

Travis County Performance & Goals - Frequently Asked Questions (FAQs)

How is performance management changing at Travis County?

In 2019, Travis County will begin using the SAP system to manage employee training, performance goals and evaluations and performance development. This means that not only will employees have the ability to sign-up and take training on-line, but several departments will have a system which tracks employee project goals, supports the performance review process and assists with assigning and monitoring development activities.

Why is the performance management approach changing?

Currently, performance management is inconsistent, even within common reporting structures. It's been proven that better employee performance means better and efficient services for the residents of Travis County. These changes will provide consistency and help employees better understand their performance expectations for what should be the focus and how best to deliver. It provides clearer expectations, timeline and an easier way for departments to manage and track performance. Consistent tools and trainings for managers and employees in support of these changes will ensure employee performance management is clearly communicated, fair, equitable and efficient.

How will this benefit employees?

Employees will have a better understanding of what is expected of their performance at Travis County. They will benefit from clear expectations on goals and behaviors, receive timely feedback in a more structured way with tools that support efficiency, self-service and the environment. This performance management approach will also allow employees to better connect how their roles support Travis County's mission and guiding principles.

When will these changes occur?

As of July 1, 2019, all departments and managers which report into the Commissioners Court, as well as the County Clerk and Auditor, will be using the SAP Performance & Goals system to manage the employee management process. In January 2019, a variation of this group began using the system and the roll-out approach as beta users. (Beta users for the January 2019 to June 2019 period are TNR-Parks, HRMD, ITS, the County Clerk and the Auditor.) There will be a common online form and a common review period beginning July 1, 2019. The first annual review period for departments reporting into the Court will be from July 1, 2019 – June 30, 2020. Beginning in 2020, annual performance meetings will be held no later than July, with a mid-year assessment conducted around the December/January timeframe beginning 2020.

What is the common Performance Review based on?

The Performance Review approach will be the same for all departments using the SAP system. The performance review will be based on employees' progress toward meeting goals (the what) and competencies (the how) over the review period. Employee goals will be determined based on your department goals and their alignment with the County's missions and goals. Managers and employees will discuss the goals prior to the start of the review period. The competencies will be based on behaviors that align with the County's four guiding principles of 1) Equity, Fairness & Respect; 2) Operational Excellence; 3) Financial Sustainability; and 4) Leaders in Innovation. A paper-based on-line form is available for departments not participating in the beta of SAP Performance & Goals, who will work outside of the SAP system for performance management, or who report outside of the Commissioners Court structure. The form can be assessed at Travis Central – HRMD – At Work –Forms.



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How will performance be rated?

Performance ratings of Exceeds, Fully Successful or Improve will be provided at the end of the annual review period. For departments that report into the Commissioners Court, these ratings are a result of Goals (the what) progress weighted as 40% of the rating and the competencies (the how) weighted as 60% . At mid-year, a rating of Fully Successful or Improve rating is provided.

Will employees receive pay associated with these ratings?

Travis County Compensation Policy, Chapter 114, provides guidance and parameters for applying and awarding Performance Based Pay (PBP). Each year, the Commissioners Court determines pay guidelines based on the fiscal impact and budget implications. The Court has awarded pay based on performance in the past. As of March 2019, a decision from the Court has not been made for future pay allocations.

When will employees begin to hear more information about this?

Preparation for departments will begin in the April timeframe. Department leaders and assigned HRMD and Department HR contacts will provide additional information after that time.

What resources will be available to help employees with this change?

This FAQ provides an overview of the upcoming Performance Management process for departments who will use the SAP Performance & Goals systems. Managers will receive training in-classroom and on-line on the basics of effective goal setting, the performance management process and how to use the SAP Performance & Goals systems. Employees will receive information from their managers, have access to on-line courses and through various lunch and learns to hear more about the performance management process. New hires will also be given information on performance management relevant to their departments. Of course, the HR Specialist or Department HR contact is always a resources for not just this, but all HR matters.

Visit Travis Central – HR Department – At Work. Click on the Performance Management and Goals tab for additional resources, classes and on-line learning links. You can also log onto Employee Self Service (ESS) and selecting Learning. (Search for 'Performance' to view relevant available courses.)

Who do I contact if I have questions?

Contact your manager, your HRMD HR Specialist or your Department HR contact. You may also email HRServices@traviscountytx.gov or call (512) 854-9165.

