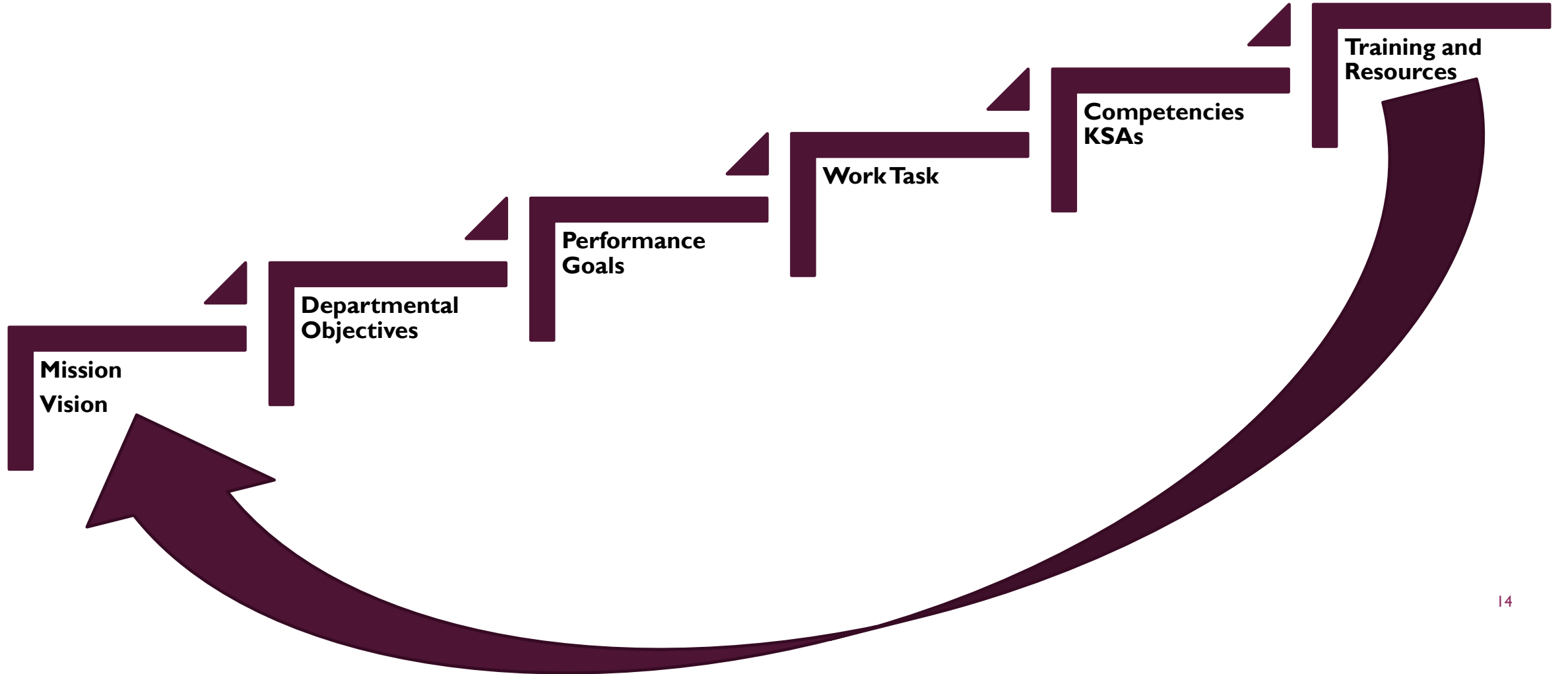
PERFORMANCE PERIOD (JANUARY 1 – DECEMBER 31 OF THIS YEAR)



NeoGov PERFORM **(PART III: Evaluation)**

City of New Orleans, Performance Management Online System

HIGH PERFORMANCE CYCLE





OLD AND NEW PM: KEY DIFFERENCES

KEY DIFFERENCES

- Old: Form used at the end of the performance year
- New: Form used in two phases – planning and evaluation

- Old: Assessment on several job factors
- New: Assessment of identified goals, work tasks, and competencies/KSAs

- Old: Evaluations due March 1st, with an option for extension up to April 1st
- New: Evaluations due April 1st, no option for extension

KEY DIFFERENCES (CONT.)

- Old: No room for modifications
- New: Revisions to the performance plan allowed in *special circumstances*

- Old: 5-point overall rating scale
- New: 3-point overall evaluation

- Old: Optional for probationary employees
- New: Required for all classified employees (For employees working less than 3 months, a “Not Evaluated” may be used.)

KEY DIFFERENCES (CONT.)

- Old: Right to “appeal” overall “Needs Improvement” or “Unsatisfactory” rating to Appellate Board.
- New: Right to “request a review” of overall “Does Not Meet Expectations” designation to the Review Panel.

- Old: Further request for “appeal” to Personnel Director within ‘30 days’ of effective date of Appellate Board’s decision.
- New: Further request for “review” to Personnel Director within ‘20 calendar days’ of effective date of Review Panel’s decision.

- Old: Personnel Director has no deadline/time frame for decision for appeal of overall rating.
- New: Personnel Director has 30 calendar days from the date of the request to provide decision.



ANY QUESTIONS?

GOOD RESOURCE TO REFER TO:

[HTTP://WWW.NOLA.GOV/CIVIL-SERVICE/RESOURCES/PERFORMANCE-
MANAGEMENT-TRAINING/](http://www.nola.gov/civil-service/resources/performance-management-training/)

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