General Services Agency
Employee Awards and Recognition Policy

Purpose

This Policy contains guidelines for providing employee Awards and Recognition for all General Services Agency employees, student interns, temporary employees, and volunteers. These awards are designed to recognize outstanding one-time or continued exceptional achievements. Additionally, they serve as an incentive for future outstanding performance.

Policy Considerations

Timely recognition for specific acts is important. Therefore, award recommendations must be submitted as soon as possible following the act, achievement, or service upon which it is based. Recommendations must be appropriately justified and sufficiently detailed to allow proper evaluation and decision. Generally, only one award is given for the same act or achievement. Awards are presented only for outstanding performance in execution of official duties. This policy does not authorize awards for personal occasions or unofficial events such as birthdays or holiday party planning.

General Guidance

The following awards are authorized under the authority of this Policy:

GSA Employee of the Year (EoY)
County Service Excellence Award (SEAward)
Special Thought and Action receives Recognition (STAR)
Agency Director's Award for Excellence (Challenge Coins)
Certificate of Merit (CoM)
Letter of Appreciation (LoA)

Criteria and process for submittal and approval of these awards are detailed below.

Employee of the Year (EOY)

The Employee of the Year award recognizes sustained superior performance during the previous calendar year and is normally presented during the January Agency All-Hands' meeting. A committee comprising the Agency Director, the Chief Deputy Director and the three Deputy Directors selects the winner. Any Agency employee can submit nominations and all nominations submitted will be considered. The winner is selected based on overall or cumulative impact to the furtherance of the GSA Mission, Vision, and Values.

There are three categories for EOY: **1) direct labor field staff**, **2) administrative staff,** and **3) supervision/management;** the EOY may be awarded to an employee in each category.

Nominations are due to the Director's Management Assistant by December 15 of each calendar year. The committee will deliberate and select the winner(s) before the end of December. A winner and runner up will be selected for each category. The winner(s) receive a plaque while the runners up receive a Certificate of Merit. All other nominees will receive a Letter of Appreciation. Winners will have their pictures displayed in the entry to all GSA work areas.

To submit an employee for Employee of the Year, please complete the application in Appendix A.

SEAward

The intent of the County Service Excellence Award (SEAward) is to recognize team and individual employee projects and suggestions resulting in monetary savings, increased effectiveness, increased revenue, improved safety, or general improvements in County operations or services to the public. Up to $500 per award is budgeted for mementos or award recognition events.

All County agencies, departments, teams, and employees are eligible to receive a SEAward; therefore, any employee of the General Services Agency may be recognized under this program. Eligible activities include: original, practical, and constructive ideas that reduce costs, generate revenue, increase efficiency, improve services, *or* enhance productivity and/or employee safety.

The steps for submission are as follows:

- Employees are encouraged to jointly submit ideas to agency and department management.
- Only eligible activities (outlined above) will be considered.
- Submitted activities must have been implemented and have proven to be effective in improving or addressing the issues identified (reducing costs, generating revenue, enhancing productivity or employee safety, etc.).
- Suggestions that department/agency directors believe deserve recognition will be nominated by the agency director on a Service Excellence Award Nomination Form, which can be found online here on the Service Excellence Council Intranet site or in Appendix B.
- SEAward nominations are reviewed by the Service Excellence Council, and awards are determined by the Service Excellence Council based on the following criteria:

    a. The suggestion must have been implemented
    b. The suggestion must have been shown to be effective

c. The suggestion must have materially reduced cost, generated revenue, increased efficiency, improved services, enhanced productivity, and/or enhanced employee safety.

Subject to budget availability, the CEO will provide up to $500 to the submitting agency to be used exclusively for an employee recognition memento or ceremony. In addition, formal award and recognition ceremonies are periodically scheduled before the Board of Supervisors, and the SEAward is typically presented during such ceremonies.

There is no limit to the number of ideas or suggestions that can be submitted for a SEAward.

To submit an employee for a SEAward, please complete the Service Excellence Council Nomination Form application in Appendix B.

For the County Administration Manual Policy regarding this award, refer to Policy No. Chapter II-19 SERVICE EXCELLENCE AWARD PROGRAM (SEAward).

STAR Program Award

The intent of the County's Special Thought and Action Receives Recognition (STAR Award) program is to encourage, through a cash award, individual employees to develop suggestions at the department and agency level that will save money, increase effectiveness, increase revenue, improve safety and generally improve County operations. The STAR Award is implemented at the individual department/agency level, discretion, and expense.

The following criteria for the STAR Award apply:

- **Eligibility:** All employees are eligible; but management employees may only submit ideas that are outside their areas of responsibility. Employees may submit suggestions as a joint (team) effort.
- **Eligible Activities:** Original, practical, and constructive ideas that reduce cost, generate revenue, increase efficiency, improve services, and/or enhance productivity, or enhance employee safety.
- **Ineligible Activities:** Suggestions on employee benefits, personnel/union matters, routine maintenance, surveys or studies, personal grievances, and suggestions to follow already established procedures or to make changes currently under consideration.
- **Cash Awards:** The amount of the cash award (if any) will be based on the estimated annual savings/revenue identified in the suggestion review. The award will be a percentage of savings (10%) to a maximum of $1,000. If the award is for an idea to improve safety, or if the savings/revenue cannot be identified, the award will be based on the magnitude of the anticipated results up to a maximum award of $1,000 as determined by the reviewing staff and sanctioned by the department head.

If approved, the Agency Director will present the award at the next opportunity, preferably in front of the awardee's peers at a team meeting, at the monthly Leadership Council meeting, or at the annual All Hands' Meeting. If the award is of particular significance, the department may arrange for a presentation before the Board of Supervisors.

To submit an employee for a STAR Program Award, please complete the application in Appendix C.

There is no limit to the number of ideas or suggestions that can be submitted for a STAR Award.

For the County Administration Manual Policy regarding this award program, refer to Policy No. Chapter II-18, EMPLOYEE SUGGESTION AWARD PROGRAM (STAR Program).

Agency Director's Award of Excellence (Challenge Coin)

The Agency Director's Award of Excellence is awarded at the Director's discretion to County of Ventura employees who have demonstrated through their actions and their attitude that they embody the Mission, Vision, and Values of the General Services Agency. Any manager in GSA may recommend an Agency Director's Award of Excellence by completing the attached form in appendix D and submitting it to the Agency Director's Management Assistant. The award will be considered at the next senior staff meeting. If approved, the Agency Director will present the award at the next opportunity, preferably in front of the awardee's peers at a team meeting, at the monthly Leadership Council meeting, or at the annual All Hands' Meeting. This award may also be presented to employees of other agencies who have provided exceptional support to GSA in furthering our Agency's mission. In addition to the agency Challenge Coin, each recipient will be given the Agency Director's Award of Excellence Certificate.

To submit an employee for a Director's Award of Excellence (Challenge Coin), please complete the application in Appendix D.

Certificate of Merit

The Certificate of Merit is awarded to employees who have distinguished themselves by outstanding achievement or service to the County and/or GSA. To justify this award, the acts or services rendered by an individual or team, regardless of position, must have been clearly superior to what is typically expected, and distinguishes the individual or team above other employees performing similar services. In addition, the act being acknowledged merits higher recognition than a Letter of Appreciation. All employees of GSA are eligible to receive a Certificate of Merit. If approved, the Agency Director will present the award at the next opportunity, preferably in front of the awardee's peers at a team meeting, or at the monthly Leadership Council meeting.

To submit an employee for a Certificate of Merit, please complete the application in Appendix D.

Letter of Appreciation

The Letter of Appreciation is awarded to employees who have distinguished themselves based on sustained performance or specific achievement of a superlative nature that warrants tangible recognition, and distinguishes the individual above other employees performing similar services. A Letter of Appreciation is typically awarded to an individual employee rather than to a team. All employees of GSA are eligible to receive a Letter of Appreciation. If approved, the Agency Director will present the award at the next opportunity, preferably in front of the awardee's peers at a team meeting, or, if appropriate, at the monthly Leadership Council meeting.

To submit an employee for a Letter of Appreciation, please complete the application in Appendix D.

Forum for All Awards Presentations

Unless otherwise noted, all awards authorized in this memo will be presented by the Director at the appropriate ceremonies. The SEAward is typically presented during a formal recognition ceremony scheduled before the Board of Supervisors (see Policy No. Chapter II-19 of the County Administration Manual).

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Appendix A

General Services Agency
Employee of the Year Nomination Form

Nomination deadline is _____
(date)

GSA is now accepting nominations for employee of the year.

Please give consideration to:

- Sustained superior performance
- Going the extra mile
- Exceeding customer expectations
- Responding with extraordinary kindness and/or attention
- Providing exemplary service, well beyond what the situation required
- Scope and impact of work
- Improvements in effectiveness and efficiency
- Measurable savings
- Creativity and originality

Nominee's Name: Nomination Category:

Department/Division: Title:

Name of Nominator:

Department: Title:

Signature:

Attach a summary of action (**one page or less**) in Arial 12-point font, explaining the nominee's performance/accomplishments. Please do not submit additional attachments; they will not be reviewed. Please do not use a font smaller than 12 point. Provide specific, detailed examples and data in the write-up to support your nomination. Assume the reviewers do not know the person being nominated. Send the completed nomination to the Agency Director's Management Assistant. Thank you for your nominations.

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Appendix B

SEAward Nomination Form (County of Ventura Service Excellence Council)

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SEAward (Service Excellence) Award Nomination Form

- Please provide a brief descriptive title of the Project, Initiative or Suggestion Name

  _____

  _____

- What is the Project Initiative or Suggestion Implementation Date?

  _____

- Please provide a description of the Agency, Department, Divisions or Operations affected by the Project, Initiative or Suggestion. If all County departments will be affected, put "Countywide."

- Project, Initiative or Suggestion Description. Describe the previous state or problem and the improvements made. Where possible, provide measurable before and after metrics such as hours per day, citizen/customer satisfaction ratings, units per day, hours per case, miles driven, cost per unit, and cost of supplies per year.

- List team members or an individual responsible for the project, initiative or suggestion. Include name and title for each person listed.

  _____ _____
  _____ _____
  _____ _____
  _____ _____
  _____ _____

- Nominator's Identifying Information – Provide the name, title, department e-mail address and telephone number for the person submitting the nomination.

  _____

- Date of Nomination _____

This form is available on the Service Excellence Program page on the County's main Web site.

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Appendix C
STAR AWARD Program Nomination Form

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STAR Suggestion Form

(STAR stands for Special Thought and Action receives Recognition)

Name: _____ EmplID: _____

DeptID/Name: _____

Phone #: _____

(Note: If there are multiple "suggestors," list the information above on a separate sheet for each.)

Title of Suggestion: _____

Agency/Department/Division Affected (list each or all or put "Countywide" if applicable): _____

Situation/Problem to be Improved (use classification titles rather than employee names, be as brief and objective as possible, and use descriptive factors such as hours or units per day, cost per unit, miles driven): _____

Suggestion for Improvement (be as objective and specific as possible, describing the anticipated results should your suggestion be implemented): _____

_____ _____

Signature Date

STAR Suggestion REVIEW Form

Attach to related STAR Suggestion Form(s).
STAR stands for Special Thought and Action receives Recognition.

Title of Suggestion: _____

_____

Meets Requirements of Administrative Manual, Chapter II, Policy No. 18? ☐ Yes ☐ No

If no, explain: _____

_____

Approved by Agency/Department Head? ☐ Yes ☐ No

If no, explain: _____

_____

Cash Award Granted? ☐ Yes ☐ No

If yes, amount (% of savings up to $500 maximum): _____

If no, explain: _____

_____

Award Ceremony? ☐ Yes ☐ No

If yes, date and within dept or at BOS: _____

If no, explain: _____

_____

_____ _____

HR Representative Signature Date

_____ _____

Agency/Department Head Signature Date

APPENDIX D

GENERAL SERVICES AGENCY AWARD REQUEST

(one award per submission)

		DATE:	
Award Type	☐ Agency Director's Award of Excellence ☐ Certificate of Merit (CoM) ☐ Letter of Appreciation		
WORDING ON COMMENDATION (MAXIMUM 5 LINES)			
Attach the summary of action. (One page or less, 12-pt Arial font)			
Please ensure name and title are spelled correctly.			
NAME:		EMPLOYEE #:	
CLASSIFICATION		DIVISION	
NAME:		EMPLOYEE #:	
CLASSIFICATION		DIVISION	
NAME:		EMPLOYEE #:	
CLASSIFICATION		DIVISION	
NAME:		EMPLOYEE #:	
CLASSIFICATION		DIVISION	
NAME:		EMPLOYEE #:	
CLASSIFICATION		DIVISION:	

Submitted by:	
Division:	
Department Head Approval (print):	
Department Head (signature):	
Agency Director Approval (print):	
Agency Director (signature):	

Note: Please be sure to include original submission (not a scan) for consideration. A Word document summary with a scanned submission can also be submitted.

(Appendix D: Summary of Action, attached if needed)