

## Unsatisfactory Rating - Performance Improvement Plan

The system has two additional steps after the Reviewer signs the Final Review. An Unsatisfactory Rating occurs only when the Ratee receives an overall rating of “1” in the Final Review. Similar to the Development Plan in the Interim and Final Review, the Performance Improvement Plan should be mutually established by both the Rater and Ratee. Once the Improvement Plan is outlined, the Ratee will have a 90 day period to improve. Raters must document specific steps for improvement in the first text box.

The screenshot displays the ePAR system interface for the State of New Jersey Civil Service Commission. The main header reads "Electronic Performance Assessment Review (ePAR)" and "CIVIL SERVICE COMMISSION \*". The navigation menu includes "Current Review", "Action Items", "Administration", and "All Reviews". The "All Reviews" section is active, showing a toolbar with icons for cancel, save draft, submit, notes, significant events, feedback, check spelling, print preview, download pdf, and ePAR close-out.

Review details are shown below the toolbar:

Ratee :	Title :	Rater :	Dept/Agency :	ModelID :	Year :
COOPER, ALBERTA [000312173]	EXEC ASST 4	ROGERS-MCLEAN, KIMBERLY [000360510]	CS/CSA	CSAX0701P-E2022	2022

A progress bar indicates the review stages: Job Expectations, Interim Review, and Final Review. The "Final Review" stage is currently active.

The main content area is titled "Unsatisfactory Rating Performance Improvement Plan". It contains a section for "Outline a Measureable Performance Plan for the Ratee" with a large text input field. A note below the input field states: "Note: Number of days left to complete the Unsatisfactory Rating Performance Improvement Plan Section : Once the Outline a Measurable Performance Plan is submitted, you will be able to enter Rater Observations. The Rater Observations can be saved, and you will be able to submit after 90 days."

On the left side, there is a sidebar menu with options: Job Expectation, Interim Review, Final Review (selected), Final Ratings, Final Justification, Face to Face Meeting, Ratee Signature, Rater Signature, Reviewer Signature, Performance Improvement Plan (highlighted), and Improvement Plan Tracking.

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## Rater

### Unsatisfactory Rating- Improvement Plan Tracking

The Rater should enter his/her observations regarding the ratee's improvement. Within or after the 90 day period, the Rater will determine whether or not the Ratee has shown a satisfactory improvement, and then select the box that applies under the Improvement Outcome Plan selections. The Rater will then click submit to complete the record for the entire rating cycle.

Note: no signatures are needed in this section of the ePAR record.

Rater Observations

**Improvement Outcome**

Ratee shows satisfactory improvement

Ratee does not show satisfactory improvement

Note: Number of days left to complete the Unsatisfactory Rating Performance Improvement Plan Section : 38 day(s)  
Once the Outline a Measurable Performance Plan is submitted, you will be able to enter Rater Observations. The Rater Observations can be saved, and you will be able to submit after 90 days.

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## PIP FAQ

- When an employee receives a final rating of a 1 Unsatisfactory, does the PIP automatically generate or does the rater have to click to initiate it?

It generates once the reviewer signs the final Review.

- I see in the Administrator Guide that the rater must outline a measurable performance plan for the ratee. How many characters does the box allow?

2000 characters with space.

- Do you get a PIP for failing Interim?

No PIP triggers for Interim unsatisfactory ratings.

- If an employee receives a final rating of “1” on a close out (as opposed to a final), does that trigger the events that a “1” on a final would trigger (e.g. denial of increment, performance plan, etc)?

Rating close out ratings do not transfer to PMIS, therefore no increment gets denied no PIP gets generated in the system. A PIP offline should be developed by the rater to the ratee. Even if the ratee is going to a new rater, this is to keep record of the ratee’s performance in his/her personnel file.

- Can you provide guidance on what raters should be including? Our offline PIPs are extremely detailed, but I assume that since the PAR details the expected standards the rater would simply state that or mention a special project. We want to ensure that raters are completing this step accurately and efficiently.

If your PIPs are extremely detailed, I suggest to summarize those details and entered them in the Outline a Measurable Performance Plan for the Ratee and in the Rater Observations. If there is a need to enter every detail of the PIP, the raters can also create significant events. If you see page 128 of the admin guide significant events can be added at this point until the record is finalized.

- Is it correct that the ratee has no obligation to accept or view the PIP, the rater observations, and/or the improvement outcome? Is there any way to show that a ratee received and reviewed?

The employee does not have to sign or verify any of the rater's observations. However, the employee gets notify every time the Rater updates the Improvement Plan Tracking and once the Rater Observations are completed, the ratee gets an email telling him/her that the record is completed. Therefore, every time the rater clicks submit and email is generated and sent to the ratee.

- Once the 90 days are completed and the employee is off the PIP, what does the Progress on their dashboard show?

Completed

- Can the PIP be rolled back?

CSC is unable to rollback a PIP to make that change. The only way to rollback a PIP is if the employee files and wins a grievance to remove comments or change score.

- Can the Outline a Measurable Performance Plan for the Ratee be edited. The rater did not enter as much information as was later requested?

Outline a Measurable Performance Plan cannot be edited after submitting and you see on the profile look up, the record has a review end date already. If the rater needs to write more, the rater can add under Rater Observations or Significant Events and note that this is part of the plan.

- Will PIP transfer to a new rater?

ePAR records do not transfer from a previous rater to a new rater. The only section that transfers is the job expectations, and the new rater has the option to delete or edit those.

- When does the check box to determine whether the ratee shows satisfactory or unsatisfactory enable?

90 days (the system locks the rater from submitting the PIP before the 90 days)

- When should the Rater complete the first step of the PIP?

The first step should and is recommended to be done within a week from the reviewer signing. This is because the first step should provide the employee a performance improvement plan for the next 90 days. Title 4A states that during the 90 days an employee should be given a plan to perform better and then the rater determines whether the employee is satisfactory or continues to be unsatisfactory.