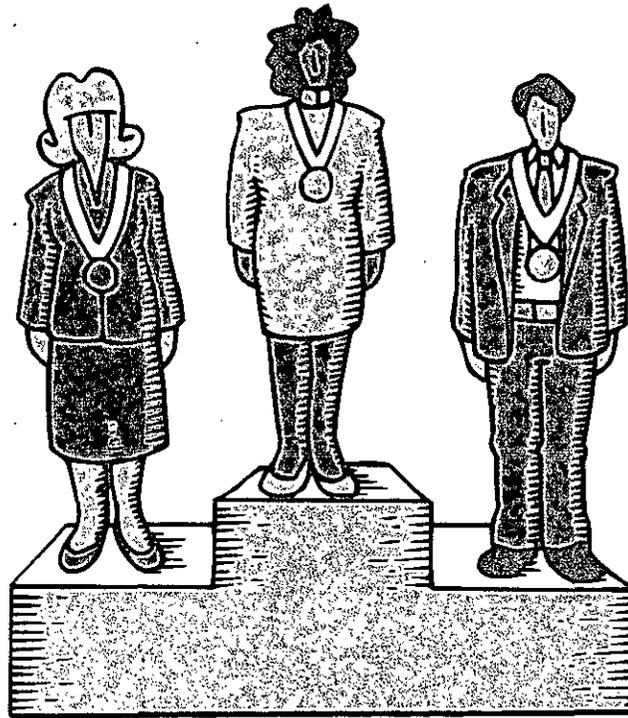


LEON COUNTY

AWARDS OF EXCELLENCE PROGRAM



2010-2011

Direct inquiries to
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OVERVIEW

The following table provides a summary of the types of awards given through the Leon County Awards Program:

Awards of Excellence Programs			
Award	Timeframe	Award	Timeframe
KUDOS!	Ongoing	World of Difference Drawing	Monthly
World of Difference	Ongoing	Notable Achievement	Quarterly
Heroism	Ongoing	Awards of Distinction	Annual
Employee Innovation	Ongoing	Workplace Celebration	Annual
Retirees	Ongoing	Years of Service	Annual

Additionally, each Division shall be allocated \$16/employee/year to hold celebrations to recognize exemplary work (Workplace Celebration). Information on this program will be given as a separate attachment (Section 8).

All quarterly and annual awards will be determined by a County-wide Awards Committee. The Human Resources Division Employee Development Coordinator (EDC) will facilitate the awards program.

PROGRAM FORMS

All Awards Program forms are located on the Intranet. To retrieve them:

- Go to the **County homepage**
- Type **intra** in the address line at the top and press GO
- Click on **Forms and Templates** on the left of the screen
- Click on **HR Documents and Forms** in the listing
- Click on **LCBCC Awards Program**
- Click on **Awards Program Committee Rating Forms** to get the Committee Forms
- Click on **Awards Program Description and Nomination Forms** to get forms used by person(s) submitting nominations

EMPLOYEE RECOGNITION AND AWARDS PROGRAM POLICY

Purpose

This policy provides for formally recognizing full and part-time employees for Leon County Board of County Commissioners (LCBOCC) for outstanding contributions and for noteworthy personal achievement or actions.

Awards Administration

A committee will be put in place and will be responsible for the administration and selection of all awards as outlined.

- The Awards Committee will consist of seven individuals, six appointed by Division Directors/County Administrators and one being the Employee Development Coordinator (Chairperson).
- The head of each of the four County work groups (Public Services, GEM, Management Services, Public Works) will each appoint a voting member of the Awards Committee as discussed above. In addition, the County Attorney and County Administration will appoint one voting member from their office as well.
- Additional voting members will be added as new departments are added to the organization.
- Voting members may not serve consecutive terms.
- The term of office of all voting members shall be one (1) year (or extended at the discretion of the Employee Development Coordinator with concurrence of the Division Director/County Administrators) and shall begin January 1.
- The committee shall receive a brief training session in December of the previous year from when their term starts, to explain the program and the committee process. No other meetings shall be required during the year.
- Voting procedures for all committee members will be by use of voting forms. The Employee Development Coordinator will not vote. The name of the committee member will not appear on the form. The EDC shall circulate, collect and compile all nominations, reporting the results to all committee members. Names of persons nominating/nominated will be anonymous when circulated. These forms, along with the nomination form and backup documentation (if necessary), will be retained in the awards program files located in Human Resources.
- The vote must be unanimous for a nominee to receive an award.
- All nominations shall be submitted on the Awards Nomination Form, or will not be considered.
- Committee members are eligible to nominate and receive awards. However, they will be exempted from reviewing any awards they submit or any submitting them as nominees.

KUDOS! Program – Ongoing

KUDOS! may be presented by any employee or manager to another employee or manager to recognize service or assistance rendered to them or to another, either from within or outside the Division/Department. This acknowledgement is intended to provide an immediate “thank

you" to the employee or manager and does not require formal/written nominations or approvals.

A copy of an informal thank you is available in both hard copy and e-mail format.

E-mail – acknowledgement (located on Intranet) can be sent to employees and copied to appropriate Division Director, if so desired

Hard Copy – Original of acknowledgement is sent to employee and copy is sent to appropriate Division Director, if so desired

Other options of acknowledgements are available to use. If you need help determining what should be used, contact the Employee Development Coordinator for help (606-2425).

The KUDOS! should be based on five main categories of accolades:

- Smart Idea
- Congratulations
- Extra Effort
- Great Service
- Job Well Done

World of Difference – Monthly

The World of Difference would be awarded to any employee who performs any outstanding and notable service or work activity which achieves one of the performance excellence core values:

- Communication
- Dependability
- Team Work
- Initiative
- Customer Service
- Safety/Safeguarding

Anyone can submit a nomination for this award except that a person cannot nominate him/herself. The nomination must include detailed written comments. The nomination should be submitted directly to an immediate supervisor, who will forward it to the Division Director after review. Once received the award recipient is eligible for a monthly drawing.

Recipients of the World of Difference Award will be given the opportunity to be entered into the drawing to win a \$20 gift catalog, which shall be held at Division/Department level, with information submitted to Human Resources via e-mail or World of Difference Drawing Form (located on Intranet). An employee is only eligible to win once a quarter.

Process for Drawing

- Each Division places names of World of Difference Card recipients in a container for the Division Director or their designee to draw one name. It is appropriate to use other forms of recognition to thank or show appreciation to the employee. REMINDER: An employee is only eligible to win once a quarter.
- Winner fills World of Difference Monthly Drawing (available as hard copy or via Intranet).

- Recipient and Division Director sign and send with copy of World of Difference Card to Human Resources. Both hard copies and e-mail copies shall be accepted.
- Human Resources are responsible for awarding gift to recipient.

Notable Achievement Award – Ongoing

Awarded to any individual or team that demonstrates outstanding service and exceptional effort beyond the scope of their normal job duties in achieving Leon County and Organizational Core Values, which include:

- Leadership
- Quality
- Customer Satisfaction
- Employee Satisfaction
- Professionalism

The recipient, to be considered, shall also demonstrate:

- Significant involvement in the accomplishment of a county, department, division or work unit goal or objectives
- Significant service to, or involvement in, internal or external customers in the accomplishment of work
- Significant definable improvement of a work process or product,
- Sizeable definable positive impact on County-supported operations, budget, morale or reputation,
- Significant innovation, creativity, or other pioneering spirits in the accomplishment of a work project and
- Demonstrates a long-term commitment to valuing diversity above and beyond assigned work responsibilities.

Anyone can submit a nomination for this award except that a person cannot nominate him/herself. The nomination must include detailed written comments. The nomination should be submitted directly to an immediate supervisor, who will forward it to the Division Director. Once received, the Division Director will forward the nomination along with any supporting documentation to the Award Committee Chairperson, for review by the Award Committee and brought to a vote. An employee may not receive this award more than once per year as an individual, nor as a team member.

Process

- Complete the nomination form including checking the appropriate category and providing a narrative description of the actions taken to merit the award
- Submit the nomination to Geri Forslund, Employee Development Coordinator in Human Resources
- Quarterly, The EDC will circulate the nominations to members of the Leon County Awards Committee
- The nominations will be reviewed and ranked using a review checklist (seventy-five (75) total points). All nominations with more than sixty-eight (68) points will be granted an award

- The EDC will have each award verified by the appropriate division Director
- The names of Notable Achievement Award winners shall be submitted to PIO and placed in Courier or Loop

Recipient of the Notable Achievement Award will receive a certificate signed by the County Administrator and/or other appropriate acknowledgement, the total cost of which may not exceed \$50 plus applicable taxes; and a half day off (not to exceed five (5) hours and must be scheduled through an immediate supervisor). This award shall be presented at an appropriate Division/Department meeting.

Award of Distinction – Annually

Opportunity for a Manager/Division Director, on an annual basis, to recognize an individual who demonstrates ongoing commitment to outstanding service and displays exception effort and leadership in achieving Leon County and Performance Excellence core values, Leon County Vision, which include:

- Leadership
- Quality
- Customer Satisfaction
- Employee Satisfaction
- Professionalism

All of the following criteria must be met to qualify for the Award of Distinction.

- Outstanding personal contributions to Leon County, Department or Division by a current employee; and
- Contribution must require a high degree of personal initiative, professionalism, leadership, effort, or skill; and
- Contribution must represent a significant benefit to Leon County; and
- Contribution must be made on a voluntary or special assignment basis completely above and beyond the requirements of the employee's position description. Work can be performed while on or off duty.

The recipient, to be considered, shall also demonstrate:

- Significant involvement in the accomplishment of a county, department, division or work unit goal or objectives
- Significant service to, or involvement in, internal or external customers in the accomplishment of work
- Significant definable improvement of a work process or product,
- Sizeable definable positive impact on County-supported operations, budget, morale or reputation,
- Significant innovation, creativity, or other pioneering spirits in the accomplishment of a work project and
- Demonstrates a long-term commitment to valuing diversity above and beyond assigned work responsibilities.

Recipients of Notable Achievement Awards will be automatically considered. Only a Supervisor/Division Director can submit a new nomination for this award. The nomination

must include detailed written comments. The nomination should be submitted directly to the Chairperson of the Awards Committee for review by the Awards Committee. Each committee member shall pick his/her top four (4) ranked individual/team awards. The EDC shall circulate the nominations to members of the Leon County Distinction Awards committee. The nomination shall be reviewed and ranked from one (1) to four (4) with a four (4) being highest and one (1) being lowest, based on:

Overall value to the organization *and*
 Value to citizens or internal customers

Once all nominations have been ranked an average shall be taken and the top nominee(s) shall be awarded the Annual Award of Distinction. There will be multiple recipients only if there is a tie.

Example: Individual/Team B, C, D, and E shall receive Awards of Distinction

Individual/Team	Committee Member 1	Committee Member 2	Committee Member 3	Committee Member 4	
A	1			4	5
B	2	1	3		6
C	4	3	2	1	10
D	3	4	1	2	10
E		2	4	3	9

Recipient of the Award of Distinction will receive a certificate signed by the County Administrator, recognition through PIO in Courier or Loop, a pin and/or other appropriate acknowledgement, the total cost of which may not exceed \$100 plus applicable taxes; and a day off (must be scheduled through an immediate supervisor). This award shall be presented at an appropriate Division/Department meeting.

Heroism Award – As Warranted

The Heroism Award is awarded to an employee, or group of employees, for saving the life of another person, at no significant personal risk to the rescuer or preventing immediate serious injury in performing Leon County work.

Only a Supervisor/Division Director can submit a new nomination for this award. The nomination must include detailed written comments. The nomination should be submitted directly to the Employee Development Coordinator. The EDC shall provide the award to the group Director who shall see that it is presented to the recipient(s). Eligibility for this award is retroactive to any previous act which meets the criteria.

Recipient of the Heroism Award will receive a certificate signed by the County Administrator and/or other appropriate acknowledgement, the total cost of which may not exceed \$50 plus applicable taxes, acknowledgment will be submitted to PIO to be placed in Courier or Loop; and a half day off (not to exceed five (5) hours and must be scheduled through an immediate supervisor). This award shall be presented at an appropriate Division/Department meeting.

Retiree Award – Ongoing

The Retiree Award is given to all employees who retire from Leon County BoCC and have been employed for at least the past ten (10) years.

Human Resources and/or Division Director may submit recipient for recognition. Employee and/or Supervisor must have submitted paperwork to retire from LCBocC within thirty (30) days of retirement date. A resolution is requested for presentation at a Board meeting. The names of Retirees shall be submitted to PIO to be placed in Courier or Loop.

Retiree shall receive a certificate and letter signed by the County Administrator, a \$100.00 (one hundred dollar) Visa gift card, a retirement service pin, acknowledgment will be submitted to PIO to be placed in Courier or Loop; and Board resolution.

Years of Service Pins – Annually

Years of Service Pins shall be given to employees as they achieve increments of five years (up to 30 years) of satisfactory service and upon retirement. Pins shall be given at the beginning of the fiscal year (September – October) for the current calendar year (January – December).

Human Resources and/or Division Director may submit recipient for recognition. EDC shall identify recipients. Pins shall be given to appropriate Department Directors or their designees. Department Director or their designee shall sign off stating they have received the correct quantity and correct years of pins.

The EDC shall determine when an employee completes five year increments of service and shall be responsible for preparation of the Years of Service Certificates and letters.

Recipients shall receive:

For **up to 25 years** – lapel pin with Leon County seal within 60 days of end of fiscal year, receive a certificate signed by the County Administrator, a letter from Human Resources, and acknowledgment will be submitted to PIO to be placed in Courier or Loop.

For **30 years** of service – lapel pin with Leon County seal within 60 days of end of fiscal year, receive a certificate signed by the County Administrator, a letter from Human Resources, acknowledgment will be submitted to PIO to be placed in Courier or Loop, and a \$50 gift catalog or other appropriate acknowledgement, the total cost of which may not exceed \$50 plus applicable taxes.

Employee Innovation (Per Policy 98-29) – Ongoing

All employees except Executive Service and Senior Management may be eligible or participate in the EIP. The County Administrator may elect to reward Executive and Senior Management employees because of innovative suggestions that result in superior savings, innovative safety programs or service improvements. Suggestions must not be within employee's regularly assigned duties and responsibilities.

Tangible awards are based solely on net savings. Intangible awards may be made on performance in the following areas as described in Policy 98-29:

- Operational Efficiency/Effectiveness

- Public Image
- Physical Working Conditions
- Degree of Innovation
- Extent of Application
- Implementation
- Degree of Thoroughness
- Impact on Employee Morale
- Conservation of Property and Materials
- Health, Safety and Life of Citizens

Suggestions shall be submitted to the EDC in writing on the Employee Innovation Form (available as hard copy or via Intranet). The EDC shall distribute the forms to the appropriate managers for review and suggestions. The suggestions and the managers' reviews shall be distributed to the Awards committee for evaluation. If a suggestion is not implementable, it is not eligible for an award. If a suggestion has been implemented prior to submittal to the Employee Innovation Program, it must be submitted within ninety (90) days after implementation to be eligible for a cash award. The implementation date starts with the initiation of pilot programs, test periods or full implementation throughout the Department. Suggestions must be submitted within ninety (90) days of the Department action.

Awards will be issued as follows:

Tangible Awards – 10% of first year's net savings up to \$2500.00

Intangible Awards - \$50.00 to \$500.00 for ideas based on the following point system

Point Range	Intangible Award Amount
1 – 5	\$50.00
6 – 10	\$100.00
11 – 15	\$150.00
16 – 20	\$200.00
21 – 25	\$250.00
26 – 30	\$300.00
31 – 35	\$350.00
36 – 40	\$400.00
41 – 45	\$450.00
46 – 50	\$500.00

Recipients shall receive a letter of recognition upon official acceptance of the suggestion by the Board of County Commissioners. Copies of the letter shall be sent to the employee's Division Director, Group Director, and the County Administrator. An additional copy of the letter shall be forwarded to the Human Resources Office to be placed in the employee's personnel file. The name(s) of Employee Innovation Award winners shall be submitted to PIO to be placed in Courier or Loop.