



Union County, North Carolina

From Overdue Reviews to Ongoing, Efficient Performance Management

THE CHALLENGE

TIMELINESS ISSUES

With a paper process and anniversary-date evaluations, the Union County performance review process was inefficient. According to Julie Broome, the county's HR Director, timeliness was an issue because evaluations were taking place at different times throughout the year for different employees. The paper process made it difficult to keep track of which employees were due for evaluations and which deadlines were being missed.

“We had a solely paper process prior to implementing Perform. It was a very manual process from notifications to completion of the evaluation,” HR Director Broome said. “We were based on an anniversary date evaluation schedule at the time, so over the entire year we had evaluations trickling in at different times, usually late.”

Union County was determined to address the inefficiencies of their performance evaluation process.

WHY THEY CHOSE NEOGOV

“Timeliness was definitely an issue with completing the evaluations,” Broome said. “We were really looking to completely scrap the process we had and replace it with a process that could provide automation and efficiency.”

ONGOING, CUSTOMIZABLE PERFORMANCE MANAGEMENT

After implementing NEOGOV’s Perform and recently completing their ninth year of performance evaluations through Perform’s automated system, Union County is thrilled with the improvement from their previous process. According to HR Director Julie Broome, managers have seen “a transformation” and “no longer have the widespread timeliness issue with the completion of evaluations.”

For Union County, one of the most important aspects of Perform is the ability to customize. Recognizing that each scenario is different, the county knew their performance evaluation process had

to support the ability to vary evaluation processes by manager or department.

“PE really provides a platform that’s customizable and allows us to generate meaningful evaluations, so we can move away from that one-size-fits-all evaluation,” Broome said. “The functionality in the system provides all the parts and pieces to make performance management an ongoing and active part of our employee culture, from the journal entries to the performance improvement plans to goal setting.”

Almost a decade after implementing Perform, Union County continues to find value in their NEOGOV

products. Utilizing Insight, NEOGOV’s Applicant Tracking System, along with Perform, the county is able to efficiently support all of their employees without a large HR team.

“I think the value of the NEOGOV products that we use is really demonstrated by the size of our HR office and how we’re able to successfully manage a recruitment and performance management process for roughly 1,000 employees with only one administrator per program,” Broome said. “That obviously would not be possible without the automation and functionality available that we have through NEOGOV.”

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JULIE BROOME
HR Director
Union County, NC