

Program Title: MyPERFORMANCE
State: Commonwealth of Kentucky
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Summary

The Commonwealth of Kentucky successfully implemented *MyPURPOSE*, an on-demand portal-based unified talent management (SaaS) solution in July of 2018. *MyPURPOSE* provides a comprehensive and inclusive user experience for candidates and our employees that better enables us to attract, recruit and retain talented individuals. *MyPURPOSE* has changed the way we do Applicant Tracking, Learning Management, Communities, Recognition, and more for state employees. We are excited to share with the Committee this year that *MyPURPOSE*, as of **January 1, 2020, now includes a new feature – MyPERFORMANCE**. This is an exciting accomplishment in the arena of digital transformation. For the last 39 years, the annual employee evaluation process has been completely manual, including a multi-page, paper-based form requiring employee signature with a “red” pen.

The Commonwealth's performance evaluation process for state merit employees is an important part of an employee's work life. *MyPERFORMANCE* now allows the Commonwealth to further expand the use of technology to enable an online interactive user experience for employees from the initial goal setting, to the mid-year, to the year-end and through the final evaluation for the annual performance event. It also includes the capability to support competencies, development planning and more. This coupled with the vision and branding of *MyPURPOSE* further supports the Personnel Cabinet's initiative to create and promote a culture of continuous learning and development, and enables managers to align employee goals with organizational strategies and benchmark employee performance.

With *MyPERFORMANCE*, employees can set clear, meaningful performance goals that align with business objectives, with weightings and deadlines, and track progress towards an achievement of those goals. Employees can also identify when goals may need to be adapted to meet changing business initiatives. Feedback (180- and 360-degree) capabilities enable the identification of employee competencies and awareness of any skills gaps. *MyPERFORMANCE* recognizes performance and encourages productive and interactive communication with an employee and their supervisor. This provision for feedback enables timely coaching of employees in necessary areas. Since the solution is now electronic, it provides oversight throughout the year regarding status and progress of all performance evaluation related tasks, previously a manual, labor some effort.

1. Please provide a brief description of this program.

There are approximately 19,000 employees and over 3000 managers across the state government who participate in the Commonwealth of Kentucky's Executive Branch Performance Management Program annually. Each year since 1981, this program has

been executed and supported as a manual paper process. Beginning January 1st with the 2020 Performance year, MyPERFORMANCE now provides a paperless system built on the foundation of employee and manager engagement and collaboration. The online system assists with communication between the employee and supervisor (evaluator) and includes planning, coaching, feedback, documentation and annual performance evaluation. Performance evaluations are important opportunities for supervisors and employees to share in an open dialogue, set goals and methods of attaining goals, and discuss an employee's individual performance.

2. *How long has this program been operational (month and year)?*

January 1, 2020

3. *Why was this program created? (What problem[s] or issues does it address?)*

For the last 39 years, employees and managers across the Commonwealth have been bound by a rigid, manual paper process for evaluating employee performance. With MyPERFORMANCE, automated workflows between employees and managers allow for online collaboration of performance goals and competencies. Leveraging integration with the other MyPURPOSE talent management functions, the system fosters employee growth through professional learning and development opportunities and allows for feedback from peers and managers to support the employees' progress toward their performance goals.

4. *Why is this program a new and creative method?*

The employee evaluation includes performance planning, two interim reviews, and a final evaluation and rating. Historically, the completed evaluation was placed in a paper file with agency Human Resources, and copies were provided to the manager and the employee. The completed process produced an estimated 1.1 million pieces of paper **EACH YEAR**. Over the lifespan of the paper process, that's more than 43 million pieces of paper. Additionally, each document that requires the signature of the employee and manager were required by state statute to be done in red ink. Each year, one red pen per employee and manager translates to nearly 750,000 red pens since 1981.

MyPERFORMANCE provides electronic storage of the evaluations, and red pens have been replaced with electronic signatures.

5. *What was the program's startup costs? (Provide detailed information about specific purchases for this program, staffing needs and other expenditures, as well as existing materials, technology and staff already in place.)*

MyPERFORMANCE is an extension of the MyPURPOSE system and was implemented using existing project resources. There were no capital funds utilized for the implementation of any portion of this solution.

6. *What are the program's operational costs?*

The cost is incorporated in the user-based subscription for the full talent suite of MyPURPOSE which is \$35 per user.

7. *How is this program funded?*

Agencies are cross-charged annually on a fiscal year basis for their active user population

8. *Did this program originate in your state?*

While the program has been in existence for 40 years, the Commonwealth of Kentucky's Executive Branch Performance Management Program has been digitally transformed by utilizing a third-party solution via Cornerstone's OnDemand Talent Management Solution. The program is configured to meet the business requirements of the Commonwealth's Performance Management Program.

9. *Are you aware of similar programs in other states? If yes, how does this program differ?*

We are aware of other states that leverage Cornerstone's solution; however, the Commonwealth of Kentucky is one of only few Cornerstone customers that are leveraging nearly all the functional modules available, including Applicant Tracking, Learning Management, Communities, Employee Performance and in July of this year, the Commonwealth of Kentucky will go live with Enterprise Onboarding. Since the Commonwealth is leveraging nearly their entire suite of products, we are able to provide our employees a more integrated solution holistically and an improved user experience to assist with the individual's training, development, social interaction, recognition and internal job opportunities. We believe this intuitive solution enables us to attract, develop and retain much more efficiently and effectively than our previous individual paper-based processes were able to accomplish.

10. *How do you measure the success of this program?*

At go live, more than 16,000 online performance plans were completed for the 2020 plan year. Employees and managers were able to connect, engage and review plans remotely, which was imperative during the pandemic and would have been impossible with the previous manual paper-based process.

11. *How has the program grown and/or changed since its inception?*

For the 2021 plan year, over 19,000 new plans, an increase of 3000+ plans, have been created as user adoption grows, and we continue to expand reporting capabilities.