GoMBC Employee Manual

VERSION 1.1. LAST UPDATED JULY 21, 2021

The **Merit Based Compensation (MBC)** program manages LE Staff performance and provides an annual variable monetary reward based on an employee's individual performance and contribution to the mission. The reward employees receive is linked directly to their performance.

At the end of the performance period, the employee's demonstrated effort and contribution are assessed based on specific **performance criteria**.

Locally-employed staff with effective performance (defined as a **Total Performance Score** of 100 or more) receive a monetary reward aligned with their level of performance.

The program requires and supports supervisor and employee collaboration to set performance goals, improve skills, and find opportunities for professional development.

This manual covers GoMBC operation. For MBC policy, refer to the **Performance Management Policy for MBC**.

GoMBC

GoMBC is the application that allows posts and missions to electronically process performance documents for **Locally-Employed staff (LE staff)**. This cloud-based application helps you manage the status of

- Employee Performance Reports (EPRs)

    o Annual Work Plans

    o Development Plans

    o Mid-year Discussions

    o Scoring and approval (at the end of the rating cycle)

- Probationary period certification

- Performance Improvement Plans (PIPs)

- Employee appeals

The GoMBC app is managed by your local HR office. As an LE staff member, you will use it to view and acknowledge the **Performance Criteria** established by your **Rating Supervisor** after your initial discussion. You are also able to track your performance through the year.

⚠ Want to learn more about the MBC program? Talk to HR or see your post's **LE Staff Handbook**.
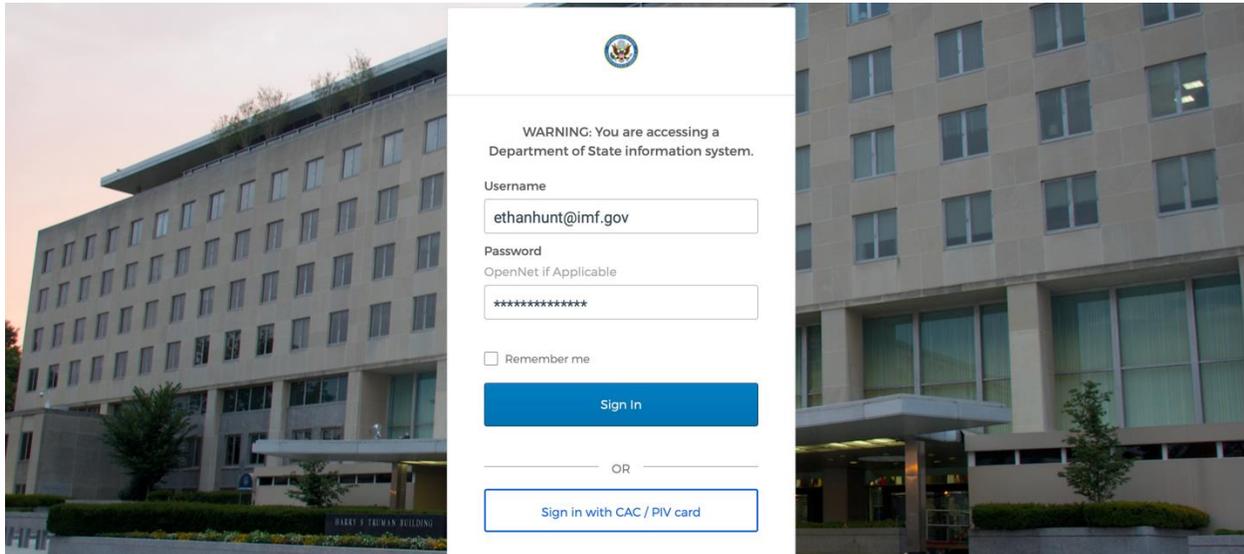
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ACCESSING GoMBC

GoMBC is available online at gombc.state.gov

You can sign in from any web browser, but you will need to use an official government account (**.gov** or **.mil**) and may need to verify your identity.
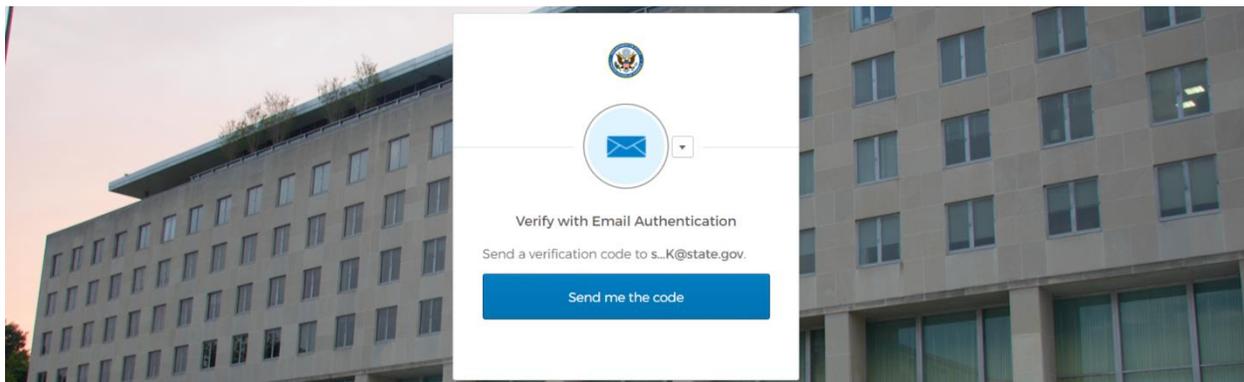

STATE.GOV ACCOUNTS

If you have a state.gov account, you can access GoMBC directly from an OpenNet computer using single sign-on. You won't need to verify your identity.

Not on OpenNet? Go to gombc.state.gov and enter your DoS username and password. You'll be prompted to either send a verification code to your email account or use the Okta Verify app (see below) to confirm your identity.


> ⚠ Using a CAC/PIV card? Instead of typing a username and password, you can **Sign in with CAC/PIV card**.

If you use a **Foreign Affairs Network (FAN)** account or another government agency account (one already enrolled in Okta), you will need the **Okta Verify** mobile app. This free app is available for iPhone and Android. Download it ahead of time from the Apple App Store or Google Play Store.
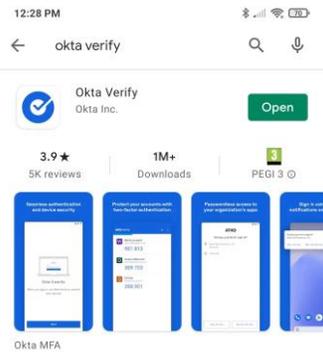
Get Okta Verify for iOS or Android.

Go to gombc.state.gov and enter your FAN or agency username and password. Then hit Send Push to send a notification to the Okta Verify app installed on your phone. Respond to the notification to confirm that yes, it really is you.
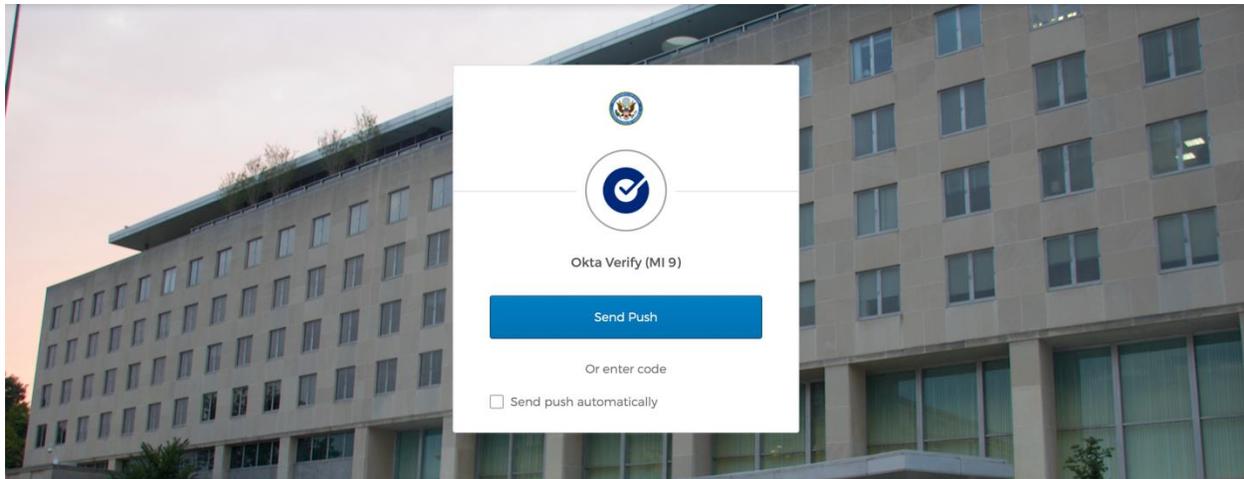
Send Push sends an access notification to your phone.

⚠ Push notifications not coming through? You can also try the **Or enter code** option. Open the Okta Verify app, find the six-digit number for state.okta.com and enter it into the website. Be quick—the number changes every 30 seconds.

Once signed in, your browser will take you to GoMBC automatically. Read over the privacy notice before you Log in.

First time here? If you see the **User Registration** screen, notify your HR office. LE staff must be registered by HR, please do not complete a registration.

> ⚠ If you're not sure which account to use or have any other trouble getting into GoMBC, speak to your HR office at post.

UNDERSTANDING ROLES

GoMBC uses **roles** to help people carry out tasks appropriate to their job. The role you hold in the app provides access to documents and actions corresponding to your role in the MBC process.

EMPLOYEE

All LE staff hold this role. It provides them with access to their **Employee Performance Report (EPR)** (including the **Annual Work Plan**), and any pending **Performance Improvement Plans (PIPs)** or **Appeals**.

RATING SUPERVISOR

This is usually the employee's immediate supervisor. The Rating Supervisor creates the **Annual Work Plan**, the **Development Plan**, documents the **Mid-Year Discussion**, and completes the **Employee Performance Report**.

REVIEWING SUPERVISOR

The Reviewing Supervisor reviews each scored EPR completed by the **Rating Supervisor**. They may also review AWPs, PIPs, and Appeals as needed.

POOL SUPERVISOR

The Pool Supervisor is a senior-ranking UDSH accountable for a performance pool. They are the guardian of fairness and consistency. They make sure performance scores and written justifications on employee EPRs are consistent with performance for all employees in their performance pool.

The Human Resources Officer (HRO) and HR staff administer the GoMBC application. They manage employee records and help supervisors complete performance documentation. HR approves and finalizes documents within GoMBC and provides training and consultation.

> ⚠ Sometimes a person will hold more than one role, depending on their job requirements.

GETTING AROUND

GoMBC's main home screen is where you access all the documents and tools you need to complete the performance management process. This area includes the **Main Menu** for navigation and the **Dashboard** that summarizes any actions you need to take.

After logging in, you will arrive at the home screen. Up at the top is the name of your home location.
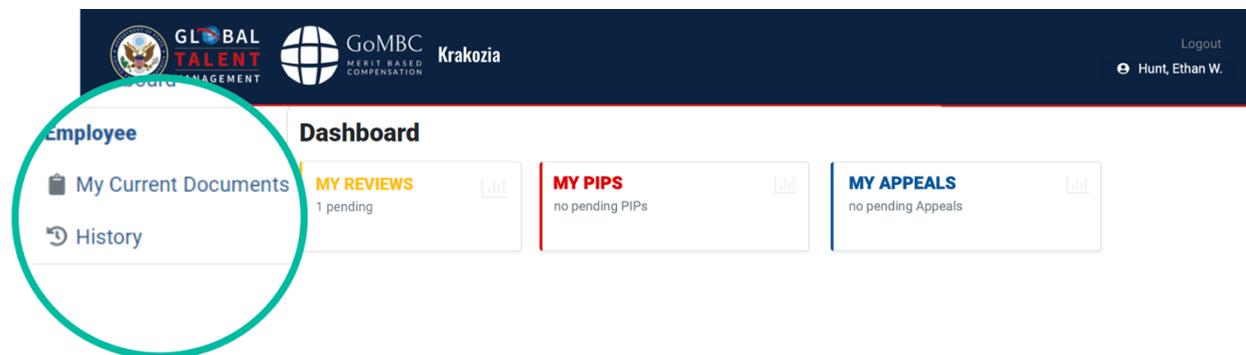
GoMBC's home screen with main menu (left) and dashboard (right).

MAIN MENU

Use the menu to navigate to documents and tasks for each role you hold.

> ⚠ Got actions to take? Menu headings are badged (like this: ❸) to let you know.

As an employee, the menu gets you to your **Annual Work Plan, Mid-year Discussion** and (when it's time) your scored **Employee Performance Report**. Select Current Documents to find them.

If you have a pending **Appeal** for the current rating cycle or are working through a **Performance Improvement Plan**, you will find those documents here too.

If you're looking for documents previously finalized, go to My History.

Think of the **dashboard** as your to-do list in GoMBC. Use it to keep track of your pending tasks.

As an employee, your dashboard organizes and links to documents that need your attention.

MY REVIEWS holds your current personal performance documentation. Depending on the time of year this could be both your current **Annual Work Plan** and your last **Employee Performance Report**.

MY PIPS appears if you're working through any **Performance Improvement Plans** with your supervisor.

MY APPEALS appears if you've lodged an **Appeal** against your scored **EPR**.
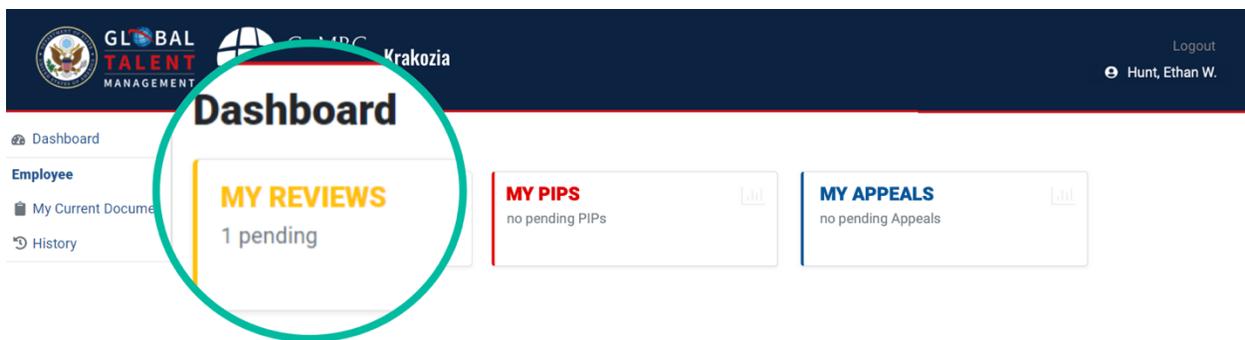
The dashboard shows the performance documents waiting on your actions.

MANAGING DOCUMENTS

Navigate to all your Current Documents for this rating cycle from the **Main Menu** or by choosing a document category from the **Dashboard**.

The Current Documents area organizes documents into **Reviews (EPRs)**, **Performance Improvement Plans**, and **Appeals**. You can easily view the status of any of your performance documents or take actions to see more details.

To view any document, select the action button from the Action column. Hover over the action buttons for a description.
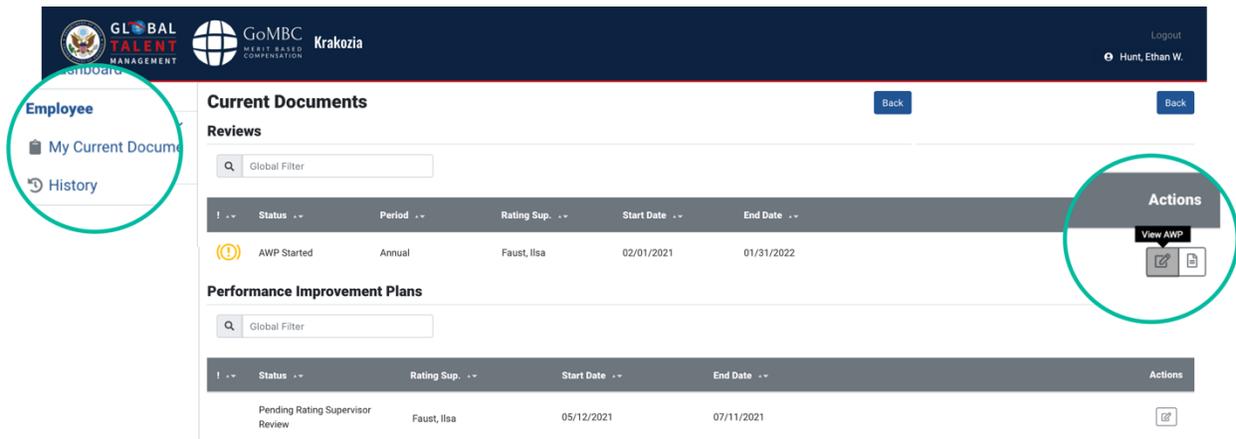
My Current Documents shows reviews, PIPs, and Appeals for the current performance year.

> (!) This icon will alert you to documents that need urgent attention.

REVIEWS

This section holds current **Annual Work Plans (AWPs)** and **Employee Performance Reports (EPRs)**, showing summary data for each document. They will be available here until finalized.

Status tracks the document's progress through the rating cycle and its approval process.

Period is the **Annual** (for the full rating cycle) or **Interim** period covered by the EPR.

Rating Supervisor names your rating supervisor for this document.

Start Date and **End Date** mark the interval covered by the performance review.

Actions direct you to View the document and make updates when prompted or view the printable JF-50D.

PERFORMANCE IMPROVEMENT PLANS

This section lists any **Performance Improvement Plans (PIPs)** you are participating in.

Status tracks the plan's progress through the PIP process.

Rating Supervisor names the rating supervisor that created the PIP.

Start Date and **End Date** mark the interval covered by the plan.

Actions direct you to View the plan and make updates when prompted.

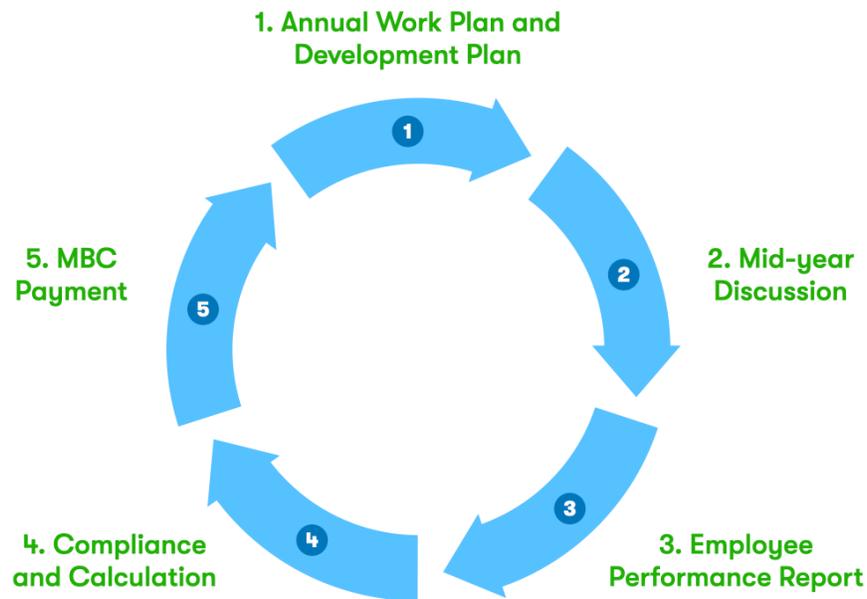If you've lodged an **Appeal** against your scored EPR, you'll find it listed here.

Status tracks the document's progress through appeal process.

Rating Supervisor names the rating supervisor for the EPR that is in the appeal process.

Actions direct you to View the appeal and make updates when prompted.

> ⚠️ Find documents faster using the **Global Filter** for each document type. Search for any listed criteria, such as employee name, document status, or assigned roles.

1. Annual Work Plan and Development Plan

5. MBC Payment

2. Mid-year Discussion

4. Compliance and Calculation

3. Employee Performance Report

Before we look at how to use GoMBC throughout the rating cycle, let's review the main activities of the cycle itself.

- Define **Performance Criteria** at the start of the cycle by creating an **Annual Work Plan**

- Reflect on and document performance during the cycle with a **Mid-year Discussion**

- Evaluate performance at the end of the cycle by completing the **Employee Performance Report**.

After all EPRs are completed, HR staff will calculate and notify all eligible employees of their annual MBC monetary reward.

> ⚠️ Want to learn more about MBC reward eligibility? Talk to HR or review the **Performance Management Policy for MBC**.

When the rating cycle begins, your **Rating Supervisor** creates an **Annual Work Plan (AWP)** in GoMBC to set out the plan for the year ahead.

When completed, they endorse the document. You will then receive an email notifying you to acknowledge the AWP. To find the AWP, go to My Current Documents, then View AWP.

WHAT'S IN THE AWP?

The first section of the AWP contains employee data. Here you will find the document **Status**, your **Supervisors** for the MBC process, and your **Performance Pool**. The **Review Period** (either annual or interim) depends on how long your **Rating Supervisor** will support you, and includes the start and end date of the performance period in the current rating cycle.

The initiated AWP with employee data and an option to print the JF-50D form.

> ⚠️ At any time, you can see the AWP as an official JF-50D form, ready for printing. Just select **View JF-50D form** to switch your view.

PROBATIONARY PERIOD

This section appears if you're in a **probationary period**. It contains the probationary period date range and whether the **Rating Supervisor** has certified the completion of the probationary period.

ANNUAL WORK PLAN SECTION

In this section, you will find the **Performance Criteria** that you and your rating supervisor have discussed and agreed on. These are the critical areas of performance you will be measured on during the rating cycle.

The AWP defines performance criteria as:

- **Continuing Responsibilities (mandatory)**

- **Specific Objectives (optional)**

- **Competencies (optional)**

- **Universal Job Elements (mandatory)**

Your **Rating Supervisor** will create 6—20 performance criteria and decide the importance of each by weighting them.

> ⚠️ The AWP must have 6—20 performance criteria including **Continuing Responsibilities** and **Universal Job Elements**.

DEVELOPMENT PLAN

Your **Rating Supervisor** will list at least one development activity in the **Development Plan** to help you grow in a specific professional area.

> ⚠️ **At least one development activity** such as coursework, skills training, work shadowing or self-guided reading, must be scheduled.

ACKNOWLEDGING THE AWP

Now that you've reviewed your **Annual Work Plan**, it's time to make it official.

Select Acknowledge and the rating cycle is officially underway.
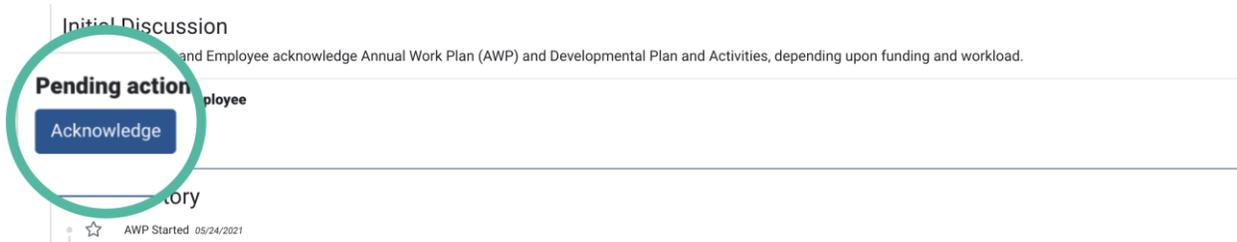
You'll be notified to **Acknowledge** your AWP.

CHECKING AWP STATUS

Employees, their supervisors, and HR staff can all track the status of an AWP. The **Status History** follows every update to the document, showing who did what.

Status History updates to show each recorded action on the AWP.

Mid-way through the performance period (of ether an **interim** or **annual** EPR), your **Rating Supervisor** will hold a formal discussion with you to see how things are going. Use this **Mid-Year Discussion** to get feedback on progress toward your **Performance Criteria**, make any adjustments, and talk about your accomplishments and challenges.

The **Mid-Year Discussion** helps you both comment on performance so far and make sure the criteria set out in the AWP are still appropriate. If adjustments are needed, this is the time to discuss and update the document.

ACKNOWLEDGING THE MID-YEAR DISCUSSION

Following your conversation and any changes to the AWP, your **Rating Supervisor** will make comments and endorse the MYD. You will then receive an email notifying you that it's time to acknowledge the document.

To find the AWP, go to My Current Documents, then View AWP.

Scroll down until you see Acknowledge. Your supervisor's comments to summarize the MYD are shown in the **Status History.**

Acknowledge the MYD to complete this stage.

At the end of the performance period, you and your **Rating Supervisor** will check in again to formally assess performance. Your **Rating Supervisor** will then **rate** each of the **Performance Criteria** set out in the **Employee Performance Report (EPR)**.

When your Rating Supervisor is done, the EPR will be cleared by the **Reviewing Supervisor** and approved by the **Pool Supervisor** before passing to HR for final approval. Next, your **Rating Supervisor** will release the EPR to you and you will receive an email notifying you that your scored EPR is ready for your review.

Each of the **Performance Criteria** has a rating level from 0—3. For a full rundown on the rating scale, see the **LE Staff Handbook**, **Performance Management Policy for MBC,** or ask your local HR. Your **Total Performance Score (TPS)** is calculated by multiplying each rating level by the percentage weight to get the performance criterion score and then, adding all performance criterion scores. The **TPS** recorded on the EPR is used to calculate your MBC reward.

> ⚠ Employees must have been in their job for 120 days with the same **Rating Supervisor** before their performance can be scored.

REVIEWING YOUR EPR

Access your **Employee Performance Report** by selecting My Current Documents from the main menu, then select View EPR.

Find an employee from the main menu then select the appropriate action

Scroll down to see the rating level for each performance criteria. Your **Total Performance Score** is listed at the bottom of the screen.

Keep scrolling to take an action. From here, you can **Acknowledge** the EPR or **Initiate an Appeal.**

End of Rating Period/Cycle Certification

Signatures confirm that Rating Supervisor and Employee have discussed the contents of the AWP at the end of the rating period/cycle. Employee's signature does not necessarily constitute agreement with the rating.

Pending action by Employee

Acknowledge | Appeal

When you first start working as an LE Staff member, you will likely need to serve a **probationary period**. During this time, you have the opportunity to demonstrate an ability to perform the job you were hired for.

Your **Rating Supervisor** will record when this **Probationary Period** begins in your **Annual Work Plan**.

During the probationary period, your Rating Supervisor will evaluate your actual job performance to determine continued employment with the mission.

You must successfully complete the probationary period for continued employment. When the probationary period ends, your Rating Supervisor can **Certify** a recommendation of continued employment, **Request Extension** of the probationary period, or identify that the assigned duties have not been adequately performed.

STARTING PROBATION

The probationary period is recorded in your AWP. Find your AWP by selecting My Current Documents from the main menu, then select View AWP.

Find your document then select the appropriate action.

In the **Probationary Period** section of the AWP, view the dates of the probationary period and any certifying information.

When your probationary period ends, your **Rating Supervisor** has the following options:

COMPLETION OF PROBATION AND CONTINUATION OF EMPLOYMENT

If you have performed satisfactorily during the probationary period, your Rating Supervisor will certify your recommendation of your continued employment.

EXTENSION OF THE PROBATIONARY PERIOD

Subject to local law, if your Rating Supervisor needs further evaluation of your ability to perform your job, they will ask HR to extend the probationary period. Your probation can only be extended once.

SEPARATION

Subject to local law, if you do not perform satisfactorily at any time during the probationary period, your Rating Supervisor may decide not to recommend your continued employment.

In the Probationary Period section of the AWP, you will see if the **Rating Supervisor** recommended you for continued employment or an extension has been requested.

Probationary Period

Rating Supervisor documents dates of the probationary period and, at the end of the probationary period, certifies a successful or unsuccessful completion by making a recommendation of continued employment.

Probationary Period: 02/01/2021 - 04/02/2021
Is Employee recommended for continued employment? Not specified. Period extension has been requested.

⚠ Subject to local labor laws, employees on probation may not receive MBC rewards.

PERFORMANCE IMPROVEMENT PLAN

If your **Rating Supervisor** believes there are serious issues affecting your work, they may document poor performance in a **Performance Improvement Plan (PIP)**.
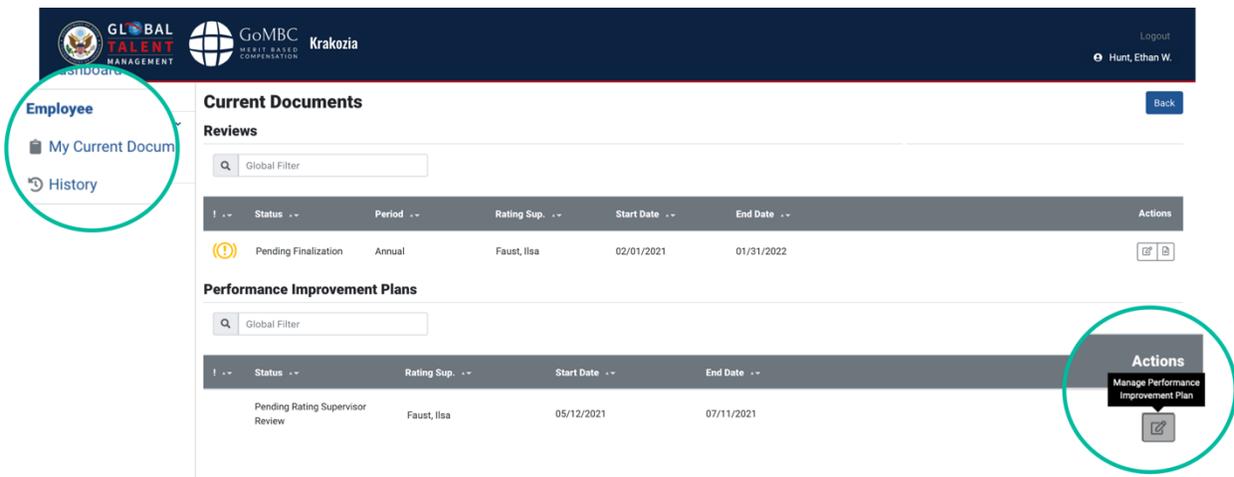
The PIP is a comprehensive plan that assists employees in improving their performance within a set time period. It provides guidance on the actions needed to improve performance with support from the Rating Supervisor. The PIP outlines how this supervisor will aid the employee in this process.

> ⚠️ Ask HR for specific guidance on dealing with serious performance or conduct issues.

CREATING A PIP

Your **Rating Supervisor** can start a PIP at any time. PIPs must be created in GoMBC when an employee receives a **Total Performance Score** of less than 100 on their EPR.

If your Rating Supervisor creates a PIP, you will receive an email notification. You have 5 days to add any comments and Acknowledge the document in GoMBC. To review a PIP, first select My Current Documents, and in the **Performance Improvement Plan** section select Manage Performance Improvement Plan.

Find your document then select the appropriate action.

The PIP contains seven sections which are outlined below.

SECTION 1—EMPLOYEE DATA

This section lists employee data, including the **Performance Improvement Plan Period**.

> ⚠ At any time, you can see the PIP as an official **JF-50B** form, ready for printing. Just select **View JF-50B form** to switch your view.

SECTION 2—AREAS FOR IMPROVEMENT

Details of your Rating Supervisor's specific concerns, directly relating to your **Position Description** or **Annual Work Plan** are listed here.

SECTION 3—REASONS FOR IMPROVEMENT

This section contains specific reasons why your Rating Supervisor considers your performance to be ineffective. Examples include missed deadlines, substandard work, or interpersonal conflict.

SECTION 4—ACTIONS NEEDED

Actions you must complete to improve your performance can be found in this section. Examples include formal training, counseling, or learning from coworkers.

SECTION 5—ASSISTANCE PROVIDED

This includes actions your Rating Supervisor will take to support your improvement. This could include closer monitoring of work, setting checklists, and scheduling regular feedback.

SECTION 6—TIMEFRAME

This section lists the number of calendar days the PIP covers. The Rating Supervisor must give enough time (at least 30 days) and support to reach an acceptable level of performance. Most PIPs run 30—120 days, though can run up to the end of the current rating cycle.

SECTION 7—SIGNATURES

Enter any comments then Acknowledge the Performance Improvement Plan.

> ⚠ The **Status History** records each action taken on the document.

FINALIZED PIP

At the end of the PIP timeframe, your **Rating Supervisor** will formally review your progress. If you have shown acceptable performance in the areas identified, they will finalize the PIP document, confirming the end of the process.

> ⚠ Once your Rating Supervisor finalize the PIP, the document no longer appears in **My Current Documents**. However, you can still find it in your **History**.

EXTENDING THE TIMEFRAME

In some cases, your **Rating Supervisor** may need to extend the PIP period. The document will be sent to HR for approval. At any time, you can review the PIP to see the status.

A PIP can only be extended once. The extension runs for a minimum of 30 days and can't go beyond the end of the current rating cycle. Even when extended, the PIP covers the same areas of improvement as before. For new cases of ineffective performance, a separate PIP will be created.

When you first receive your scored **Employee Performance Report (EPR)**, you have the option to add comments and then Acknowledge the document as correct or Initiate Appeal if you have concerns about your EPR or the review process. Appeals must be lodged within 5 business days of receiving the scored EPR.

On receiving their scored EPR, you may initiate an appeal.

Once you initiate the appeal, you will need to add some details before you submit it. You'll see a popup window with a link to Navigate to the appeal. You can also find the appeal in My Current Documents.

When you **Initiate Appeal**, the popup window prompts you to add content.

Or find the appeal under the **Appeals** section of My Current Documents.

The appeal shows its current status. View Review directs you back to your EPR. Under **Appeal content**, describe in detail your concerns with this performance review.

Describe why you need to lodge the appeal under **Appeal content**.

Add any final comments at the end of the form, then Submit the appeal. Changed your mind? Cancel Appeal removes the appeal from GoMBC and returns the EPR to you for acknowledgement.

Submit your appeal to HR.

CONSIDERING APPEALS

Once submitted, your **Rating Supervisor** has 5 business days to **approve** or **disapprove** your appeal. If approved, your EPR will be re-opened and your **Rating Supervisor** will be able to review your scores.

If the **Rating Supervisor** disapproves the appeal, you then have the option to Cancel the appeal or escalate it to the **Reviewing Supervisor**. Once again, this supervisor can approve or disapprove the appeal.

If the **Reviewing Supervisor** chooses to disapprove the appeal, you can escalate to the **Pool Supervisor**. As before, they can approve or disapprove the appeal.

> ⚠️ Only one appeal is allowed for each **Employee Performance Report**. Once the appeal is approved, disapproved or cancelled, a second appeal cannot be lodged.

The **Pool Supervisor** normally makes the final call on your appeal. However, in cases where all 3 supervisors are the same person, you may lodge your appeal directly with the **Deputy Chief of Mission (DCM)**. The DCM can then approve or disapprove the appeal. Approving the appeal causes the EPR to be re-opened for review by the **Rating Supervisor**. Disapproving the appeal at this final stage retains the score and content of the EPR and you will need to acknowledge the EPR.

> ⚠️ The **Status History** follows every update to the appeal, showing who did what.