



North Carolina Department of Public Safety

Human Resources

Pat McCrory, Governor
Frank L. Perry, Secretary

Nancy C. Lipscomb, Director
Human Resources

September 30, 2015

ADMINISTRATIVE MEMORANDUM: 09-2015

TO: DPS Division Directors and Section Heads

FROM: Nancy Lipscomb, Human Resources Director 

SUBJECT: DPS NCVIP – Business Processes

The Department of Public Safety began implementing the NCVIP July 20, 2015 with the assignment of the Performance Work Planning Task to employees in accordance with the staggered schedule approved by management. The implementation will continue through December 1, 2015 when all employees will have a work plan for fiscal year 2015-16. The Interim Review will follow in January 2016 with the Annual Evaluation at the end of the fiscal year in June 2016. With any new program initiative or technology solution, there will be impacts to business processes. The impacted processes include:

- How to Address Poor Performance
- Individual Development Plans
- How to Track Values during the off cycle
- How to address Performance Management for Personnel Actions

A subcommittee of the Performance Management Core Team was appointed to develop these processes where possible and submit recommendations to management for others that may need to await further policy guidance from the Office of State Human Resources (OSHR).

Addressing Poor Performance and Individual Development Plans

The NCVIP system provides several processes for addressing poor performance during the performance cycle to include Documented Coaching Sessions (DCS) and Performance Improvement Plans (PIP). The OSHR Disciplinary Policy is under review with the prospect of developing a comprehensive policy that will apply to all state agencies. As a result, management will delay implementing the NCVIP system processes for DCS's and PIP's until a decision is reached regarding a comprehensive Disciplinary Policy. In the interim, the Department will continue to manage disciplinary action including coaching sessions outside of the NCVIP system.

The NCVIP Individual Development Plans (IDP) are used to identify areas of development so an employee can maintain the skills, knowledge and abilities to meet the goals and objectives and/or provide the employee with the opportunity to develop competencies that will allow him/her to succeed into the future.

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Management has also decided to delay the implementation of the IDP until all sections have completed the work planning phase. Therefore, it is imperative that staff **NOT** launch an IDP, PIP or a DCS in the system. These tasks are accessible via the employee's performance plan by selecting the **"Launch Review" button** on the Employee's Performance Plan Summary page. **This button is misleading and may cause the inadvertent launch of a DCS or PIP.** Therefore, please share this information with employees to ensure that such tasks are **not** accidentally launched. Additional information will be provided in the future.

Personnel Actions

There are multiple types of personnel actions that may impact the performance management process. The **DPS NCVIP Performance Appraisal Summary/Rating for Closeout Form (HR 560)** has been developed to be used to document an employee's progress toward goals and values during the off cycle when there is a personnel action. This form and the corresponding instructions are attached. Also attached are the procedures covering the personnel actions and the documentation of values. This form and instructions are posted on the DPS Performance Management webpage at <https://www.ncdps.gov/Index2.cfm?a=000002,001545,001119>.

Documenting Values

The NCVIP system does not provide a mechanism for capturing comments regarding progress towards values outside of the primary tasks (Interim Review and Annual Performance Evaluation). The attached **DPS NCVIP Documentation of Values Worksheet (HR561)** has been developed for use by supervisors and employees for this purpose. This template should be used by all supervisors to record employee demonstrations of behaviors related to NCVIP values. The template should be maintained electronically outside of the NCVIP system. Instructions will be provided for supervisors to upload the values template as an attachment in the NCVIP system during the Interim Review and Final Evaluation. This worksheet is posted on the DPS Performance Management webpage at <https://www.ncdps.gov/Index2.cfm?a=000002,001545,001119>

NCVIP Training and Job Aids

To simplify the available training opportunities - required, optional, online or classroom - the attached lists categorized first by curriculum and then by the course name and whether it is a prerequisite, an online module or a quick reference guide (QRG) for employees (non-supervisors) and for supervisors/managers have been developed. These documents along with other applicable job aids for the work planning and managing phases of the performance cycle are available on the DPS Performance Management webpage: <https://www.ncdps.gov/Index2.cfm?a=000002,001545,001119,003271>.

DPS NCVIP Support Request Form

The **DPS NCVIP Support Request Form** (copy attached) was developed to be used for reporting issues to the DPS HR Policy, Performance and Organizational Development Team. This form is to be used to report problems/request assistance, trouble-shooting and resolution of issues related to the NCVIP system. The form should be submitted to the Division/Section/Unit Contact for review. PM Core Team Members will review the form and if needed, submit the form to: DPS_NCVIPHELP@ncdps.gov. This protocol will remain in place as future tasks are launched in Phase II – Interim Task Launch and Phase III – Final Evaluation Task Launch of the NCVIP transition. This form is also posted on the DPS Performance Management webpage: <http://www.ncdps.gov/Index2.cfm?a=000002,001545,001119>.

DPS HR Policy, Performance and Organizational Development Team

The Policy, Performance and Organizational Development Unit of the DPS HR Office is responsible for the NCVIP Administration. Should you have questions or need assistance, contact:

Barbara Revels:	HR Training Manager	919-457-1194
Robin Becker:	Coastal Region	252-756-5501, ext. 226
Kay Fowler:	Central Region	910-944-2359
Natalie Crookston:	Mountain Region	828-368-4422
Mary Stephenson:	HR Policy Administrator (NCVIP Business Processes)	919-457-1204
Penney Mizell-Brooks:	HRIS Manager (LMS & NCVIP Systems)	919-457-1180
Kathy Reitzel:	HR Deputy	919-457-1195

We appreciate the ongoing support from management and the PM Core Team as we continue to work toward a successful NCVIP implementation.

NCL:MKS

Attachments: DPS NCVIP Values Documentation Worksheet
DPS NCVIP Performance Appraisal Summary/Rating for Closeout Form and Instructions
DPS Personnel Actions and Documentation of Values Procedures
DPS NCVIP Support Request Form
NCVIP Training and Quick Reference Guides for Employees (Non-supervisors)
NCVIP Training and Quick Reference Guides for Supervisors and Managers

Cc: Secretary Frank L. Perry
Lorrie L. Dollar, Chief Operating Officer
Commissioner W. David Guice
Commissioner William A. Crews, Jr
Pamela Walker, Communications Director
James C. Gardner, ABC Commission Chairman
Renee Robinson, Director of Special Investigations
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HR Management Team