

CLACKAMAS COUNTY BOARD OF COUNTY COMMISSIONERS

Study Session Worksheet

Presentation Date: September 29, 2009 Time: 10:30 a.m. Length: 1/2 hour

Presentation Title: Employee Recognition Program

Departments: Department of Employee Services

Presenters: Nancy Drury, Director of Employee Services; Heather Pedersen and Danielle Misché, DES

POLICY QUESTION Should the County proceed with making some modifications to the Bravo! Employee Recognition Program and add some additional forms of employee recognitions including Team Excellence Awards?

ISSUE & BACKGROUND The Bravo! Employee Recognition Program was created in conjunction with the BCC 2008/2009 Goals related to Employee Connections. This one-year pilot program seeks to provide employees with the means by which to acknowledge co-workers for exceptional work and promote positive connections. During this first year, close to 750 employees have been recognized by their managers and peers. There have been three quarterly drawings to date, with 22 winners selecting their \$150 gift card from New Seasons, Powell's Book Store, REI, McMenamins or Fred Meyer.

During the recent evaluation process of the County's Employee Recognition Programs, DES met at various times with BCC, Acting County Administrator, EMT, and Union leadership to discuss interests/ideas and receive feedback. Results of these discussions included support for continuing the Bravo! program with modifications to distinguish between the varying levels of recognition that are received through the Bravo! program (see *Bravo! Excellence* recognitions below). In addition, there was support and interest in Team Excellence Awards and a more formalized process for BCC participation in Department specific Recognition Events.

Team Excellence Awards

This new program would recognize teams and each team member. Guidelines for team awards include: three or more employees considered "team"; Interdisciplinary and/or cross-departmental involvement required; must be a planned project, not an emergency event/response; cannot be awarded for typical, day-to-day work responsibilities; project must be completed with a positive, measurable outcome; project must have elements of innovation, paradigm shifting and business partnerships; and the number of employee work hours dedicated to project must be more than 35.

Teams are nominated (electronically) by management personnel for review and approval by Department Director, with DES Director concurrence. If a team is approved for Team Excellence Award, the team will receive two types of recognition. The County sponsored award includes County logo sweatshirt with specialized team insignia and *Insights* recognition. Department sponsored award is determined by Department Director (such as formal/informal presentation of certificates, letters, food events, personalized notes, Thursday BCC business meetings, etc.) and would typically involve BCC participation. All Team Excellence Awards would be funded at department level.

Bravo! Excellence

The current Bravo! criteria would be split to two levels: general-level Bravo! recognitions and high-level *Bravo! Excellence* recognitions. Department Directors would review and evaluate all Bravo! recognitions received for their department and select those that meet the *Bravo! Excellence* criteria. Criteria includes: specific instance of exceptional customer service, finished work product of high quality under tight deadlines, and specific innovative idea that saves significant County resources. All recipients would have their name/recognition description listed in *Insights*. Drawing would be 1 name drawn for every 10 entries. Gift card amount remains at \$150 or increased to \$200.

Bravo! (General level)

All Bravo! recognitions not meeting the *Bravo! Excellence* criteria would be entered into drawing with 1 name drawn for every 25 (or 20) entries. Gift card amount would be reduced to \$25. Names would no longer be listed in *Insights* as newsletter would focus on *Bravo! Excellence* recipients. Funding for Bravo! and *Bravo! Excellence* drawings would continue to be through DES.

Department Recognition Events

Individual departments would notify BCC (electronic form would be developed) of internal department recognition events (work well done, thank you's, general awards, etc). Notification would include information for BCC to be welcomed, knowledgeable and prepared to attend event if desired.

QUESTION(S) PRESENTED FOR CONSIDERATION

Does the Board wish to adjust and continue the Bravo! Employee to Employee Recognition Program and also expand the Employee Recognition Program to include additional forms of recognition (i.e. *Bravo! Excellence* Recognitions, and Team Excellence Awards)?

OPTIONS AVAILABLE

- 1. Approve adjusting and continuing the Bravo! program and add additional forms of employee recognition.
- 2. Continue the Bravo! program but do not add any additional forms of employee recognition.

RECOMMENDATIONS

DES recommends the Board approve adjusting the Bravo! program and adding additional forms of recognitions for County employees.

SUBMITTED BY:

Department Director/Head Approval _____



County Administrator Approval _____

For information on this issue or copies of attachments, please contact Heather Pedersen @ 503-742-5484 or Danielle Misché @ 503-655-8252

Attachment: Employee Recognition Program Expansion