



LAKE COUNTY
BOARD OF COUNTY COMMISSIONERS
County Procedure

Title: EMPLOYEE QUARTERLY AND ANNUAL AWARDS

Number: ES-3.03.06

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April 5, 2012

Originator: Human Resources

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I. PURPOSE

The purpose of this procedure is to outline the process for selecting the recipients of Quarterly and Annual Awards, which are initiatives under the Employee Recognition Program.

II. APPLICABILITY

- A. This procedure is applicable to all regular full-time and part-time Lake County Board of County Commissioners' employees in accordance with Section 3.3, Employee Status, of the Lake County Board of County Commissioners Employment Policies Manual dated October 1, 2011.
- B. Supervisor of the Quarter is applicable to all employees functioning in a supervisory capacity as reflected in their job description.

III. DEFINITIONS

- A. Quarterly Awards – Awards given to one countywide employee and one countywide Supervisor on a quarterly basis after being nominated and selected for meeting the criteria listed in this procedure under Quarterly Awards.
- B. Annual Awards – Awards given to one countywide employee or a team of employees on an annual basis after being nominated and selected for meeting the criteria listed in this procedure under Annual Awards.

IV. **PROCEDURES**

A. Quarterly / Annual Award Minimum Criteria - Employees being considered for recognition under this program must meet the following minimum criteria:

1. Employed by the County for the past one (1) year.
2. Have satisfactory or above ratings on their last performance evaluation.
3. Have no corrective actions in their file within the past year from the date the nomination is being considered.

B. Quarterly Awards

1. Employee of the Quarter - The following criteria will be considered in selecting the Employee of the Quarter recipient:

- a. Employee must meet the minimum eligibility criteria outlined in Item A.
- b. Employee must have demonstrated effort in performing above and beyond expectations while performing regular duties or a special project during the respective nomination period.
- c. Employee must exemplify one or more of the Lake County organizational values in day to day work (i.e., Customer Service, Leadership, Motivation, Creativity, Dedication, Teamwork, and Professionalism) during the respective nomination period.
- d. Employee must have demonstrated initiative and creativity in accomplishing work more productively during the respective nomination period.

2. Supervisor of the Quarter - The following criteria will be considered in selecting the Supervisor of the Quarter recipient:

- a. Employee must meet the minimum eligibility criteria outlined in Item A.
- b. Employee must have demonstrated effort in performing above and beyond expectations while performing regular duties or a special project during the respective nomination period.
- c. Employee must exemplify one or more of the Lake County organizational values in day to day work (i.e., Customer Service, Leadership, Motivation, Creativity, Dedication, Teamwork, and Professionalism) during the respective nomination period.

- d. Employee must have demonstrated initiative and creativity in accomplishing work more productively during the respective nomination period.
 - e. Employee must have demonstrated effective leadership skills consistent with the County's philosophy and values to foster employee cooperation and input, employee teamwork, recognition, ongoing effective communication and excellence in service during the respective nomination period.
3. Together Everyone Achieves More (T.E.A.M) Award - The following criteria will be considered in selecting the T.E.A.M. Award.
- a. T.E.A.M. Award nominees must consist of a team of three or more employees from special work groups, cross-functional work groups, task forces, special project teams, departments, or committees.
 - b. The team must have improved their work environment, the effectiveness or efficiency of their job functions, and/or improved teamwork during the respective nomination period.
 - c. The team must have addressed and overcome obstacles experienced by the team during the respective nomination period.
 - d. The team must have worked toward a specific and common goal and derived benefits as a result of the team's work efforts during the respective nomination period.

C. Annual Awards

1. Excellence in Service Award - The following criteria will be considered in selecting the Excellence in Service Award recipient:
- a. Employee must meet the minimum eligibility criteria outlined in Item A.
 - b. Employee must have demonstrated efforts and activities that support the County's goal of providing excellence in service to all customers during the respective nomination period.
 - c. Employee must have exhibited commitment to diversity and valued all contributions and contributors during the respective nomination period.
 - d. Employee must have been a resourceful, productive and creative thinker as well as customer driven, striving to meet and exceed expectations in everything he/she did during the respective nomination period.

- e. Employee must have been honest and forthright in dealings with employees, citizens, vendors, teammates, and other organizations, and conducted business with the highest ethical standards during the respective nomination period.
 - f. Employee must have been accountable and professional in all he/she does, followed through with commitments and exhibited respectful personal conduct during the respective nomination period.
2. Process Improvement Award - The following criteria will be considered in selecting the Process Improvement Award recipient:
 - a. Employee must meet the minimum eligibility criteria outlined in Item A.
 - b. Employee must have identified customer expectations and/or problems in work processes, found innovative potential solutions and transformed internal processes, and improved the quality or delivery of internal or external customer service with results that contributed positively to the community during the respective nomination period.
 - c. Employee must have been consistently knowledgeable, friendly, and helpful to customers and provided service with timely and appropriate follow-up.
 - d. Employee must have demonstrated flexible and proactive resolution of customers' issues and creativity or resourcefulness in assisting customers during the respective nomination period.
- D. Quarterly/Annual Award Nomination Procedures
1. Any eligible employee may be nominated for recognition by:
 - a. A fellow employee within his/her operational unit, division or department.
 - b. An employee from other operational unit, division or department.
 - c. An employee's immediate supervisor or other supervisor and/or manager or director within the unit, division or department.
 2. Any eligible supervisor may be nominated for recognition by:
 - a. A fellow supervisor within his/her operational unit, division or department.
 - b. A supervisor's immediate supervisor.

- c. An employee that reports to the nominated supervisor, or any other supervisor within that employee's line of supervision.
 - d. A supervisor from another operational unit, division or department.
 3. An employee may individually nominate an employee/supervisor or a group of employees may collectively nominate an employee/supervisor.
 4. Nomination Form
 - a. The employee(s) nominating an individual must complete an Employee Recognition Program Nomination Form, available on the Forms section of the County Intranet. If more space is needed, additional pages may be attached to the Nomination Form.
 - b. Each time an employee is being nominated, a new Nomination Form must be submitted showing how the employee meets the criteria for the appropriate nomination period.
 - c. The completed Nomination Form must be forwarded to the nominated employee's supervisor for review and comments and then forwarded to the nominated employee's department director for review and signature.
 - d. The Director will inform the nominated employee that he/she has been nominated for a particular award and asked whether or not the employee accepts the nomination.
 5. In agreement with the nomination, each reviewing supervisor/director is encouraged to submit a letter of recommendation in support of the nomination.
 6. Anonymous nominations are not accepted.
 7. Only completed and signed nominations received within the designated deadline will be accepted and/or considered for the applicable quarter.
 8. The Human Resources Department will verify that all nominated employees meet the minimum criteria.
 9. Employees shall not receive the same award more than once in a twenty-four (24) month period.
- E. Employee Recognition Team

The Employee Recognition Team shall serve as the selection panel for the Quarterly and Annual Awards.

1. The team will meet at least once per quarter to review, select and recommend to the County Manager the employee and supervisor for each quarter.
 2. The team will be coordinated by Employees Services Director, or designee, and shall be comprised of one representative from each department.
 3. Each team member will serve a term of approximately eighteen months.
 4. The team will be represented by at least two supervisors and/or division managers and/or department directors.
 5. The team is encouraged to review the documents submitted for the nomination process, as well as the nominee's personnel file.
 6. The team shall maintain confidentiality with all discussions and information addressed at meetings, regarding the selection of employees.
 7. If there is no nominee for a given quarter and/or the team chooses not to select someone for an award for that quarter, there will be no Employee or Supervisor of the Quarter for that given Quarter.
 8. While serving on the Employee Recognition Team, members are not eligible for any Employee Recognition Program award during the time they are on the Employee Recognition Team.
- F. Awards will be presented at a regular meeting of the Board of County Commissioners. The recipient's name will be added to a perpetual plaque to be on public display.

V. RESERVATION OF AUTHORITY

The authority to issue or revise this Procedure is reserved to the County Manager. The County Manager may authorize exceptions to this procedure when deemed appropriate.



David C. Heath
County Manager
Lake County