

Title:	<b>Satisfactory Service for Purposes of Step Movement or Within Range Progression</b>	
Purpose:	To establish policy and procedures for the crediting of satisfactory service for step movement or within range progression purposes.	
Issued by:	Labor Relations and Training	Date: February 15, 2005
References:	CS Circular No. 6-93 (6-4-93)	

## I. APPLICABILITY

This policy is applicable to all employees who are covered by a step movement or within range progression (WRP) plan with advancement based upon the completion of satisfactory creditable service time.

## II. POLICY

All employees subject to this policy shall have their work performance evaluated at least once annually, prior to the anniversary of the employee's step movement or WRP date. The performance evaluation shall be conducted in conformance with the Performance Evaluation Policy and Guidelines for Performance Evaluations at VI-1. Any employee whose performance is rated satisfactory or substandard shall be so informed via the Performance Evaluation Report (Form HR-44/45).

Employees whose work performance is substandard shall be counseled. If the employee's work performance continues to be substandard following the counseling, the employee shall be issued a written notification of substandard performance via the Form HR/45 which shall be filed in the employee's Personnel Folder and a copy transmitted to the Department of Human Resources (DHR), Employment and Personnel Services (EPS) Division. Upon written notification, the employee shall be given three months to bring their work performance up to standard. If the employee brings their work performance up to standard within the three-month period, the three-month period shall be considered as creditable service for purposes of step movement or WRP. However, if the employee fails to bring performance up to standard within the three-month period, the entire three-month period and up to the time the employee's work performance is deemed satisfactory shall not be counted as creditable service for purposes of step movement or WRP. Whenever possible, the notice of substandard performance shall be issued at least three months prior to the anniversary of the employee's step movement or WRP date.

## III. PROCEDURES

- A. All applicable employees shall be evaluated at least once per rating year. The employee's Form HR-44/45 shall be filed in the employee's official Personnel Folder.
- B. Whenever an employee's work performance is deemed substandard, the employee shall be given written notification of such substandard performance via the Form HR-44/45. Areas of deficiency/substandard work performance must be clearly identified and recommendations for improvement included in the written notification. The date that the employee is notified shall be considered as the date of written notification

- and the start date of the substandard performance period. After the report is prepared and signed by the employee, immediate supervisor and the department head and/or designated representative (Note: If the employee elects not to sign the performance evaluation report, the supervisor shall make the appropriate notation in the employee's signature box), the department shall submit a copy to the DHR.
- C. Upon issuance of notification of substandard performance, the employee's supervisor shall be responsible for continued monitoring of the employee's work performance. Follow-up reviews shall be completed and notated at least once monthly on the Employee Performance Evaluation Worksheet included in the Guidelines for Performance Evaluations and filed in the employee's official Personnel Folder. The employee's work performance shall be re-evaluated prior to the end of the three-month period and rated on the Form HR-44/45.
1. If the employee's work performance has been brought up to a satisfactory level, the employee should be so informed and written notification of satisfactory performance shall be reported on the Form HR-44/45 and a copy transmitted to the EPS Division. The employee shall be credited with satisfactory service for the period since the issuance of the notification of substandard performance.
  2. If the employee's work performance continues to be rated substandard at the end of three months, the employee shall be so informed and written notification of continued substandard performance shall be reported on the Form HR-44 and a copy transmitted to the EPS Division. The employee shall not be credited with satisfactory service for step movement or WRP purposes for the period from the date of initial notification of substandard performance until the employee is rated satisfactory. The employee's supervisor shall continue to monitor the employee's performance and complete monthly follow up reviews. When the employee's work performance is deemed satisfactory, a new Form HR-44/45 shall be completed and a copy forwarded to the EPS Division. The date the employee, immediate supervisor and the department head and/or designated representative signs the HR-44/45 shall be considered the end date of the substandard performance period.
- D. If an employee's step movement or WRP date falls within the three month period following written notification of substandard performance, the employee shall not be credited for creditable service time for the period in question until the employee's work performance is deemed to be satisfactory. Upon notification of satisfactory performance within the three-month period, the entire period shall be credited to the employee's service time and the employee shall be entitled to the step movement or WRP effective on the appropriate step movement or WRP date.

#### **IV. GENERAL RESPONSIBILITIES**

##### **A. Departments and Agencies**

1. Ensure that those supervisors who evaluate employee work performance shall develop the skills necessary to maintain the City's Employee Performance Evaluation Program.

2. Ensure that performance evaluations are completed and signed on a timely basis.
3. Assure compliance with the procedures contained herein. Any supervisor who fails to complete performance evaluations may be subject to disciplinary action

**B. Department of Human Resources (DHR)**

1. Maintain copies of the Form HR-44/45 for substandard performance and verify creditable service for employees based on information provided from departments and agencies.
2. Distribute performance evaluation report labels and quarterly listings of employees to be evaluated to departments and agencies.
3. Provide departments and agencies with necessary training and support to insure proper implementation.