



The City of Avondale

Creating a Culture of Performance

THE CHALLENGE

OVERWHELMED BY PAPER

With more than 460 annual performance reviews, the City of Avondale was overwhelmed by their paper-based performance evaluation process.

To overcome this and become more efficient, they had to automate their process and identify where employee development efforts could best be focused.

“There was too much time spent trying to get the paper forms to the HR department and then calculating the results to determine whether or not people met expectations,” says Darcy Lowery, Senior Human Resources Analyst, City of Avondale. “It was time-intensive and labor-intensive. We needed to be more efficient.”

WHY THEY CHOSE NEOGOV

AUTOMATED EVALUATIONS

The HR team sought a solution to help them develop employees and save time conducting evaluations. By implementing NEOGOV's Perform, the City was able to nurture communication with employees, promote employee strengths, and identify areas for improvement, all while eliminating paper processes.

"NEOGOVS Perform met the City's need to automate our performance evaluation process and we've been using it to do just that since 2012," says Lowery.

CONTINUOUS ENHANCEMENTS

Ongoing enhancements to Perform have made the system even more robust, according to Lowery. "The roll outs have been very good as far as adding flexibility to components such as the creation of different sections on forms."

SUPPORTED EMPLOYEES

According to Gallup research, employees who received strengths feedback had a 14.9% lower turnover rate than employees who received no feedback.

For the City of Avondale, conducting performance evaluations online has generated positive feedback from employees. "The ease and flexibility of having performance evaluations online has been a huge factor that generates positive feedback from employees," says Lowery.

CULTURE OF PERFORMANCE

Moving forward, the City of Avondale plans to use Perform to initiate a more structured approach for assessing employee skill sets and areas for growth. The City is currently looking at rolling out performance evaluation forms earlier in the year.

"If we can roll them out earlier, this creates a culture shift toward evaluating year round," says Lowery. "Now is an exciting time to be using NEOGOV. There are many options within the system for us to take advantage of."

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DARCY LOWERY
Senior HR Analyst
City of Avondale, Arizona