

PERFORMANCE RECOGNITION PLAN (PRP) FREQUENCY ASKED QUESTIONS (FAQS)

1) Is the Performance Evaluation required to recommend an employee for PRP?

- Per the Executive Office (EO), completion of PRP Performance Evaluations is **not** required for this year's PRP cycle (2025), but it is highly recommended that departments complete the evaluations to accompany their PRP Award Recommendations.
- Performance Evaluations—due annually by October 31st—are used to assess PRP-eligible employees against performance standards annually and, if completed by the deadline, automatically feed into the PRP Award Recommendation Worksheets used to recommend merit increases. For questions regarding PRP Evaluations please visit the Performance Management [website](#) or email PerformanceMgmt@rivco.org.

2) Will I have to complete a regular performance evaluation and a PRP performance evaluation?

- No, PRP-eligible employees performance evaluation due dates are being set to align with the PRP performance recognition window. Regardless of the employee's prior anniversary date, all PRP-eligible employees will have a single performance evaluation triggered for the PRP review process each year, which will be due October 31st annually.

3) What classes are PRP-eligible?

- Only select classifications are eligible for the PRP program. Program eligibility requires employees to be in a leadership position, manage other employees or programs, and have a significant influence on the achievement of organizational objectives. PRP eligibility can be identified on the County's Class & Salary Listing (refer to the blue footnote) available on the Classification & Compensation website—accessible [here](#)—by scrolling to the relevant section.

4) When must the Performance Evaluation be completed for PRP Purposes?

- PRP Performance Evaluations are generated on September 1st, with a due date of October 31st. The timeline is intended to enable departments to be aware of the performance/evaluation rating prior to when they recommend PRP awards, which commences in November.

5) I have an employee on my PRP Award Recommendation Worksheet that was just promoted out of my department. What do I do?

- The PRP Support Team will run a system update immediately prior to the PRP Award Recommendation Phase (Phase 2). This update ensures that all worksheet data is current and accurately reflected for the formal approval phase (refer to the PRP Schedule for specific timeline details).
- After this system update occurs, any position changes that have been processed should be reflected on the worksheets. If you believe there is an issue after the system update prior to the PRP Award Recommendation Phase, please contact PRPSupport@rivco.org so we can review your request and provide an update.

6) Why isn't my new employee on this PRP list? Can I add them?

- Depending on the employee's date of entry into PRP-eligible classification, they may not be eligible to be added to the PRP Award Recommendation Worksheet for this year's process. The Thursday prior to start of the PRP Award Recommendation Phase (Phase 2) is the final day that changes can be accommodated for PRP Award Recommendation Worksheets (e.g., adding new employees, processing position changes, etc.).
- If you believe an error has occurred and a PRP-eligible employee should be added, please contact PRPSupport@rivco.org so we can review your request and provide an update.

7) Will I still receive a PRP increase if I was on a Leave of Absence for a period of time during the performance evaluation year?

- PRP Awards are fully discretionary and based on performance during the rating period.

8) Why can't I add a PRP recommendation for my Employee?

A PRP recommendation might not be successfully added for one of the following reasons:

- Salary range limits: The employee may already be at or above the maximum of their salary range. In this case, an error message will appear when entering a merit award increase, as the employee is not eligible for a PRP award.
- Comment length limits: For certain award recommendation percentages, comments are required. If a comment exceeds the 255 character limit, the system will not display an error message; instead, any text beyond 255 characters will not be saved. To prevent loss of content, please keep comments within 255 character limit. You can use the Character Counter tool—accessible [here](#)—to help track your comment length.

9) I have employees that I am unable to enter a merit rate percentage for. What do I do?

- If you see an 'X' next to a PRP-eligible employees on the *Worksheet* tab, it may indicate that the 'Merit Rate' column is empty (i.e., a merit % has not been selected).

10) I entered an increase, but it doesn't fully reflect in the employee's new hourly/annual rate on the Worksheet.

- If the merit rate percentage entered for the employee exceeds the available range (e.g., an employee is 1.5% below the maximum of the salary range, but the department is recommending a 2% increase), the employee will receive the maximum allowable rate within the salary range (in this case, 1.5%). An employee cannot be placed beyond the posted salary range.

11) Why is the final merit rate percentage being adjusted from what I recommended in the system?

There are several reasons your recommended increase may not align with the approved merit rate increase. Reasons may include:

- Your Department Leadership has adjusted the merit rate increase.
- The Executive Office has adjusted the merit rate increase.
- Other reasons based on Human Resources' reconciliation and entry into the system (e.g., position movement, department movement, salary range placement).
- Please contact PRPSupport@rivco.org and we can review your request and provide an update.

12) Is the “Comment” column in the PRP Award Recommendation Worksheet required?

Comments to support the recommendations are strongly encouraged. Each comments is limited to 255 characters per employee. Per the Executive Office, the “Comment” column is required for any award recommendation of 4% or 6% for the 2025 PRP process. You can use the Character Counter tool—accessible [here](#)—to help track your comment length.

13) I have approved my worksheet, but when my upline manager reviews their Rollup, it shows that action is still needed on my end. How can I resubmit my worksheet?

- A red circle icon with an exclamation mark next to a downline manager’s name on the Rollup tab indicates that their PRP worksheet has not yet been approved, while a green check mark indicates the worksheet has been updated/saved and approved by that manager.
- If an upline manager sees a red circle icon next to a downline manager’s name but the downline manager has already approved their worksheet, the downline manager should confirm they have clicked the ‘Approve’ button.
- Note that if the worksheet was only saved with PRP Award Recommendations during the Planning and Preview Phase (Phase 1), this action does not submit the worksheet. The downline manager must return during the PRP Award Recommendation Phase (Phase 2) to click the ‘Approve’ button, which forwards the worksheet to the next upline manager.
- Another way to confirm you have completed your assigned task is to check your ‘My Task’ list in RivCo Talent—if you no longer see a Task associated with PRP, your worksheet has been successfully submitted/approved.
- If the downline manager has clicked ‘Approve’ and the upline manager still sees a red circle, it may help for the upline manager to refresh their screen or log out and log back in to allow the system to update and reflect the approved worksheet.
- If you have reviewed these steps and the issue is not resolved, please contact PRPSupport@rivco.org. We can review your request and provide an update.

14) How will I know what award recommendation amount was approved?

- Departments will be provided with PRP Award Letters which indicate the approved PRP Award for each employee. The letters will be provided to Department Heads in January (please refer to the PRP Schedule for exact date) for release within their organization.

15) When will the PRP increase be reflected on the Pay Warrant?

- PRP increases will be reflected on the pay warrant as outlined on PRP Schedule (please refer to the PRP Schedule for exact date).

16) Why did I not receive a PRP increase?

- PRP increases are not automatic. They are awarded based on performance and are discretionary. Additionally, an employee may not receive a PRP increase if they are currently at the max of the salary range for their job classification.

17) What do I do if the PRP Review is stuck with a manager below me and they are out of the office?

- Contact your departmental PRP Compensation Delegate or email PRPSupport@rivco.org and we will review to see if the task can be reassigned given absence.

18) Is there a minimum or maximum percentage range for PRP-related compensation increases?

- Yes. Per policy, PRP award recommendations may be 0%, 2%, 4%, or 6%. However, if the recommended merit increase exceeds the available range (e.g., an employee is 1.5% below the maximum of the salary range, but a 2% increase is recommended), the employee will receive the maximum allowable rate within the salary range (in this case, 1.5%).

19) Why am I unable to send my PRP Worksheet to my upline for approval after entering the recommended percentage?

There could be a couple reasons for this:

- You may still be in Phase 1 (Planning/Preview Phase). During this phase, you can enter and save your PRP recommendation, but the approval button will not be available until Phase 2 (Recommendation/Formal Approval Phase) begins and all downline worksheets have been approved up to you.
- You may be in Phase 2 but still waiting for downline PRP Worksheets to be approved up to you. You will not be able to approve your worksheet until all downline recommendations have been approved up to you.

Kindly refer to the PRP Schedule for detailed timelines and phase information.

Please note that approving your worksheet includes approving your own recommendation(s) as well as all downline worksheets within your chain of command.

20) What should I do if I don't agree with a downline's PRP Recommendation?

If you don't agree with a downline's PRP recommendation, you have two options:

- Reach out to the downline manager to discuss the recommendation. If, after the conversation, you are comfortable with the explanation or determine a more appropriate recommendation, you may update the worksheet accordingly before approving.
- Reject the worksheet back to the downline manager, requesting that they revise the recommendation.

Please note: If the worksheet is rejected, all downline managers in the approval path will need to reapprove as it moves back up the chain of command. For step-by-step guidance on how to reject a worksheet, refer to the *Rejecting Worksheets* micro learning video [here](#).

21) I'm unable to locate my PRP Worksheet—where should I look?

- If you've been assigned the task, your PRP Worksheet (also referred to as the PRP Compensation List) can be found in RivCo Talent [here](#). After logging in, navigate to the "My Tasks" section in the left-hand menu. Your active tasks will be listed there, including your PRP Compensation List. Click "Go" next to the task to access your PRP Worksheet.

For step-by-step instructions, please refer to the Login-Access Worksheet PRP Compensation Quick Start Guide [here](#).

22) Can a PRP Compensation List be reassigned from one manager to another, similar to how Performance Evaluations can be transferred?

- No, PRP Compensation Lists cannot be transferred like Performance Evaluations. These lists are generated based on reporting relationships in PeopleSoft. Any reporting or position changes made after Phase 1 (Planning/Preview Phase) commences will not be reflected in the PRP Compensation Lists (PRP Worksheets) until Phase 2 (Recommendation/Approval phase) begins. Changes made after Phase 2 requires special handling, so in those cases, please contact the PRP Support team at PRPSupport@rivco.org.

23) What does the lock symbol next to an employee's name on my PRP Worksheet mean?

- The lock symbol indicates that the employee's worksheet has already been approved and is now locked for editing—no further changes can be made. If updates are needed, the upline manager would need to reject the worksheet back to you if they prefer that you make the changes to your recommendations directly.

For more details, please refer to the Icon Legend [here](#), and for step-by-step instructions on how to reject a worksheet, see the *Rejecting Worksheets* micro learning video [here](#).

24) I've been assigned as a PRP Delegate for my manager—how do I access my managers' PRP Worksheet?

As a PRP Delegate, you'll need to emulate your manager as assigned in PeopleSoft via RivCo Talent. To do this:

- In the upper right corner of RivCo Talent, click the dropdown next to the search bar and select "People."
- Enter the name of your manager, then click the magnifying glass to search.
- To the right of their name, click the three vertical dots and select "Emulate Employee."
- This will take you to their homepage in RivCo Talent, where you can access and approve their PRP Worksheet.
- For detailed steps, please refer to the Delegate Guide [here](#). PRP Delegates can only emulate their direct manager, as defined by the reporting structure in PeopleSoft.

25) Why are there two phases in the PRP Process?

- The *Planning and Preview Phase* is intended for Departments to pre-plan their recommendations and prepare for the *Award Recommendation Phase*. The *Award Recommendation Phase* is intended for the formal review and approval process. The two distinct phases are needed so that position management changes are captured.

26) I issued my employee's PRP Performance Evaluation, but it doesn't show the rating in the PRP Award Recommendation Worksheet. Why?

- The deadline to complete PRP Performance Evaluations is October 31st annually. Performance evaluations must be issued and acknowledged in RivCo Talent by the deadline to ensure the evaluation and associated rating are reflected on the PRP Award Recommendation Worksheet.
- Evaluations submitted after this date may not appear in the PRP Award Recommendation Worksheet, which could result in missing entries. Timely completion is essential to ensure accurate and complete data for the award process.

27) Is the PRP Performance Evaluation the same as the PRP Award Recommendation?

- No, the PRP Performance Evaluation process is separate and distinct from the PRP Award Recommendation process. While completing a Performance Evaluation is strongly recommended, it is not required. The evaluation can serve as a foundation for the Award Recommendation, but both steps are handled individually.
- For questions regarding PRP Evaluations please visit the Performance Management website—accessible [here](#)—or email PerformanceMgmt@rivco.org.

28) I am unable to approve my recommendations up to my manager. Why?

- During the Planning and Preview Phase (Phase 1), PRP Recommenders can view their PRP-eligible staff and begin planning their awards. During the Award Recommendation Phase (Phase 2), PRP Recommenders can formally record (approve) their recommendations and route them to their upline manager for review and approval.
- If you are unable to approve your recommendations to your upline manager, it may be because a downline manager has not completed their step, or because you are still in the Planning and Preview Phase (Phase 1).
- For additional information, please refer to the PRP Schedule for the detailed timeline.

