

Phillips, Duane (IHS/HQ)

From: Gyorda, Lisa (IHS/HQ)
Sent: Monday, September 19, 2022 4:24 PM
To: IHS ALL
Subject: Announcing USA Performance - New Electronic PMAP System

IHS Team,

We are excited to share with you that our Performance Management Appraisal Program (PMAP) process is about to get easier! Beginning **January 1, 2023**, we will use USA Performance® to fully automate the process. USA Performance is an electronic performance management system designed by the U.S. Office of Personnel Management (OPM) to meet government regulations as well as performance management best practices for the Federal civilian workforce.

IHS Headquarters, Regional Human Resources offices and Billings Area participated in a pilot program for USA Performance in 2022, and successfully established employee performance plans and conducted Mid-Year performance reviews using USA Performance. IHS has completed bargaining obligations for USA Performance. We will roll-out USA Performance to all IHS employees during calendar year 2023.

IHS selected USA Performance for its reputation as a secure, user-friendly site to manage performance plans, accomplishments, and feedback. USA Performance provides transparency and accountability for both employees and supervisors. Here are some of its great features:

- Employees and supervisors can view the performance plan at any time with the click of a button
- All accomplishments can be tracked within the system. No more accomplishments getting lost in emails
- Employee performance elements and standards can be aligned with IHS strategic goals to show how we are all linked to our Agency mission
- Performance plans will be electronically signed after performance meetings and tracked within USA Performance
- Updates to performance plans are transparent to employees

We are currently planning our implementation of USA Performance for all IHS employees covered under the IHS PMAP policy. As part of our transition, we will be creating USA Performance user accounts for all employees as well as scheduling training on the new performance system. While we work out final details and prepare the timeline for user account creation and training, we want to let you know what you can expect in the coming weeks and months:

- Training sessions on USA Performance for employees and supervisors
- USA Performance login information
- Resources to guide you step-by-step through the system
- Continued communications as we approach transition to USA Performance at the beginning of the 2023 performance year, and beyond

As part of the pilot, OPM trained a number of IHS staff from HQ, Area and Regional HR Offices and Billings Area to serve as USA Performance Organizational Administrators. Organizational Administrators can go into the system to resolve issues that come up, including making sure that rating officials can identify the employees they supervise correctly in USA Performance. As we approach full USA Performance implementation across the Agency, IHS Area Offices have named additional Organizational Administrators to help facilitate the process. New and current Organizational Administrators are receiving initial and refresher training for this role so they are ready for the challenge of Agency-wide USA Performance implementation in January. Further, the Office of Human Resources, IHS is standing up a new USA Performance Organizational Administrator community of practice which will meet regularly to discuss any problems IHS staff encounter and work out solutions to better support implementation and use of USA Performance.

Over the coming weeks we will be providing more information on the implementation of USA Performance. If you have any questions, please feel free to reach out to Mr. Duane Phillips at Duane.Phillips@ihs.gov and Ms. Sophia Lattimore at Sophia.Lattimore@ihs.gov,

Thank you.

Lisa Gyorda
Director, Office of Human Resources
Deputy Ethics Counselor
Indian Health Service



Our Mission: to raise the physical, mental, social, and spiritual health of American Indians and Alaska Natives to the highest level