



## Department of Transformation and Shared Services Office of Personnel Management

**Policy Title:** MyARPerformance—State Employee Performance Evaluation and Compensation

**Policy Number:** 29

**Authority:** Ark. Code Ann. § 21-5-1001 and § 21-5-1101

**Effective Date:** FY2024

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Arkansas state employees occupying regular positions within the executive branch are required to be formally evaluated once each year. This does not include extra help positions. The purpose of the formal performance evaluation process is to allow evaluating managers to establish job performance expectations, communicate those expectations to their employees, ensure their employees are held accountable, recognize outstanding performance, notify employees of areas that need improvement, and reinforce ethical behavior. The evaluating manager is to provide accurate and actionable feedback that helps an employee develop his or her behavior. Evaluating managers are expected to meet with their employees throughout the year to timely address any performance concerns and provide encouragement for good performance.

The Office of Personnel Management (OPM) has developed the performance evaluation system and is responsible for managing the system and implementing performance compensation for eligible employees. The performance system, called MyARPerformance is an electronic system accessed through the [Empowering Arkansas State Employees \(EASE\) application](#).

There are (7) [performance standards categories](#):

- Customer Service (Internal and External)
- Communication
- Accountability
- Professionalism
- Initiative
- Job Knowledge, Skills, and Work Product
- Supervisory/Leadership

The performance standards categories include the typical functions that are expected within that standard. Each department will determine the standards that are job-related for each position and will select the standards that each employee is evaluated and rated against. Each department may choose to establish additional job functions and expectations that are not already included as typical functions within the OPM-developed standards. The same standards should be selected and established for employees who perform the same or similar job functions.

During the rating phase of the process, evaluating managers will score an employee's job performance based on one of the below ratings:

- 1—Unsatisfactory
- 2—Needs Improvement
- 3—Meets Expectations
- 4—Exceeds Expectations

OPM has created a [rating definitions matrix](#) as a guidance tool to assist evaluating managers in determining what performance levels are expected within each rating group. The evaluating manager must include sufficient documentation to support an employee's overall rating. Evaluating managers can upload their



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supporting documentation within the EASE manager performance tile. Prior to conducting the rating, evaluating managers shall request their employees provide any documentation they would like to be considered. Evaluating managers should consider any documentation provided by the employee when conducting their evaluation; however, any documentation provided by the employee does not guarantee the employee will receive a higher rating. An employee will not be penalized for not providing documentation.

The MyARPerformance system allows evaluating managers to request a partial appraisal be conducted by anyone who may have direct and relevant knowledge of the employee's job performance during the evaluation period. This could include the employee's previous manager if management changed during the evaluation period, a customer, client, or vendor, or other department leadership.

Performance evaluations are confidential documents. Evaluating managers and other department leadership must not share or discuss evaluations with any employee who does not require access or have a legitimate business need. Any employee found to have violated confidentiality regarding another employee's evaluation may be subject to disciplinary action as determined by his or her department.

**Performance Review Committee**—Each department must establish an internal review committee that reviews all performance evaluations within that department. The purpose of the review committee is to ensure both accurate and consistent performance standards are established within a classification as well as accurate and consistent performance evaluation results with sufficient supporting documentation. Departments must submit to OPM the names and job titles of all committee members for approval.

**Performance results**—Department Secretaries are expected to review overall employee performance results prior to the final submission to OPM. OPM will closely review each department's final evaluations and may contact a department if an evaluation is determined to not include sufficient justification or documentation to support the overall rating.

**Eligibility for performance compensation**—An employee must have been employed by the executive branch since July 1, 2023, and must have remained with their department beginning January 2, 2024, through June 30, 2024, to be eligible for performance compensation as determined by their overall rating. Employees who transfer, promote, or demote between departments after January 2, 2024, are ineligible to receive performance compensation. The evaluating department will be responsible for marking these employees as ineligible for performance compensation in AASIS. Departments must still evaluate these employees.

A department is prohibited from establishing mandated scores based on an employee's non-disciplinary probation status. These employees should be evaluated based on their job performance, scored accordingly, and may be eligible for performance compensation based on their overall rating and satisfying the July 1, 2023, and January 2, 2024, service requirements.

**Disciplinary Actions**—An employee who received a disciplinary probation, suspension, or involuntary demotion during the performance evaluation cycle is ineligible to receive performance compensation regardless of the employee's overall rating.



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**Performance Compensation**—The performance compensation percentage is determined by the Governor. Performance compensation is added to an eligible employee’s base salary around the beginning of the next fiscal year. Eligible employees who are compensated near, equal to, or above their maximum pay level may receive their performance compensation as an increase to their base salary, with the resulting salary exceeding the maximum pay level, only after prior approval by Legislative Council.

**Failure to Complete a PE**—An evaluating manager who fails to complete an employee’s performance evaluation by the designated deadline is ineligible for performance compensation and may be subject to disciplinary action as determined by his or her department.

**Inactive Status**—An employee on extended leave without pay, including military leave, will be evaluated and scored during the same rating period as other employees. An employee who is eligible for performance compensation will receive their increase effective when the employee returns to active pay status. The performance compensation will not be applied retroactively.

**Appeal Process**—Departments are required to establish a process that allows employees an opportunity to appeal their performance evaluation. The written appeal must be submitted to the evaluating department’s Performance Review Committee no later than three (3) business days after the results are published on EASE. Prior to the rating phase, each department must submit their appeal process to OPM for approval.

**Performance Improvement Plan (PIP)**—An employee who receives an overall rating of Unsatisfactory or Needs Improvement, and who the department is considering for continued employment, must be placed on a PIP by their supervisor. The PIP should be for at least 30 days, but no greater than 90 days, and must identify the expected level of performance and ways for the employee to achieve it.