

	<b>BOARD OF SUPERVISORS</b> County of Linn, Iowa		
	<b>Employee Recognition Policy</b>		Directive Number:
<b>Approval Date:</b> 7/3/2019	<b>Effective Date:</b> 7/3/2019	<b>Revision No.:</b> 8	<b>Policy Section &amp; Number:</b> PM-007
<b>Reference:</b> BOS Minutes: 07/01/2011; 07/03/2019 BOS Minutes: 06/25/2007; 07/01/2009 BOS Minutes: 10/27/2005 BOS Minutes: 09/25/2002 BOS Minutes: 05/20/1997 BOS Minutes: 05/28/1996 Initially Adopted: 07/01/1996		<b>Distribution:</b> Elected Officials, Department Heads, County Employee Handbook, Intranet	

**Purpose**

It is the policy of the Linn County Board of Supervisors to recognize employees for their continuous years of service to the organization, for exemplary service to the County, and upon their retirement from County employment.

**Scope**

This policy is applicable to all regularly scheduled full-time and permanent part-time Linn County employees responsible to the Board of Supervisors; to an Elected Official, including the Elected Official and their deputies; and the Public Health and Conservation Departments.

Whenever the provisions of this policy are in conflict with the Code of Iowa, or with a Linn County labor agreement, the provisions of the Code of Iowa or the labor agreement will prevail.

**Procedures**

**Years of Service:**

In appreciation for dedicated and continuous service, Linn County employees shall receive a recognition award at the completion of one (1) year of service, five (5) years of service, and in five (5) year increments thereafter. Awards will be given quarterly at a recognition breakfast held at a designated location for recipients, their guest and their supervisor.

The schedule for awards is as follows:

<b><u>Years of Continuous Service</u></b>	<b><u>Recognition Award</u></b>
1 year	Token of Appreciation such as a County Logo Keychain or Lapel Pin
5 years	Certificate of Appreciation and a Gift Selection Coupon equal to \$20.00
10 years	Certificate of Appreciation and a Gift Selection Coupon equal to \$25.00
15 years	Certificate of Appreciation and a Gift Selection Coupon equal to \$35.00
20 years	Certificate of Appreciation and a Gift Selection Coupon equal to \$45.00
25 years	Certificate of Appreciation and a Gift Selection Coupon equal to \$70.00
30 years and continuous 5-year increments	Certificate of Appreciation and a Gift Selection Coupon equal to \$85.00

All Linn County employees with one (1) or more years of service will receive a token of appreciation.

All employees who reach a five (5) year increment will receive an invitation to the recognition breakfast and the designated award for years of service, according to the schedule of awards.

At the end of each quarter, the Human Resources Liaison will notify the Employee Recognition Committee of the employees scheduled to receive awards during the next breakfast.

#### **Employee Recognition Selection Committee**

A twelve (12) member Employee Recognition Selection Committee is established, as follows:

County departments will be divided into six (6) groups as equal in number of employees as possible. Departments with ten (10) or more employees will submit the names of one (1) management and one (1) non-management employee for possible appointment to the Selection Committee. Departments with less than ten (10) employees will submit the name of one (1) employee, either management or non-management. The Human Resources Department will assign one staff member to serve as the HR Liaison to the committee.

**The Groups are made up of the following departments:**

**Group 1** – Auditor’s, County Attorney, Recorder, Board of Supervisors, Facilities and Finance/  
Budget

**Group 2** - Secondary Roads and Conservation

**Group 3** –LCCS and Risk Management

**Group 4** – Juvenile Detention, Veteran’s Affairs, IT, Purchasing and Veteran’s Affairs

**Group 5** - Sheriff’s Office

**Group 6** –Treasurer’s Office, Planning and Public Health

It is suggested that the employees are chosen first by asking for volunteers and if more than one employee volunteers from each category, (management and non-management) then selection is made by a drawing from those names submitted. If there are no volunteers from a department, then that department will not forward any names to the Human Resources Department.

The Human Resources Department will divide the nominees according to which group their department is in above. The Human Resources Department will draw one name from each category of management and non-management for each of the six (6) groups, resulting in a committee of not more than twelve (12) people.

Each member selected to be on the committee will serve a two year term. At the end of the two year term, if there are no volunteers to join the committee, the member may continue to serve on the committee.

The HR Liaison will schedule quarterly meetings to review exemplary service nominations. Committee members may call the nominator to discuss the nomination and ensure the nomination meets the criteria set forth for exemplary service. The Employee Recognition Selection Committee and the Employee Recognition Policy Committee will jointly host the recognition breakfasts. A member of the Employee Recognition Selection Committee will narrate the breakfasts.

**Recognition for Exemplary Service**

The Board of Supervisors will recognize employees for exemplary service on a quarterly basis. Awards will be presented for work in the following categories: innovation, customer satisfaction, teamwork, and core values. Notice of the awards and names of recipients will be published in the County Newsletter. At the end of the fiscal year, the HR Liaison will put out a special newsletter highlighting all employees who were nominated for awards during the previous fiscal year.

Nomination forms must be completed for each nomination that is made, and submitted to the Human Resources Department. The Human Resources Liaison will forward nominations to the Employee Recognition Selection Committee. The forms must be complete and legible. Nomination forms are available through the Human Resources Department, in the Employee Handbook, and on the Intranet.

Nomination forms for exemplary service must be submitted by September 1 for presentation in October; by December 1 for presentation in January; by March 1 for presentation in April and by June 1 for presentation in July.

Nominations must be for work accomplished in the previous twelve (12) month period from the date the nomination is due. An employee may be nominated no more than two (2) times for the same work in any year period. An employee may be selected for each award for different work

in any year period. An employee may receive the same award only once in any two (2) year period. Any employee or supervisor may nominate any other employee or supervisor.

**Innovation:**

**Innovation may be demonstrated through the following ways:**

1. The creation of a new product or enhancement/improvement of an existing product which results in improved customer satisfaction
2. The creation or improvement of a process which result in time savings, work flow enhancements, cost savings, revenue increases, improved service, or increased safety
3. Implementation of a new technology application which enhances customer satisfaction

**Nominations will be evaluated based upon the following behaviors:**

- A. **Initiative:** the awarded work will display a willingness to start an activity without having it assigned
- B. **Creativity:** the awarded work will be of an original nature or an original adaptation of existing work
- C. **Results:** the awarded work will have an impact on dollars, effectiveness, systems, and/or technology

**Customer Satisfaction:**

**Customer satisfaction may be demonstrated through the following ways:**

1. Prioritizing customer satisfaction with the creation or enhancement Linn County Products to better satisfy Customers
2. Providing understanding and assistance to Customers who are not satisfied with a Product or process
3. Taking the initiative to resolve and close the customer experience gap
4. Listening to the Customer to understand their needs and/or expectations in order to improve the customer experience
5. Taking the initiative to determine and confirm understanding of customer needs and expectations to enhance the customer experience

**Nominations will be evaluated based upon the following:**

- A. **Products:** the awarded work will highlight the creation of new and/or improved existing products to meet customer needs & expectations
- B. **Voice of the Customer:** the awarded work will focus on identifying and prioritizing needs of the customer
- C. **Bridging the Gap:** the awarded work utilize information from customer interactions to improve and innovate products to enhance customer experiences to reconcile any differences that exist between customer expectations and customer experience

**Teamwork:**

**Teamwork may be demonstrated through the following way:**

1. A collaborative effort between individuals who work toward the solution of mutual goals and internal customer satisfaction.

**Nominations will be evaluated based upon the following behaviors:**

- A. **Cooperation:** the awarded work will display the willingness to take on additional responsibilities to meet department and/or organizational goals or to complete a special project
- B. **Openness:** the awarded work will display the willingness to freely share and accept information, ideas, technologies, knowledge, and skills

- C. **Teambuilding:** the awarded work will display the willingness to create an environment that encourages working together

**Core Values:**

**Core Values is demonstrated through the following way:**

1. An employee or group of employees creating an environment and culture of positive attitudes and behaviors that result in improved customer satisfaction.

**Nominations will be evaluated based upon the following behaviors:**

**Communication:** the awarded work will display a willingness to communicate openly and effectively

**Respect:** the awarded work will demonstrate personal integrity and respect for others

**Accountability:** the awarded work will recognize the accountability of an employee or group of employees' actions and/or decisions

**Valued contributions:** the awarded work will recognize the valued contributions of an employee or group of employees

**Supportive environment:** the awarded work will document the creation of a supportive, positive work environment

**Selection Process**

The selection process has been designed to assure objectivity and fairness to eligible nominees. Nomination facts will be verified by the Chairperson of the Selection Committee prior to the committee meeting. This is not intended to judge the worth of the nomination, but to confirm the facts given on the nomination form, so that ratings are based on fact. The rating system will be a weighted average method along a four-point scale as described below. A minimum averaged score of 1.0 is required for any award to be given.

- \* 0 = does not meet definition
- \* 1 = meets definition
- \* 2 = exceeds definition
- \* 3 = greatly exceeds definition

Nominations will be ranked based upon the characteristics below and their associated weights.

In the event of a tie the Employee Recognition Selection Committee will flip a coin to determine a quarterly award winner.

In the event of a single nomination the Selection Committee will evaluate the nomination based on the criteria set forth in this policy. If the nomination doesn't receive a minimum score of 1.0 then no award will be given.

If a member of the Employee Recognition Selection Committee is nominated for an award and/or submitted a nomination for a quarterly award or directly supervises a nominee for a quarterly award, he/she shall abstain from the selection process for that award category

**INNOVATION:**

Initiative = 30%  
 Creativity = 30%  
 Results = 40%

**CUSTOMER SATISFACTION**

Products = 33%  
 Voice of the Customer = 34%  
 Bridging the Gap = 33%

**TEAMWORK:**

Cooperation = 20%  
 Openness = 30%  
 Team Builder = 50%

**CORE VALUES:**

- Communication = 20%
- Respect = 20%
- Accountability = 20%
- Valued contributions = 20%
- Supportive = 20%

**Example:**

Employee A and Employee B have each been nominated for the innovation award. The ERSC rates the two (2) employees as follows on the scale of 0-3:

<u>Employee</u>	<u>Initiative (30%)</u>	<u>Creativity (30%)</u>	<u>Result (40%)</u>
Employee A	1	3	3
Employee B	3	2	2

*Next, the scores in each category are multiplied by the percentage weight:*

Employee A	1 x 30% = .3	3 x 30% = .9	3 x 40% = 1.2
Employee B	3 x 30% = .9	2 x 30% = .6	2 x 40% = .8

*Then, the scores are added:*

Employee A	.3	+	.9	+	1.2	=	2.4
Employee B	.9	+	.6	+	.8	=	2.3

Employee A would receive the award in the Innovation category.

Presentations for exemplary service will be made during the same breakfast meeting, which is held for years of service award recipients in the first month of each quarter for the previous quarter (October, January, April, and July). The employee who made the nomination, and the employee's department head or supervisor, if applicable, will be invited to attend the breakfast.

## **Awards for Exemplary Service**

Permanent full-time and part-time employees receiving an award for exemplary service in each quarter will receive a \$100 award and a certificate from the Board of Supervisors.

The award for any group of employees (2 or more) is a \$50 award and a certificate from the Board of Supervisors for each member of the group.

All monetary awards for exemplary service will be paid via the payroll process. The award will be deposited directly into the employee's bank account or a check mailed to their home address.

There is a possibility of a maximum of four (4) awards each quarter.

If no employees are nominated during an award period, no awards will be given.

## **Recognition at Retirement**

1. In the interest of recognizing an employee's accomplishments at the conclusion of his/her work life, permanent full-time and part-time employees who retire from the County shall be formally recognized as indicated below. The Board of Supervisors will present these awards at one of the quarterly breakfast meetings. The schedule of awards shall be as follows:
  - a) An eligible employee who retires with less than ten (10) years of continuous service shall receive a certificate of appreciation from the Board of Supervisors & a \$25 Visa gift card.
  - b) An eligible employee who retires with at least ten (10) years of continuous service, but less than twenty (20) years, shall receive a certificate of appreciation from the Board of Supervisors and a \$50 Visa Gift Card.
  - c) An eligible employee who retires with twenty (20) or more years of continuous service but less than thirty (30) years shall receive a certificate of appreciation from the Board of Supervisors and a \$75 Visa Gift Card.
  - d) An eligible employee who retires with at least 30 years or more of continuous service shall receive a certificate of appreciation from the Board of Supervisors and a \$100 Visa Gift Card.
2. All retirements will be noted in the County Newsletter.
3. Any additional celebration in honor of an employee beyond the quarterly recognition breakfast meeting will be the responsibility of employees within the retiree's department. The use of County time and facilities (if available) for a retirement party will be granted, but no County funds will be expended for this purpose.

## **Administrative Procedures**

1. The Human Resources Department is responsible for administering the provision of this policy to ensure the timely presentation of recognition awards.
2. The Department Heads are expected to cooperate in the effective implementation of this policy by verifying lengths of service as may be needed, and by notifying the Human Resources Department as far in advance as possible of impending retirements.