

2020

Performance Assessment & Merit Pay System Guide

DEPARTMENT OF HUMAN RESOURCES
COUNTY OF HIDALGO, TEXAS



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Executive Summary

Hidalgo County is committed to providing optimal services to the residents of Hidalgo County. In order to provide the best service to residents, it is important that all employees perform efficiently as they are our primary resource for the delivery of community services. To ensure maximum effort and inspire dedication within our workforce, Hidalgo County instituted a Merit Pay System in 2019. The results are a motivated workforce that is conscious of their efforts and the importance of their work.

As with all new systems, there will be a continuous effort to enhance and build on the system already in place. This year, the program's second year, the Department of Human Resources has implemented various enhancements meant to make performance assessments more efficient and effective. For example: core competencies by workforce sector have been updated, the rating system has been enhanced, and an online performance evaluation program has been acquired, all meant to optimize the performance evaluation process.

The Performance Assessment Guide will provide you with an overview of the 2020 Performance Evaluation Process including:

- Areas of Assessment
- Merit Pay – Step Increase Rules
- Rating scale
- Timeline
- Process to be followed

We look forward to a successful 2020 Performance Evaluation Process that further motivates and guides our most valuable asset, our workforce!

Sincerely,

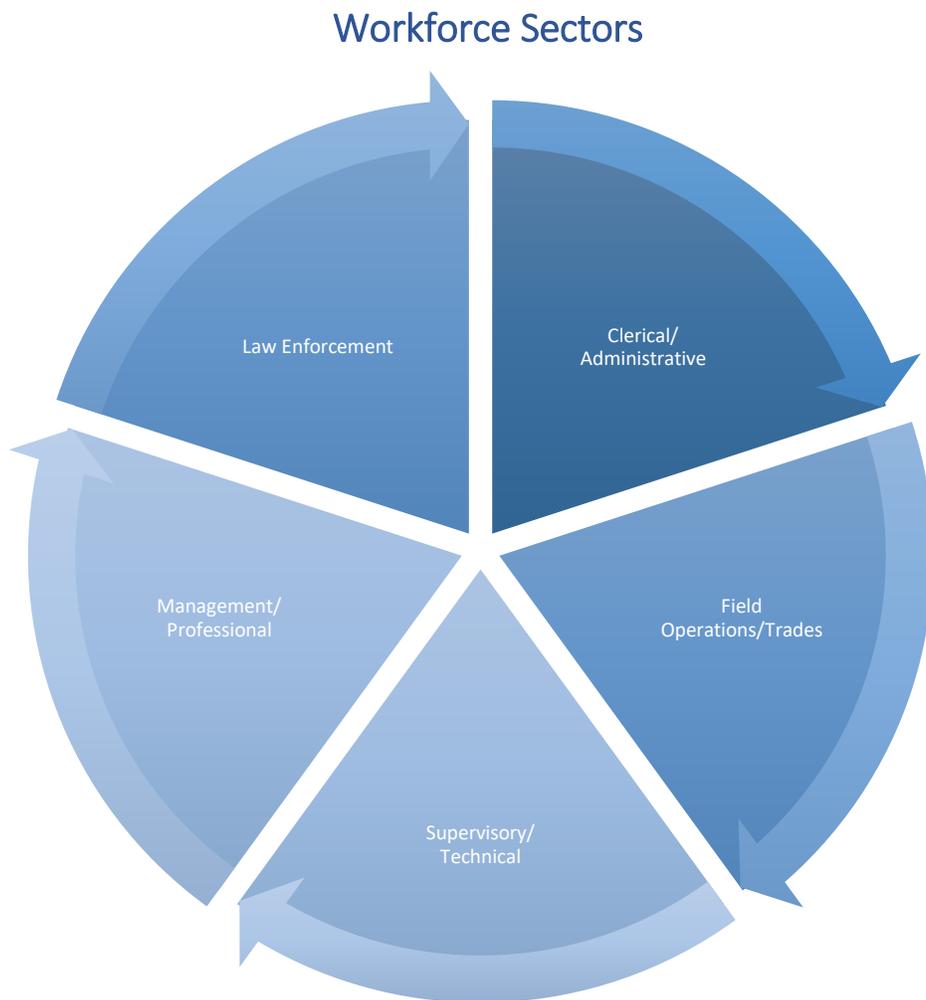
The HR Team

Assessments

In 2019 Hidalgo County implemented a Merit Pay System that rewards employees' for their hard work and commitment to the residents of Hidalgo County. This year, the second year of our Merit Pay System, Hidalgo County will be assessing employees' performance, among other criteria, to determine which employees are eligible for a one step increase in accordance with the Hidalgo County Classification and Compensation Plan.

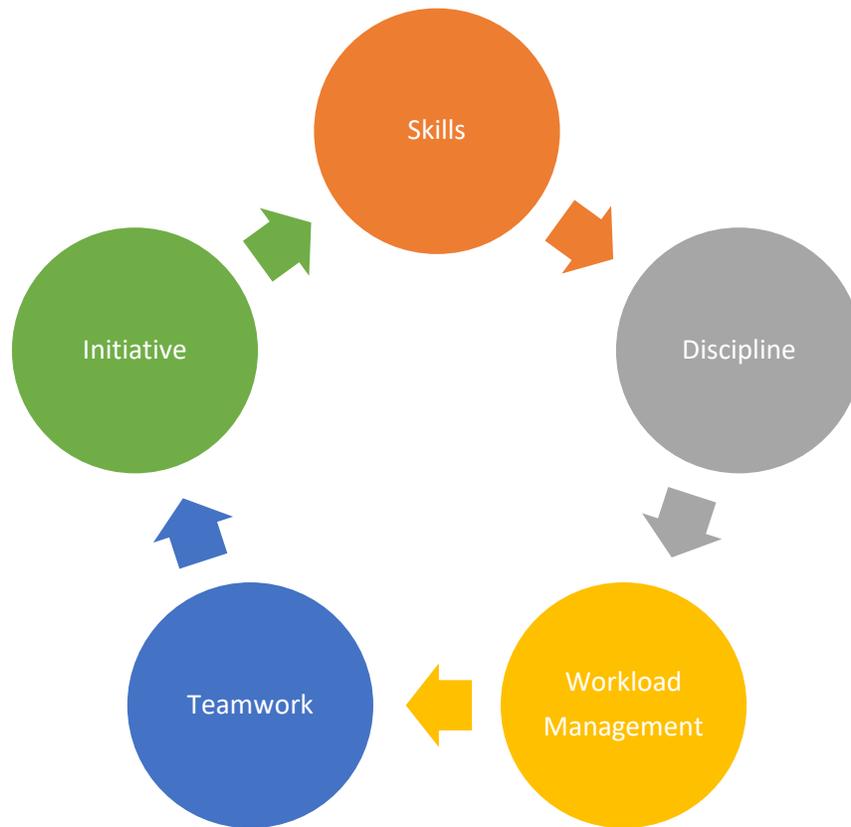
A one step increase constitutes a 3.5% increase of the employee's salary. In addition to performance, the plan assesses the time the employee has been in the current Step and adverse disciplinary actions. Annual merit pay/step increases are subject to Commissioners Court approval and dependent on funding availability.

Hidalgo County has five evaluation assessments based on the five workforce sectors included below:



Each performance evaluation form assesses core competencies needed for successful job performance. The core competencies and evaluation statements differ from one another based on the nature of the work performed. The following sections depict the competencies and outline the evaluation statements that will be used to evaluate employees as well as the rating scale that will be used.

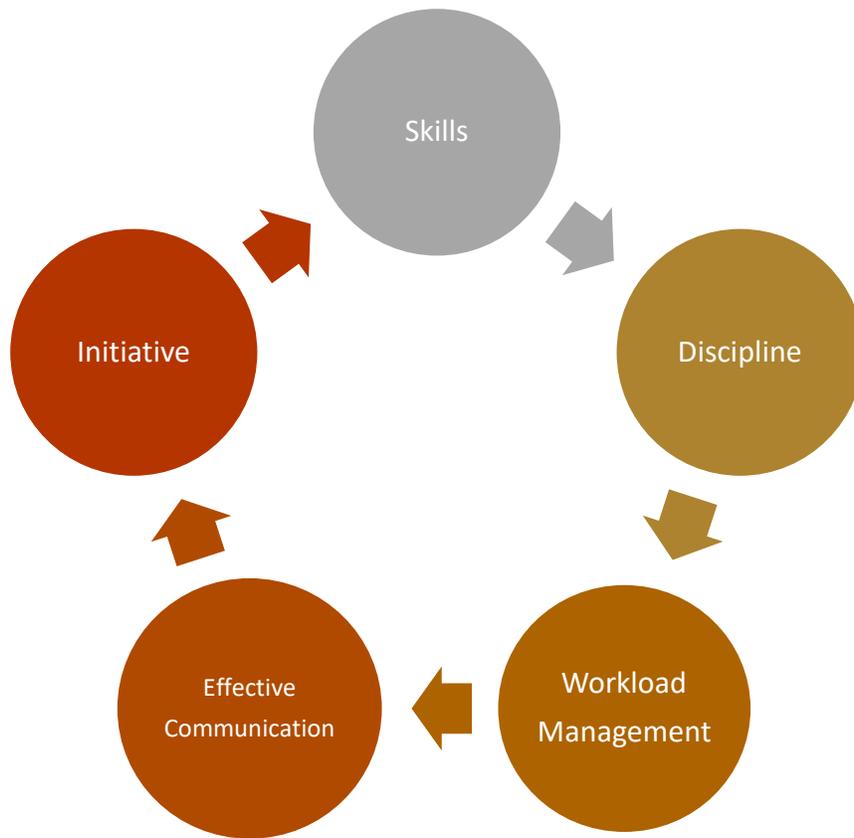
Clerical/Administrative Performance Assessment Areas



Evaluation Statements:

1. Employee is able to prepare and maintain detailed records, files, and reports.
2. Employee is able to communicate effectively.
3. Employee understands and follows verbal and written directions/instructions.
4. Employee effectively uses standard office equipment and software.
5. Employee is punctual and reports to work according to the assigned schedule.
6. Employee is able to manage and prioritize the workload assigned to him/her.
7. Employee is able to finalize tasks/projects timely.
8. Employee is able to work as part of a team, as well as work independently, and thrive in a demanding work environment.
9. Employee takes initiative to perform new tasks.
10. Employee is able to perform all duties associated with his/her job.

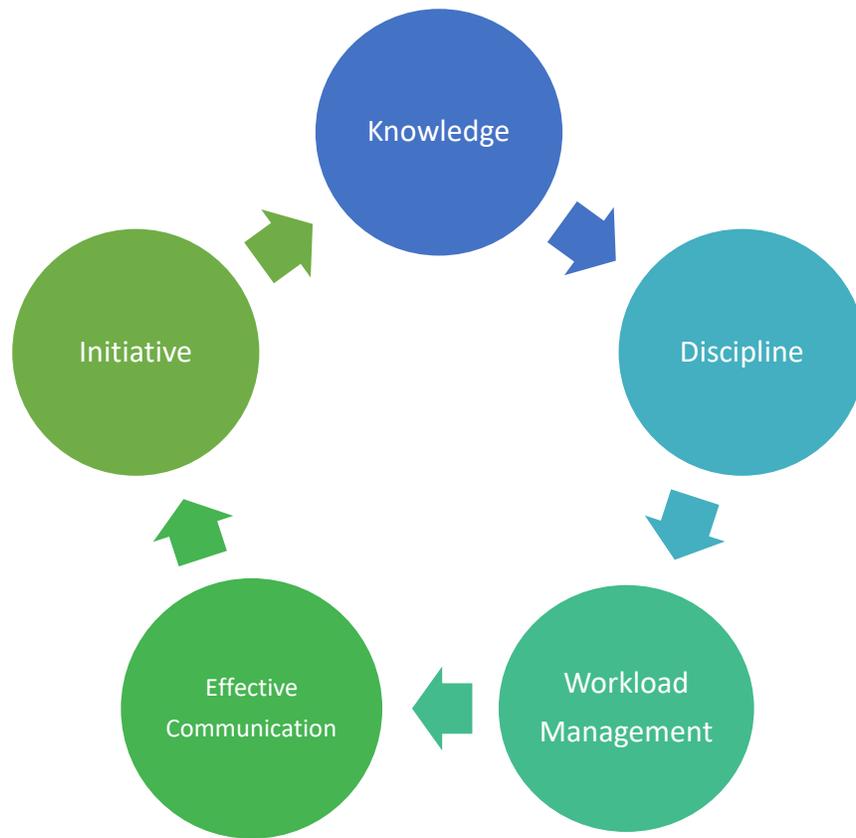
Field Operations/Trades Performance Assessment Areas



Evaluation Statements:

1. Employee has knowledge of materials, equipment, and procedures applicable to his/her job.
2. Employee complies with all applicable health and safety regulations, policies, and established work practices.
3. Employee understands and follows verbal and written directions/instructions.
4. Employee is punctual and reports to work according to the assigned schedule.
5. Employee adequately maintains their work area and tools.
6. Employee completes assignments timely.
7. Employee effectively communicates with his/her supervisor.
8. Employee is able to work as part of a team, as well as work independently, and thrive in a demanding work environment.
9. Employee takes initiative to perform new tasks.
10. Employee is able to perform all duties associated with his/her job.

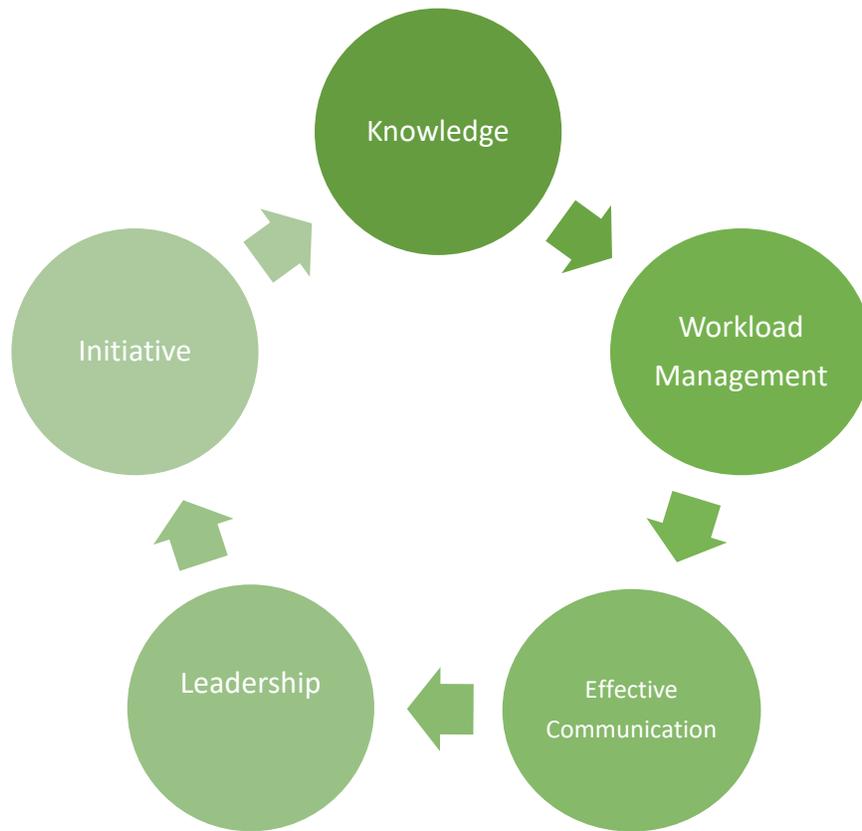
Supervisory/Technical Performance Assessment Areas



Evaluation Statements:

1. Employee has knowledge of materials, equipment, and procedures applicable to his/her job.
2. Employee complies with all applicable regulations, policies, and established work practices.
3. Employee is effective in sharing his/her knowledge with team members and others as needed.
4. Employee is punctual and reports to work according to the assigned schedule.
5. Employee is able to identify or develop appropriate methods and procedures to complete assignments.
6. Employee successfully manages and completes assignments timely.
7. Employee maintains good communication with his/her team and manager.
8. Employee is able to guide a team, as well as work independently, and thrive in a demanding work environment.
9. Employee takes initiative to perform new tasks/develop new initiatives.
10. Employee is able to perform all duties associated with his/her job.

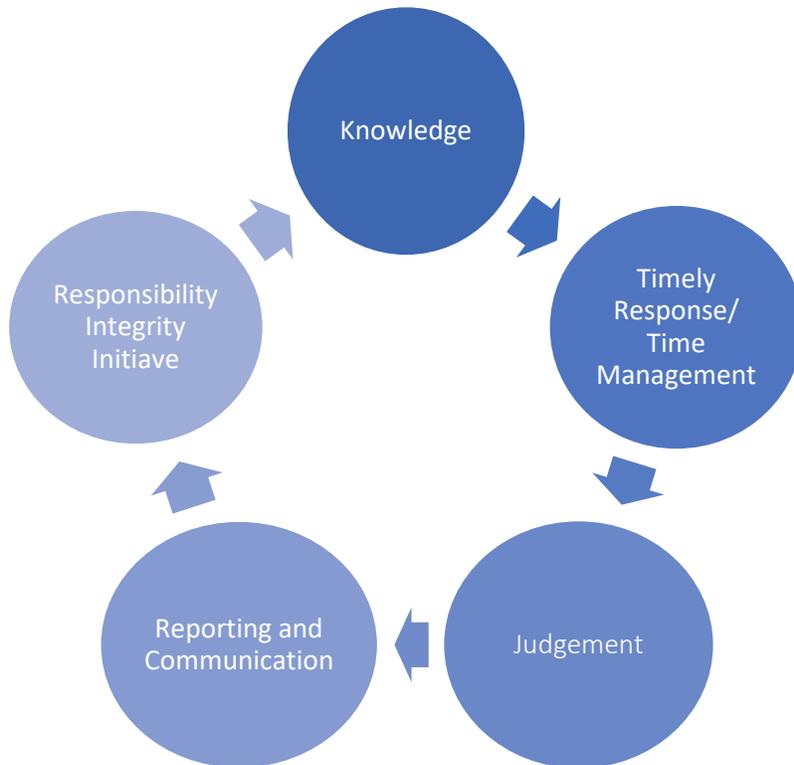
Management/Professional Performance Assessment Areas



Evaluation Statements:

1. Employee has knowledge of statutes, policies, and procedures applicable to his/her job.
2. Employee complies with all applicable regulations, policies, and established work practices.
3. Employee successfully manages/completes assignments timely.
4. Employee develops and delivers quality products.
5. Employee has the ability to perform his/her functions with minimal supervision and good judgment.
6. Employee effectively communicates with his/her team and manager.
7. Employee works well with others including county employees and constituents.
8. Employee resolves work issues using problem solving and critical thinking techniques.
9. Employee takes initiative to implement/develop new projects.
10. Employee is able to perform all duties associated with his/her job.

Law Enforcement Performance Assessment Areas



Evaluation Statements:

1. Employee demonstrates knowledge of federal, state, and local statutes.
2. Employee adheres to policies, procedures, and safety guidelines.
3. Employee demonstrates knowledge and proper application of investigative procedures.
4. Employee exhibits safety awareness.
5. Employee is able to implement crime prevention and crime reduction strategies.
6. Employee completes assignments in a timely manner.
7. Employee uses time wisely and properly manages competing demands.
8. Employee performs well under pressure.
9. Employee takes independent action based on sound judgement.
10. Employee adequately employs an intelligence based approach (gathers information from informants, field interrogations, crime intelligence).
11. Employee demonstrates effective and timely decision making skills.
12. Employee submits necessary reports.
13. Employee reports are comprehensive and appropriate.
14. Employee participates in community policing outreach and problem solving and engages citizens, neighborhoods, and businesses when necessary.
15. Employee communicates effectively and appropriately with supervisors and co-workers.
16. Employee follows instructions and responds to management direction.
17. Employee properly maintains uniform, equipment, and vehicle.
18. Employee displays a positive attitude and is accountable for mistakes.
19. Employee consistently displays honesty and integrity.
20. Employee maintains a high level of professionalism at all times.

Step Increase Rules

2020 Performance Evaluations for employees eligible for step increases must be completed November 1, 2020 through December 30, 2020 to ensure eligible employees receive the step increase the first full pay period of Fiscal Year 2021.

The following are the step increase requirements in accordance with the Hidalgo County Classification and Compensation Plan:

1. The employee must be a regular full time employee and must have completed at least twelve (12) consecutive months of service.
2. The employee's salary is below the maximum salary step (step 11) of the employee's position grade.
3. Within the last 12 months (Look Back Period), the employee has not received a promotion, or any type of salary increase.
4. The employee must complete a required waiting period (time in step) in their assigned step. The time in step will be reset when the employee is promoted or is moved to a new step by policy or Commissioners' Court action.
5. The employee must not have received any adverse personnel actions during the Look Back Period: suspension without pay, demotion, or disciplinary probation.
6. The employee must have a performance rating (overall evaluation) of "Exceeds Expectations" or better as documented by the employee's immediate supervisor, and certified by the department head.

Look Back Period - The eligibility criteria for the step increase includes using a twelve (12) month period to determine the "Time in Step" criteria, the "Adverse Personnel Action" criteria, and the "Promotion/Salary Increase" criteria. The "Look Back Period" for the 2021 potential step increase is 8/01/2019 - 7/31/2020.

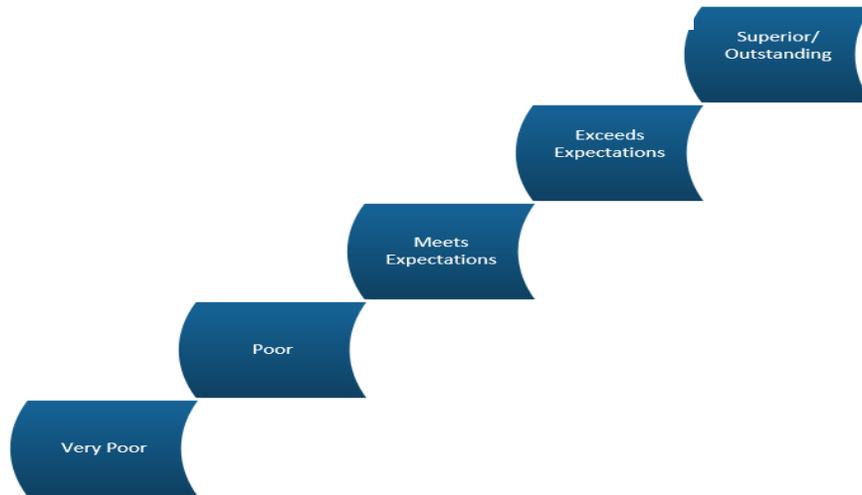
Adverse Personnel Actions – Adverse personnel actions consist of the following disciplinary actions:

- Suspension
- Probationary Period due to disciplinary action
- Demotion

Performance Evaluation – Performance evaluations for step increase eligible employees must be submitted by no later than 12/30/2020 in order for the step increase to be effective on the first full pay period of 2021. The final submission date is 01/30/2021, and the effective date will be the next full pay period after submission and processing.

The evaluation period will consist of the 12 month period preceding the evaluation date. The ratings described in the next page will be the method of assessing an employee's performance over the past 12 month period. Supervisory staff are required to review evaluations with employees and explain the employee's performance rating and expectations. The overall performance evaluation rating required for a step increase is an "Exceeds Expectations" rating.

RATING SCALE



- The list of employees meeting the above listed criteria will be sent to all departments by October 30, 2020, and a performance evaluation must be submitted by December 30, 2020 for each employee on the list.
- Evaluations must be submitted to the Department of Human Resources in accordance with the flow chart herein included. Once submitted, evaluations cannot be revised or changed. Departments should retain copies of original evaluations submitted.

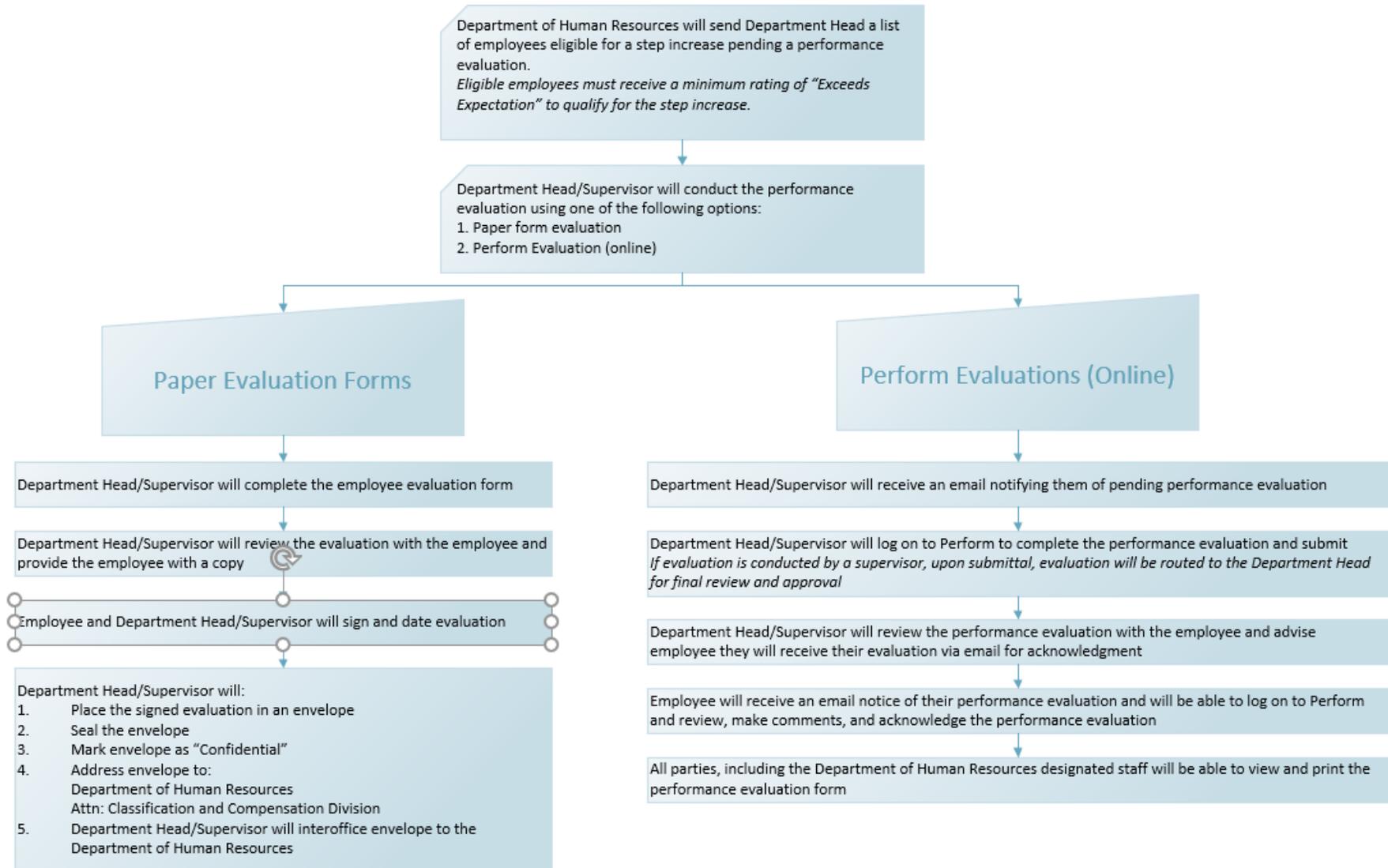
Step Waiting Periods:

Time Criteria for Step Increase

Step	Requirement
Step 1 (to) Step 2	12 months of service in Step 1
Step 2 (to) Step 3	12 months of service in Step 2
Step 3 (to) Step 4	12 months of service in Step 3
Step 4 (to) Step 5	18 months of service in Step 4
Step 5 (to) Step 6	18 months of service in Step 5
Step 6 (to) Step 7	18 months of service in Step 6
Step 7 (to) Step 8	24 months of service in Step 7
Step 8 (to) Step 9	24 months of service in Step 8
Step 9 (to) Step 10	24 months of service in Step 9
Step 10 (to) Step 11	24 months of service in Step 10

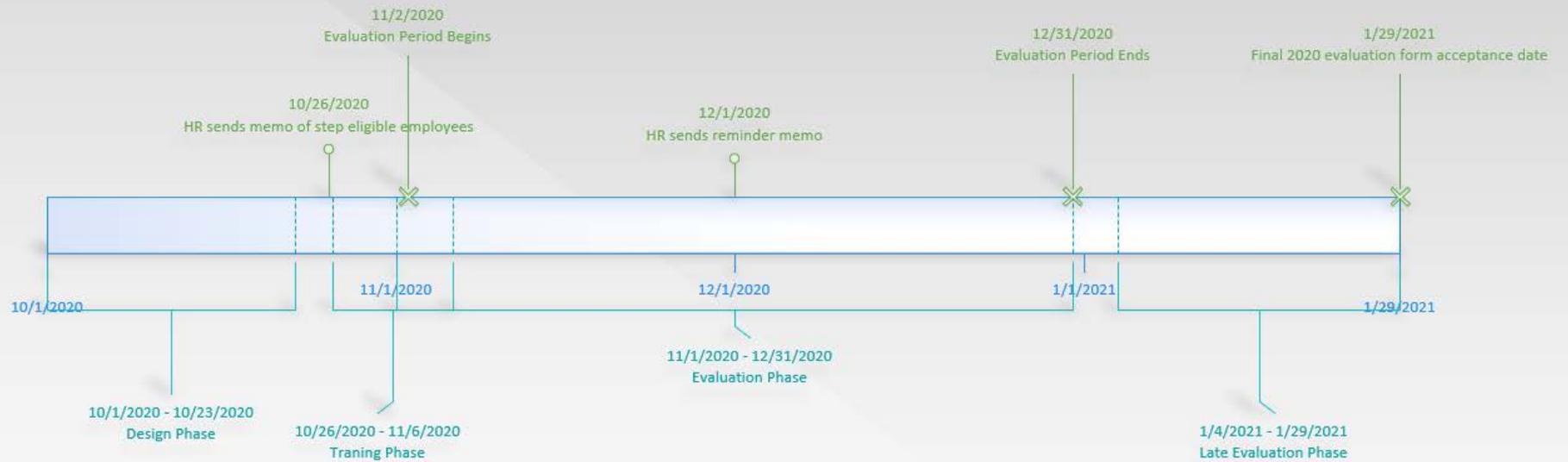
Process

2020 Evaluation Process Flow Chart



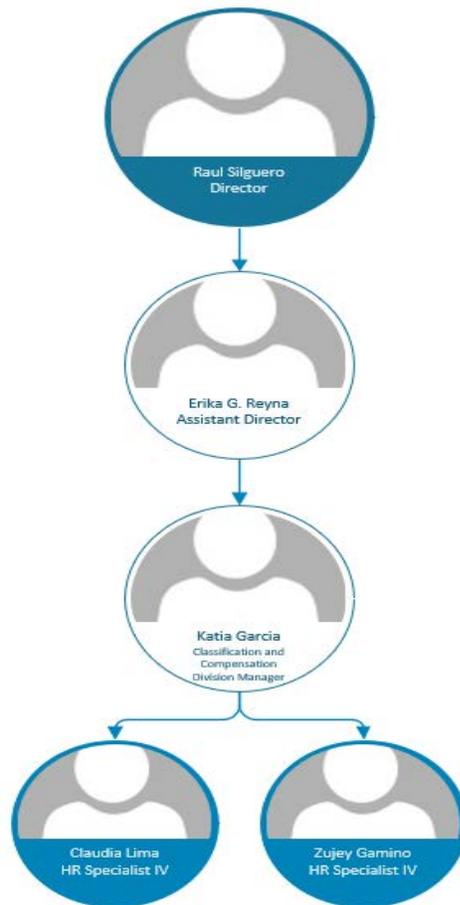
Timeline

2020 Performance Evaluations Timeline



Meet Our Team

The following is the team charged with oversight, improvement, and implementation of the Classification and Compensation Plan.



Contact Us

Questions or comments: Please contact the Department of Human Resources – Classification and Compensation Division:

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