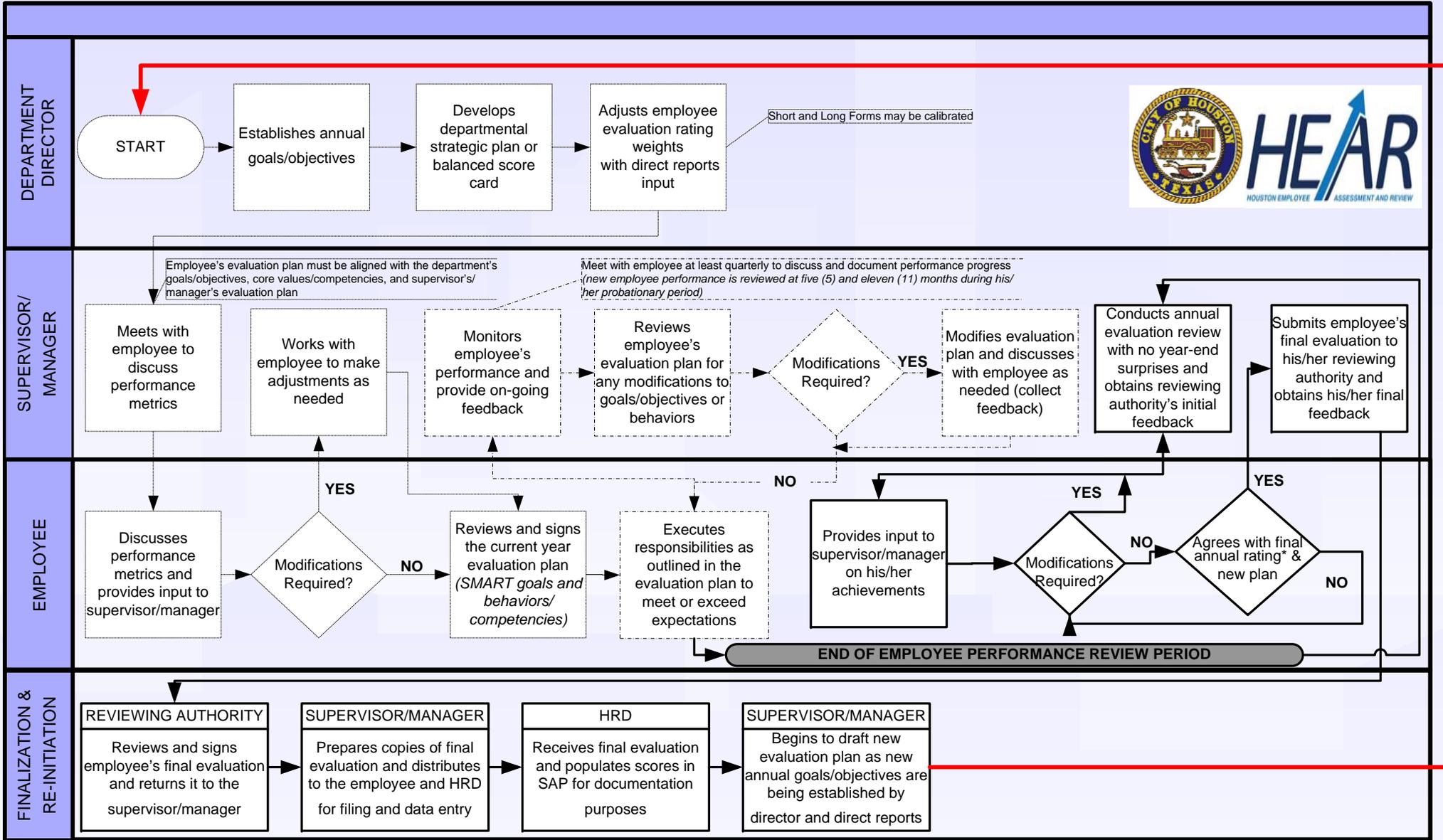


# HEAR PROCESS FLOWCHART (Functional Perspective)



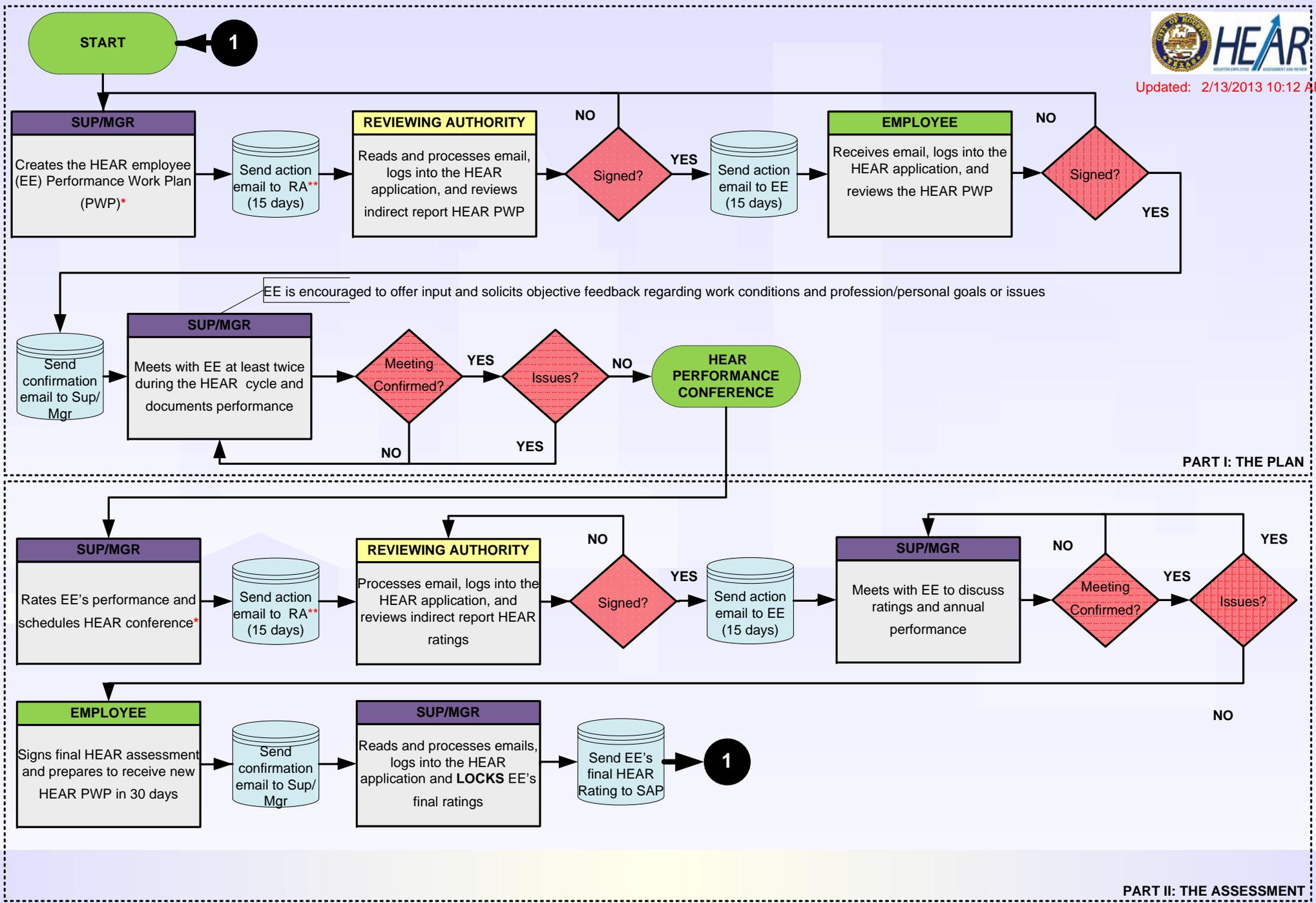
\* Employees may seek to address unresolved performance management issues using one of the City's dispute resolution alternatives (i.e. ECRP, Grievance, etc.)

Workflow Legend		
Beginning of Performance Review	Throughout Performance Review	End of Performance Review

# HEAR APPLICATION PROCESS FLOWCHART (NAVIGATIONAL PERSPECTIVE)



Updated: 2/13/2013 10:12 AM



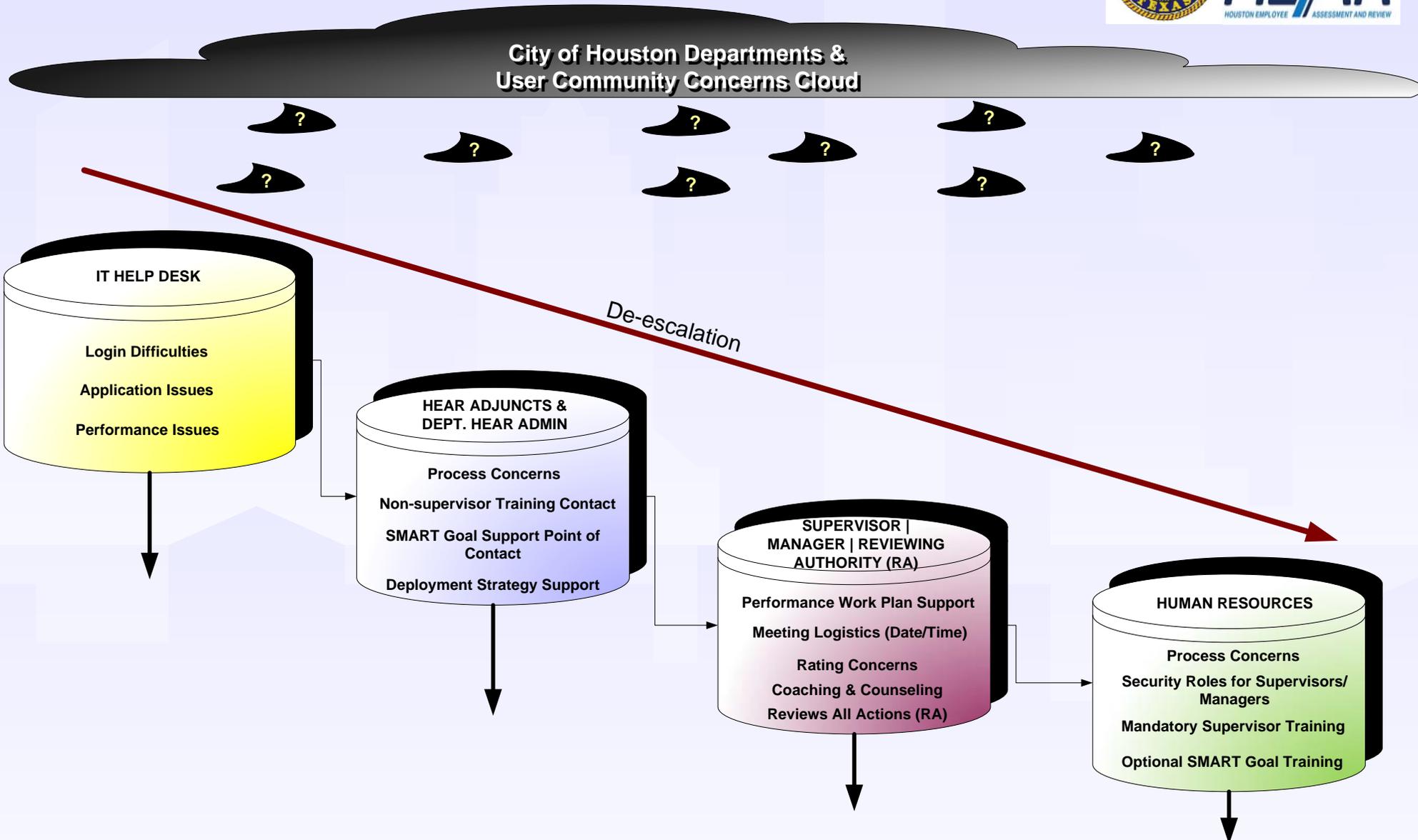
More Information - [houstontx.gov/hr/hear.html](http://houstontx.gov/hr/hear.html)

PART II: THE ASSESSMENT  
Need Help - [hear@houstontx.gov](mailto:hear@houstontx.gov) (email)

\*Supervisor/Manager will have a strategic pre-discussion with employee and reviewing authority prior to the creating the work plan or completing the final assessment (on-going communications)  
\*\* Employee will receive an initial acknowledgement email alerting him/her that the PWP has been created (no action required by the EE at this step) (RA = Reviewing Authority)

# HEAR PROCESS & APPLICATION HELP DE-ESCALATION

## Strategic Workgroup Assistance Teams (SWAT)



- ✓ Internal Help Desk Analysts
- ✓ Escalates Process Issues
- ✓ Email: [servicenow@houstontx.gov](mailto:servicenow@houstontx.gov)

- ✓ Across Departments
- ✓ Trained Facilitators & Administrators
- ✓ Quick Point of Contact (POC)

- ✓ Performance Work Plan Architect
- ✓ Develop Performance Measures
- ✓ Documents Performance (Ongoing)
- ✓ Provides Feedback (Twice Yearly)
- ✓ Closest to the Employee

- ✓ HEAR System Administrators
- ✓ Functional & Technical Expertise
- ✓ E.B. Cape Center (Training Questions)
- ✓ Email: [hear@houstontx.gov](mailto:hear@houstontx.gov)
- ✓ Website: [www.houstontx.gov/hr/hear.html](http://www.houstontx.gov/hr/hear.html)

This support model (De-escalation) will ensure issues are resolved at the level closest to the employee.