



DEPARTMENT OF MANAGEMENT
SERVICES

Key Dates:

Performance Management System

July 1, 2013

Performance Management System Goes Live in People First

July 1, 2013

All agencies set expectations in new performance management module in People First

January 1, 2014

All agencies evaluate employees for the July 1, 2013 to December 31, 2013 evaluation period and set specific measurable expectations in People First

July 1, 2014

All agencies evaluate employees for the January 1, 2014 to June 30, 2014 evaluation period

July 1, 2014

All agencies set expectations for the 2014-15 fiscal year

Performance Evaluation Expectations

February to March 2013

Training materials developed for new statewide approach to performance management

March to September 2013

Managers participate in performance expectation training coordinated by agency human resource officers

June to December 2013

Managers develop new performance expectations in anticipation of the January 1, 2014 expectation setting process in People First

Performance Management in the State of Florida

Current Landscape:

State agencies in Florida administer employee performance evaluations using different practices, procedures, forms and methodologies. In addition, the state does not employ a standardized tool for administering annual evaluations. While some state employees receive an annual performance evaluation, Florida lacks uniformity in the way these evaluations are administered and scheduled across all agencies. This inhibits an enterprisewide approach to performance management for its workforce. To improve this practice there is a need for the state to draw from examples that other world class organizations in the private and public sector use to develop performance management systems. Enhancing our performance management system will help develop and retain high-level talent and create a workforce that values accountability and productivity when serving the people of Florida.

Where we are Heading:

A new standardized performance evaluation module will be included in the People First system. All state agencies will be required to use this system to administer performance evaluations for managers and employees beginning July 1, 2013. Every state agency will move toward a standard annual performance evaluation period, which will correlate with the state fiscal year (from July 1 to June 30). The Department of Management Services (DMS) will continually communicate with agency human resource officers about updates and pertinent information regarding changes to the system. In addition to consistent messages, DMS will also provide a transition checklist to ensure all agencies are on track with preparing employees and managers to use the new system.

A new methodology for performance management will also be implemented. Managers will receive training on how to set specific, measurable performance expectations that are tailored to the daily tasks and long term projects that each employee completes during the year. The goal is for each employee to be assigned clear objectives based on identifiable metrics where progress can be tracked. These expectations will directly align with the mission of each agency and further align with the priorities of the Governor.

Why this is Important:

A standardized performance management system will offer employees and managers a uniform tool to administer performance evaluations. The module will keep performance evaluations with employees throughout their career in state government. This initiative will provide the state workforce with new levels of accountability and consistency across all agencies. The performance management system serves as a catalyst to drive an enterprise-wide view of human capital management in order to improve individual and agency effectiveness.

Specific, measurable goals that align with the mission of an employee's agency as well as the priorities of the Governor allow all members of the state workforce to know exactly where they stand relating to their work productivity at any given point in time. Employees will realize how their contributions factor into the accomplishments of their organization overall and receive a sense of purpose and value as they serve the people of Florida. Crafting performance expectations that are detailed and measurable also fosters a high level of accountability among employees. They will know the precise objectives set forth by their manager and they will also be able to recognize the metrics used to track their progress in completing daily tasks and long term projects. Performance evaluations will also be valued more by employees, managers and the organization as a whole. The new performance expectations will give managers the tools necessary to improve communications and development planning with staff.