RESOLUTION - ACTION REQUESTED 2017-85

MEETING: February 21, 2017

TO: The Board of Supervisors

FROM: Steve Johnson, Human Resources Director - Risk Manager

RE: Approve the Implementation of a County-Wide Employee Recognition Program

RECOMMENDATION AND JUSTIFICATION:
Approve the Implementation of a County-Wide Employee Recognition Program Effective Immediately; and Approve a Budget Action Reducing General Fund Contingency and Increasing Appropriations in the Human Resources/Risk Management Department's Budget for the Associated Costs ($10,000).

Since October 15, 2015, the County's Employee Recognition Team ("Team") has met eight times to discuss Employee Recognition ideas for County employees. The Team is made up of a cross section of County Department Heads, Managers, line staff and two Board of Supervisor members and is facilitated by Human Resources Department staff.

The Team agreed that the County's Employee Recognition Program, which was developed by the Team and dubbed the BRAVO! Awards Program ("BRAVO!") is not designed to detract from current recognition methods that are being used by County Departments, but instead is intended to:

- Be an effective method for motivating employees by endorsing their high quality performance in visible programs and ceremonies.
- Help employees identify which skills and behaviors are of priority value to Mariposa County.
- Buttress existing recognition efforts.
- Provide Departments that do not offer recognition programs an opportunity to recognize their employees, and
- Provide consistency and structure to the County's recognition efforts.

The Team is recommending that the County initiate a BRAVO! "soft launch" effective with Board approval, with a full ramp up in late spring 2017.

Because not every employee values the same type of recognition, the Team agreed on using the following three programs when recognizing employees who go above and beyond:
1. SERVICE AWARDS PROGRAM

This program publicly recognizes employee loyalty and commitment at five, ten, fifteen, twenty, twenty-five, thirty and thirty plus years of employment with the County through Board of Supervisors recognition, the posting of employee names on the County’s Website and in the local newspaper.

This program would dovetail with the County’s existing Employee Service Awards Recognition Program that was approved by the Board of Supervisors, which provides a plaque to County Department Heads who have achieved six years of service and general employees who have achieved fifteen years of service with the County and who are exiting the County.

2. STAFF THANK-YOU AND RECOGNITION (STAR) PROGRAM

This program recognizes and rewards exemplary individuals or groups of employees who demonstrate:

- **Outstanding Performance Review**—for employees who have reached the top of their salary step, and who demonstrate superior performance that positively impacts departmental efficiency and productivity.
- **Customer Service**—for employees or work units who demonstrate a high level of service to the public by displaying tact and diplomacy in dealing with difficult situations or take the extra step to achieve customer satisfaction.
- **Safety**—for employees or work units who demonstrate a high and consistent level of safety awareness and practice or develop an idea that creates a safer work environment.
- **“Can Do” Attitude**—for employees or work units that work responsively with other employees, volunteers, appointed or elected officials, or members of the community; look for solutions to problems that help other County employees do their jobs more efficiently, and share information, ideas and resources with fellow employees.

STAR awards include: recognition by Board members at Board and Department functions, non-cash gifts, thank you notes and paid leave awards (up to a maximum of 4 hours each fiscal year of paid Employee Administrative Leave per employee during the fiscal year).

3. DO IT BETTER BY SUGGESTION (DIBBS) PROGRAM

This program recognizes and rewards employees by providing awards for efforts that reduce costs, increase revenues and improve operations through tangible savings, productivity savings and/or intangible benefits to the County.

To ensure accountability and transparency with this program, all nominations will be thoroughly reviewed by the Employee BRAVO! Program Committee, which will consist of the following five members: the County Administrative Officer, two members of the
Board of Supervisors, the County Auditor and the Human Resources Director. Affirmative recommendations from this Committee would then be made to the full Board of Supervisors for final review and approval.

**Who Can Participate?**

- Any County employee.
- Individual employees or work groups and teams.
- Any County employee and team may nominate themselves for certain awards.

The following are not eligible for an award:

- BRAVO! Program Committee.
- The Board of Supervisors.
- Department Heads.
- Members of the public.

**Next Steps**

Staff further envisions that, with Board authorization of the Program, Human Resources Department staff will begin “rolling out” the Program to a late Spring 2017 full ramp-up date by notifying County Departments Heads and their staff of the Program’s start date and existence, along with the development of a prominent placement about the Program on the County’s Website and in local media for members of the public who may want to nominate eligible employees.

In addition to working with the County’s Employee Recognition Team, staff has also discussed the proposed BRAVO! Program with County Department Heads and Bargaining Unit Presidents, and was greatly assisted throughout the Program development and review process by Board of Supervisor member Merlin Jones.

Awards given to employees will not be considered special compensation for CalPERS retirement purposes.

**BACKGROUND AND HISTORY OF BOARD ACTIONS:**
The Board of Supervisors has been supportive of a County-wide Employee Recognition Program.

**ALTERNATIVES AND CONSEQUENCES OF NEGATIVE ACTION:**
Do not approve this Program as recommended.

**ATTACHMENTS:**
BRAVO! Program Guidelines - Final Draft (PDF)
STAR Nomination Form (PDF)
BudgetAction (XLS)
DIBBS Nomination Form (PDF)
CAO RECOMMENDATION
Requested Action Recommended

Dallin Kimble
Dallin Kimble, Interim CAO 2/15/2017

RESULT: ADOPTED [UNANIMOUS]
MOVER: Merlin Jones, District II Supervisor
SECONDER: Rosemarie Smallcombe, District I Supervisor
AYES: Menetrey, Smallcombe, Jones, Long, Cann
BUDGET ACTION FORM

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TOTALS $10,000 $10,000

ACTION REQUESTED: (Check all that apply)

( X ) Budget appropriation by Board of Supervisors (4/5ths Vote Required): Amending the total amount available in the county budget, or in any one fund of the budget, or appropriating Reserve for Contingencies;

( ) Transfer by Board of Supervisors (3/5ths Vote Required): Moving existing appropriations from one budget another, or between categories within a budget unit;

JUSTIFICATION: Funding support for the County-wide Employee Recognition (BRAVO!) Program.

DEPT HEAD SIGNATURE ____________________________ DATE: 01/30/17

APPROVED BY RES NO. 17-85 CLERK La Rocke DATE 2-31-17

PERSONNEL

AUDITOR'S USE ONLY

BA #

Budget Revision Form Revised 11/95