

How Manatee County Sheriff’s Office transformed performance management



CHALLENGE ONE

The old system required a lot of tedious workarounds

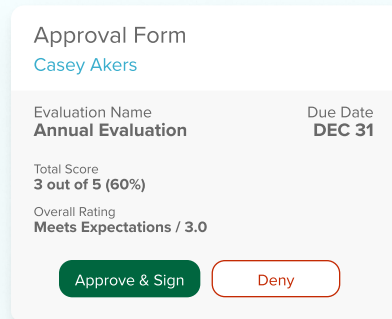
The evaluation system Manatee County Sheriff’s Office used before **couldn’t support complex public safety evaluation processes**. HR had to update hire dates and probation dates by hand to ensure employees received the right evaluation at the right time.

OUTCOME

A configurable solution that automates evaluations

Each employee’s evaluation schedule **adjusts automatically when a specific action occurs or based on a defined date**. With a system that configures to their unique evaluation schedules, HR no longer wastes time manually updating employee data.

Since 2018, Manatee County Sheriff’s Office has **saved over 2,100 hours** of manual HR work



CHALLENGE TWO

Manually tracked personnel actions on paper forms

When an employee changed positions, titles, or supervisors, HR had to fill out a paper personnel action form and manually update their payroll profile. Just organizing promotional actions into future pay periods **took over 364 hours each year** – and created more work later.

OUTCOME

Integrated performance management with payroll

With an API that connects Perform to the Sheriff’s Office’s payroll system, employee **changes in one system are instantly applied to the other**. This ensures employees are always on the right pay period after a position change – and gives hundreds of hours back to HR.

*“Employees go into the program and the system makes the changes and then delivers their evaluation. **We’ve basically eliminated the majority of the manual work.**”*

Julie Beckwith, HR Manager, Manatee County Sheriff’s Office

CHALLENGE THREE

No way to keep managers accountable for completing evaluations

Manatee County Sheriff's Office couldn't track which managers needed to complete evaluations and when. HR had to manually search employee records to see if their evaluation was due and then notify supervisors, making it hard to stay compliant with policies.

OUTCOME

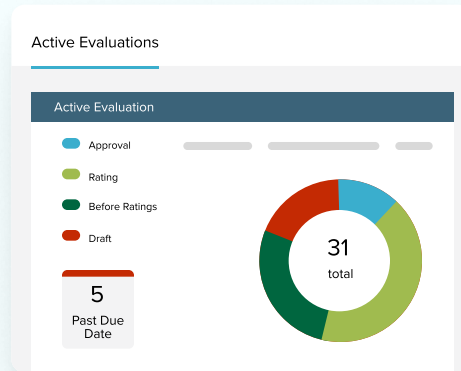
Complete visibility into evaluation deadlines and progress

Now, managers receive automated reminder emails when it's time to complete evaluations, and HR can track their deadlines and progress. Since moving to Perform, the Sheriff's Office has a 95% completion rate on performance evaluations – an increase of about 30%.

With Perform,

97% of evaluations are completed on time

at Manatee County Sheriff's Office



CHALLENGE FOUR

Inconsistent performance ratings across the agency

Managers didn't have clear rating guidelines to help them fairly evaluate employees, leaving performance ratings up to personal judgment. This led to inconsistencies from manager to manager and made it difficult to effectively align their feedback with their ratings.

OUTCOME

Fair and consistent ratings on performance evaluations

Now, when managers score employees, they have clear definitions of each rating so they can consistently and fairly match their performance feedback to their evaluation scores. This has standardized performance evaluations across the agency.

"Now that everything is automated, we're not wondering if managers remembered to do their evaluations. It all happens behind the scenes and we don't have to think about it."

Julie Beckwith, HR Manager, Manatee County Sheriff's Office

CHALLENGE FIVE

Employees lacked actionable feedback to improve performance

Manatee County Sheriff's Office had no way for managers to give employees clear guidelines to improve their performance. Employees who received a low rating on their evaluation struggled to understand how to do better, which negatively impacted morale.

OUTCOME

Performance improvement plans provide meaningful support

Now, when an employee isn't performing to standard, their manager completes a Performance Improvement Plan with actionable feedback on how to improve. This transformed performance management from a checklist item into a way for employees to learn and grow.

For employees, having the tools they need to improve right in front of them – it totally changes the feeling. It's an amazing resource to guide them through what they need to work on.

Julie Beckwith, HR Manager, Manatee County Sheriff's Office

Journal Entries for Casey Akers

Casey is on top of her projects and never misses a deadline. She balances a heavy workload, yet is still willing to help out others when needed.

Share with...

- Employee
Manager(s)
Direct Manager's Manager

CHALLENGE SIX

Employees and managers couldn't easily track accomplishments

No one could easily share positive feedback throughout the year. Notes documenting feedback lived in Word documents on managers desktops, and employees had no way to record their achievements for managers to reference during their annual evaluation.

OUTCOME

Visibility into year-round feedback reduces recency bias

Anyone at the Sheriff's Office can create private journal entries on their own performance or their peers', which can be shared at any time. This provides a holistic view of employee accomplishments throughout the year so managers can better evaluate their performance.