west virginia DIVISION OF PERSONNEL | FAQ

Employee Performance Appraisal FAQ

1. Am I required to use the West Virginia Division of Personnel (DOP) Employee Performance Appraisal (EPA) system to conduct my employee EPAs?

Supervisors in DOP-covered agencies and affiliated county health departments and municipal agencies are required to use the prescribed DOP EPA system for evaluating, conducting, and recording employee performance ratings and comments. DOP-affiliated county or municipal agencies not utilizing the electronic EPA system may develop agency-specific evaluations for the performance appraisal process, provided such evaluations are consistent with the DOP EPA system for evaluating and rating employee performance. Prior to implementation, DOP-affiliated county health departments or municipal agencies shall submit their proposed evaluations to the Director, who may approve, amend, or disapprove the proposed evaluation.

2. What happens if an EPA is not completed in the EPA system within the timeframes established by the DOP *Employee Performance Appraisal* policy *(DOP-17)*?

Non-compliance with any section of the *Employee Performance Appraisal* policy shall result in an employee becoming ineligible for discretionary pay increases in the subsequent 12-month performance rating period for which an employee performance appraisal is required in accordance with the DOP *Pay Plan Policy (DOP-P12)*.

3. When are the EPAs due for an employee hired, transferred, reallocated, or who experienced some other significant employment event during the annual performance period?

First-Year Performance Rating Periods are established by the effective date of a significant employment event such as original appointment, reallocation, demotion, promotion, transfer, or other substantive change involving the performance expectations established for an employee. First-Year Performance Rating Periods run for the first 12 months from the effective date of the employment event and end on the one-year anniversary of the new position or classification. After the first 12 months, employees will move to the Annual Performance Rating Period evaluation process and timeframes established in the EPA system.

Agencies are responsible for updating employment changes in the EPA system. Failure to update the EPA system in a manner consistent with best practices provided by the DOP when a significant employment event occurs may result in EPA timelines being missed, thus making the employee eligible for many discretionary pay increases in the subsequent calendar year.

4. What are the performance periods for the Annual Performance Rating Period in 2024?

The two formal performance periods and three formal events of the Annual Performance Rating Period are as follows:

- January 1, the Annual Performance Rating Period begins. An EPA-1 establishing expectations for the period must be conducted and recorded in the EPA system no later than March 1, 2024.
- June 30, the 6-month Primary Performance Period ends. The Mid-year Check-in must be conducted and recorded in the EPA system via the EPA-2 no later than August 30, 2024.
- December 31, the secondary performance period ends. The final review session must be conducted and recorded in the EPA system via the EPA-3 no later than March 1, 2025.

6. When can I begin entering the EPA3 performance review information for the Annual Performance Rating Period?

Agencies may begin entering their Annual or First-year EPA-3 information in the EPA system 30 days before the end of the formal rating period.

5. What should I do if an EPA cannot be completed by the deadlines established by the *Employee Performance Appraisal* policy because an employee is unavailable due to a leave of absence?

The agency's designated human resource representative must be notified as soon as possible if an EPA cannot be completed within the deadlines established by the policy due to the employee being unavailable as the result of a continuous leave of absence, investigation, or other legal matter. The EPA may be placed on hold in the EPA system so it can remain open until the employee returns. A list of agency HR contacts is available at NEOGOV Perform HR User.

6. What should happen if an EPA cannot be completed by the deadlines established by the policy because the employee's supervisor is unavailable due to a leave of absence?

If an employee's immediate supervisor is unavailable due to an extended leave of absence, the responsibility to conduct the employee EPAs must be reassigned to a supervisor available to complete the required tasks in the EPA system within the deadlines established by the policy. Ideally, this would be the supervisor or other individual assigned to perform the other position duties during the regular supervisor's absence. The agency's designated human resource representative must be notified as soon as possible regarding to whom the tasks should be reassigned. A list of agency HR contacts is available at NEOGOV Perform HR User.

7. What is included in the EPA-3?

The EPA-3 evaluation includes a set of universal competencies expected of all employees. Those in supervisory and managerial positions receive a second set of competencies related to best practices in management and leadership. These performance elements are rated on a five-point Likert-type scale to reflect the various levels of performance, from "Unsatisfactory Performance" to "Exceptional Performance." Instructions describing the level of performance for each item on the scale are provided in the evaluation to support an accurate assessment of performance.

Employee-specific job duties and expectations identified by the supervisor/manager during the EPA-1 will become available for rating during the EPA-3 final review.

8. What if an employee disagrees with comments or ratings in the EPA?

Following the EPA meeting, supervisors will sign the electronic version of the EPA in the EPA system. The System will then prompt the employee via email to sign the EPA certifying the meeting has been held. By certifying the meeting has been held, employees are not indicating they agree with the EPA's contents or rating. Prior to signing, employees may enter comments regarding the EPA. The EPA-3 provides employees the option to select *Refuse to Sign* to indicate they disagree with the EPA results while also fulfilling the certification requirements of the policy. This will allow the employee to remain eligible for any discretionary increase requiring an EPA provided their overall score is 3 or above.

9. May an employee refuse to sign an EPA?

At the three formal meetings (i.e., the EPA-1, EPA-2, and EPA-3), employees are required to certify in the EPA system their supervisor has met with them to discuss the contents of the EPA. Refusal to certify the meeting has been held is grounds for disciplinary action.

Furthermore, failure to certify an EPA step will lead to an incomplete EPA cycle, resulting in the employee becoming ineligible for discretionary pay increases during the subsequent 12-month performance rating period in accordance with the DOP *Pay Plan Policy (DOP-P12)*.