

STATE OF ALASKA

TONY KNOWLES, GOVERNOR

DEPT OF HEALTH & SOCIAL SERVICES


OFFICE OF THE COMMISSIONER

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MEMORANDUM

DATE: January 18, 2001

TO: All DHSS Employees
(via Distribution B)

FROM: 
Karen Perdue
Commissioner

SUBJECT: New Employee Recognition Policy and Procedure

I am pleased to announce the new Employee Recognition Program established for the Department of Health and Social Services. A work group, with representatives from several divisions, was formed to create a program to fairly and equitably recognize and reward individuals and groups for excellence in service to the department and the citizens of Alaska. The hard work and dedication our employees demonstrate is greatly valued in this department and this P&P is a mechanism to recognize and reward that commitment.

Attached is a copy of the new Employee Recognition Policy & Procedure document (Human Resources Section, Number 830) and the associated nomination form which is used in conjunction with the P&P. This program allows for nomination by a supervisor or peer, so please take a moment to familiarize yourself with the program. The Human Resources Section in the Division of Administrative Services will provide policy guidelines if you have any questions.

Working for this department is an honor and working with each of you is an added bonus. I am delighted to be part of a team that recognizes outstanding service in its employees. The Department of Health and Social Services is committed to honoring its dedicated, hard working employees.

Thank you for your continued dedication and support.

<p style="text-align: center;">STATE OF ALASKA DEPARTMENT OF HEALTH & SOCIAL SERVICES DIVISION OF ADMINISTRATIVE SERVICES</p> <p style="text-align: center;">POLICY & PROCEDURE MANUAL</p>	SECTION:	Number:	Page:
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<i>[Signature]</i>			Jan 2, 2007

PURPOSE:

To fairly and equitably recognize and reward individuals and groups for excellence in service to the Department of Health and Social Services and the citizens of Alaska.

POLICY:

To prescribe Department of Health and Social Services policy related to the formal recognition of DHSS employees for significant contributions to the department through established standards and criteria.

RESPONSIBILITIES:

- A. The Commissioner of the Department of Health and Social Services hereby delegates the authority to approve the purchase of items outlined in this P&P (within Division's purchasing authority) to the Directors in each division within DHSS. Division Directors may further delegate this authority provided it is in writing, with a copy to the department Procurement Chief who will maintain a log for the Administrative Services Director.
- B. The Commissioner of the Department of Health and Social Services hereby delegates to the Director of Administrative Services the authority to approve requests for awards which exceed the established dollar amount or criteria outlined in this P&P. Magnanimous performance, enormous costs savings to the State or extreme length of service to the State are examples of criteria that may be cause for an exemption request. Requests that exceed the dollar amount or criteria outlined in this P&P will be carefully examined and should be requested infrequently.
- C. The Division of Administrative Services, Human Resources Section will provide policy guidance and training for divisions regarding the Employee Recognition Program (ERP). The Human Resources Section will establish and maintain a clearinghouse to disseminate innovative practices as well as market and publicize the program and honored employees.

GUIDING PRINCIPLES:

- A. Link recognition to the Department and/or Division's mission goals and objectives. Recognition decisions must be aligned with the guiding principles of the Department.
- B. Provide equity in the distribution of recognition. All employees should be given an equal opportunity to be recognized for the results of their work.
- C. Involve coworkers, customers and partners in recognition decisions. They often have an awareness of the contribution that an employee makes.

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- D. Give recognition in a timely manner. Recognition given in a timely manner is most effective.
- E. Emphasize group recognition. Group recognition encourages teamwork and fosters cooperation needed to address the many complex issues faced by DHSS staff.
- F. Get input from employees regarding the type of recognition they receive. In appropriate circumstances, employees should be given the opportunity to provide input in this manner so that the recognition is more personally meaningful to them.
- G. When practicable emphasize non-monetary recognition. Use of innovative non-monetary recognition can create a positive work environment.
- H. Publicize recognition distribution. DHSS encourages publicizing who receives what recognition for what actions.
- I. Provide flexibility for recognition decisions. Divisions are encouraged to delegate responsibility for recognition decisions to the lowest level practicable and eliminate unnecessary layered review processes.
- J. Include funding for recognition into budget planning. Divisions must ensure that the ERP is given attention in the budget process.
- K. Provide training for managers and employees in effective use of the ERP. A discussion of the ERP should be included in each Division's on-the-job management training program.

PROCEDURES:

- A. **Eligibility Criteria:** All DHSS employees, regardless of appointment type and status, are eligible for all categories of recognition. Awards may be non-monetary and/or monetary.

Non-monetary recognition is equally valued with monetary recognition. The form of recognition is less important than the act of recognizing an accomplishment. Non-monetary recognition may take many forms, including but not limited to: commendation memorandum, letters of appreciation, or a mention in an "honor roll" section of the DHSS newsletter. Division Director or designee approval is optional for non-monetary awards.

Monetary recognition may take many forms as well, including but not limited to: engraved plaques, gift certificates, items of clothing (t-shirts, vests, etc.), parking space, etc. The value of the monetary awards may not exceed \$100.00 per person with the

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exception of Spot Awards (see description below), which are limited to \$25.00 per person. Cash is not allowed. Monetary awards require Division Director or designee approval (via the nomination form). The purchase of alcohol and tobacco are prohibited.

B. Award Categories: There are five categories of awards.

1. **Employee/Group Achievement Award:** Given to an employee or group who have demonstrated excellence in service in support of DHSS' goals and missions.

Standards for Employee/Group Achievement Awards: At least one of the three following Employee/Group Achievement standards shall be met prior to issuance of any award:

- Involves improved organization performance and operation efficiency: the employee or group actions resulted in improved department performance or enhanced its operations. Such performance involves goals or tasks beyond normal job requirements.
- Supports strategic/functional plans and objectives: the employee or group actions, no matter which level within the department, should support the implementation of plans for the department or unit. Usually involves pre-determined departmental goals, which specify the desired results.
- Addresses the needs of the department's customers: the employee or group actions were designed to increase satisfaction with the department's operations and/or products and services.

2. **Service Awards:** Employee reaching a five-year milestone may receive an Employee Recognition Award (may be given in conjunction with the State Service Pins.)

Standards for Service Awards: Employees may be recognized for reaching milestones in their length of service to the State. This award may be given in addition to the State Service Pins.

3. **Retirement:** Employees retiring from State service may be honored via the ERP.

Standards for Retirement Awards: Employees may be honored for attaining retirement from State service.

4. **Resignation:** Employees who are leaving the Department after ten years or more of State service may be honored via the ERP.

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Standards for Resignation Awards: Employees may be honored upon completion of a minimum of ten years of State service in good standing.

5. **Spot Awards:** An immediate award that can be made by any manager (upon written delegation) to an employee in his or her unit. The cost of a Spot Award may not exceed \$25.00 (cash is not allowed). No one employee may receive more than one spot award during a three-month period.

Standards for Spot Awards:

A Spot Award may be issued by managers (upon written delegation) for individuals within their unit and can be made at any time during the year (depending on availability of funds). No individual may receive more than one spot award in any three-month period to allow for fairness and equity. Each division is responsible for setting up any reporting/approval process they deem necessary.

Spot awards may be awarded by a manager in recognition of an individual's accomplishment that may or may not rise to the level of being eligible for an Employee Achievement Award. Examples of Spot Awards are:

- Time, work, or money-saving ideas;
- Ongoing or one-time customer compliments for service/satisfaction;
- Solution to a difficult problem;
- Outstanding one-time achievements;
- Outstanding attendance (particularly where public hours are important);
- General ongoing contributions that a supervisor wishes to acknowledge;

C. Nomination for Awards:

Nominations may be made by any employee (see attached nomination form), including self-nomination, or supervisor for Employee/Group Achievement Awards. Nominations should be forwarded to the Division Director (or designee) for approval. The data recorded on the nomination form will serve two purposes; (1) to gather information on the usage of the ERP on a department wide basis; and (2) to share information for public recognition purposes. The following should be used as guidelines for documenting accomplishments of nominees:

- Demonstrate how the performance of the individual or each group member is award-worthy, beyond the parameters of what is expected/defined in the Position Description.

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- Demonstrate evidence of extraordinary creativity, innovation, or impact on the Department or Division.
- Demonstrate evidence of a special one-time contribution of measurable significance to the division/section's mission or strategic plan. The quality and timeliness of the contribution or service are both important components. The contribution should be measurable in that certain pre-determined conditions, criteria, situations, behaviors or events, when observed constitute achievement of the contribution.
- Demonstrate ability to achieve favorable reactions from customers. This criterion takes into account favorable impressions made on other departmental personnel, community members, partnering agencies, or customers that enhance the Department's mission. Typical examples are when a customer writes a letter of recommendation or makes a favorable verbal statement regarding the work of an employee.
- Demonstrate involvement, leadership and contributions through service on Department or Division support committees.

D. Nominator's Responsibilities:

The approved nomination form should be returned to the nominator to distribute the courtesy copies as well as make arrangements for the award. If it is a monetary award, the nominator should contact the person within their division that has purchasing authority to procure the gift. If it is a non-monetary award, the nominator should prepare or ensure preparation of the recognition award, for example: commendation memorandum, letter of appreciation, etc. The nominator should make the arrangements for the nominee to receive the award.

If the award is monetary, the nominating agency will be responsible for the expenditure. A copy of the nomination form must be attached to the invoice when submitting it to Finance for payment or reimbursement.

Attachment A: Employee Recognition Program Nomination Form

DEPARTMENT OF HEALTH AND SOCIAL SERVICES

Employee Recognition Program Nomination Form

Type of Award: Individual _____ Group _____ (For Group Awards, include the name for each team member.)

Nominee: _____ Division: _____

Job Title: _____ Section: _____

Nominee's Supervisor: _____ Group Manager: _____
(For Individual Awards) (For Group Awards)

Name of Nominator Nominator's Signature Date

Award Category: (circle one) Achievement Service Retirement Resignation Spot
(See reverse side for Award Category Descriptions)

Suggested Award:

Estimated Amount: \$

Justification: State the nominee's or team's qualifications for this award, including as much specific information as possible. Justification should include standards identified in DHSS' Policy & Procedures Manual, Human Resources Section, Number 830. Please limit length to no more than two additional pages. Any supporting documentation should be attached to this nomination form. For non-monetary awards such as letters of commendations or memorandums of appreciation, simply attach the memorandum or letter as justification.

Approve: _____ Disapprove: _____

Division Director (or Designee) Date
(Signature required for awards with monetary value only; cc distribution required for all awards.)

Cc: Employee Personnel File (Department Human Resources Office)
Employee Supervisor
Group Manager