

Employee Recognition and Awards Program

815.1 CRITERIA

Employees in classes designated by the Compensation Ordinance are eligible for recognition awards under this program. An eligible individual employee or group of employees will have demonstrated sustained above-average performance, which (1) consistently has a positive impact on overall efficiency and/or productivity in an area or function of the Department; and/or (2) enhances public relations and customer service.

815.2 FUNDING

Payments of awards shall be from Department appropriations. Each cash and leave award is paid or awarded through the payroll system, and non-cash awards shall be obtained via departmental procurement cards. For non-cash awards that cannot be purchased with procurement cards, amounts less than or equal to \$100 will be reimbursed through petty cash and those more than \$100 will be reimbursed by County warrant generated by the preparation of a General Claim.

No employee shall receive awards totaling more than \$1,000 per fiscal year.

Any award that includes a monetary amount must also be processed with the County R-1 form, which will be completed by Department Human Resources personnel.

[Form R-1 County Recognition Form](#)

815.3 NOMINATION PROCESS

For each of the awards listed below, the appropriate nomination form must be completed and submitted in accordance with the specific procedures set forth for each type of award.

The criteria and appropriate nomination form are summarized in the following table. Detailed procedures for each award are set forth below.

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OVERVIEW OF EMPLOYEE RECOGNITION AND AWARDS

Award Name	Who Qualifies	Criteria	Frequency	Max Award	Form
Chief's Awards: <ul style="list-style-type: none"> • Meritorious Award of Honor • Distinguished Service • Public Service • Certificate of Merit 	Any employee Any unit (includes non-employees)	Exceptional performance above normal duties, on or off-duty Dept's highest honor. Exceptional bravery/heroism to protect/save life, or injury/ death in the attempt Exceptional sustained loyalty & dedication for at least 2 years Profound improvement in service to public, relationship with partners, or volunteerism Outstanding act of service beyond normal job duties, with perseverance & dedication	Any time	8hrs ERL \$1,000	902.4
Exemplary Service	Any employee	High proficiency, quality of service, pride in their work, care for co-workers and dept. mission/goals	Annual	8hrs ERL, Token item, \$1,000	902.5
H.E.A.R.T.	Any employee	At the Division or unit level: customer service exemplifying helpfulness, expertise, attentiveness, respect, and timeliness	Quarterly	8hrs ERL, Parking, Plaque, Certificate	902.6
Special Recognition	Any employee	At the Division or Service level: special projects, productivity, innovation, professionalism, & humanitarian efforts in service to public or other employees	Quarterly	Certificate, Parking, Token item	902.7
Employee of the Year	1 sworn 1 non-sworn	Division level: fulfilling dept mission, promoting ethics & diversity, dedication to work, inspiring others, overall work	Annual	Token item	n/a
Spirit of Blue Courage	Any employee	Embodies philosophy of Blue Courage: leadership, humility, selflessness, commitment, purpose, discipline, resilience, positivity, values others	Annual	8hrs ERL, Token item, \$1,000	n/a
County Awards at Department Level	Any employee	<u>DC's Award</u> : exemplary service with a county-wide impact	Any time	\$1,000	n/a
		<u>Accomplishment</u> : excellent work or action above & beyond	Any time	\$500	n/a
		<u>Customer Service</u> : for kudos	Any time	\$1,000	n/a

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815.4 CHIEF'S AWARD

The Chief Probation Officer may recognize any employee or group of employees at any time for exceptional performance above and beyond normal acts of being a good citizen while acting in an official capacity or during an off-duty event or incident. Nominations may be made by supervisors, managers, or co-workers using the form (Form 902.4), and then submitted for approval to the appropriate Division Chief and Deputy Chief.

Categories for this award are:

- Meritorious Award of Honor
- Distinguished Service Award
- Public Service Award
- Certificate of Merit

See Form 902.4 for category criteria.

AWARDS:

Eight (8) hours Employee Recognition Leave (ERL), and up to \$1,000.

NOTE: Employee Recognition Leave may be granted in full hour increments up to a maximum of 24 hours in any fiscal year for any eligible employee. Recognition Leave must be used within one year from the date it was granted and must be used in the full increment in which it was awarded.

RECOGNITION:

The Chief Probation Officer presents the award(s) at the All-Hands/Employee Recognition Events that occur at least annually.

[Form 902.4 - Chiefs Award](#)

815.5 EXEMPLARY SERVICE AWARD

This award is given to employees who perform at a high proficiency level, who are concerned about the quality of service they provide, who take pride in their work, and who care about their fellow workers and the Department's mission and goals.

All officers and professional staff are eligible. Nominations come from other employees and are submitted two months before the All-Hands/Employee Recognition Event (Form 902.5). Nominations are submitted to and evaluated by a selection committee. The committee selects three potential Exemplary Service Award recipients. The potential recipients are selected from all services, and the Chief Probation Officer or designee approves the final selections.

AWARDS:

Awards are a physical token of appreciation (e.g. plaque, certificate, desk clock), up to \$1,000, and eight hours of Employee Recognition Leave.

RECOGNITION:

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The Chief Probation Officer or designee presents these awards at an Employee Recognition Event.

[Form 902.5 - Exemplary Service](#)

815.6 CUSTOMER SERVICE H.E.A.R.T. AWARD

Each quarter, staff may nominate another employee for the Customer Service HEART Award. Nominations are submitted to the Customer Service Ambassador, who will make a selection to be recognized department-wide based on the criteria listed on Form 902.6, including the following:

- Helpfulness – Going out of our way to find answers. Does the employee go out of their way to assist the client in finding the answer or assisting the client with resources?
- Expertise - Being knowledgeable. Is this employee knowledgeable in their job duties? Does the employee ensure that they assist the client in finding the answer?
- Attentiveness - Being ready to meet the clients' needs. Is the employee attentive to the client, providing needed resources and appropriate referrals, and going out of their way to ensure the client has been seen in an appropriate amount of time?
- Respect - Treating everyone with dignity and courtesy. Consistently engaging with the co-worker or client in a respectful manner.
- Timeliness - Being efficient with the clients' time.

AWARDS:

The awardee will receive eight hours recognition leave, a parking space for one month, a plaque, and a certificate signed by the Chief, Assistant Chief, and the Customer Service Ambassador.

RECOGNITION:

The awardee's Division Chief/Operations Support Manager and supervisor will present the award at a unit or division recognition function.

[Form 902.6 - HEART Award](#)

815.7 SPECIAL RECOGNITION AWARDS

These awards are given at the discretion of the Division Chief and/or Customer Service Ambassador to acknowledge special service in any of the following areas: service to the public and fellow employees, special projects, productivity, new ideas/procedures, professionalism, and accomplishment in education or humanitarian efforts.

Employees may nominate other employees by completing an (Form 902.7) describing the reasons for recognition. The Division Chief or Customer Service Ambassador may form a recognition committee to review and approve nominations. Awards at any one presentation that total more than \$200 must have the signature approval of the Deputy Chief Probation Officer.

AWARDS:

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Certificates of Appreciation plus any of the following may be given: reserved parking space for a month, gift certificates, flowers/plants, etc. with a total value not to exceed \$50.

RECOGNITION:

All recognitions will be delivered publicly. The Executive Committee or Customer Service Ambassador will acknowledge and present awards to the recipient(s).

[Form 902.7 - Special Recognition Award](#)

815.8 EMPLOYEE OF THE YEAR AWARD

Each division will select one sworn staff and one professional staff employee of the year to be recognized at the regional employee recognition event. Nominations will be submitted by supervisors to the division chief or appropriate operations support manager for final approval.

Criteria for the employee of the year award:

- (a) Fulfilling the mission statement of the department.
- (b) Promoting ethics and diversity.
- (c) Seeing the importance of their work and inspiring others to contribute to the shared goals of the division.
- (d) Overall job performance.

AWARDS:

Plaques, flowers, gift certificates, etc. may be awarded at the discretion of the division chief from their employee recognition fund.

RECOGNITION:

The award will be presented publicly at a regional employee recognition event.

815.9 SPIRIT OF BLUE COURAGE AWARD

This award is presented annually to an employee who embodies the philosophy and spirit of “Blue Courage” and puts those concepts and beliefs into action. All Department employees are eligible, and the Blue Courage Training Coordinator will select the recipient from among the nominees according to the following criteria:

- Takes care of themselves and others, striving for a healthy work-life balance.
- Has moral courage, willingness to lead
- Known for selflessness and humility
- Shows commitment and purpose
- Strives for continuous improvement
- Displays positive attitude, resiliency, and practical wisdom
- Recognizes and embraces human connection through dignity and respect

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AWARDS:

A plaque or other physical token of appreciation, up to \$1,000, and 8 hours of Employee Recognition Leave may be awarded at the discretion of the Blue Courage Training Coordinator.

RECOGNITION:

The award shall be presented publicly at an employee recognition event, typically the Department All-Hands event.

815.10 COUNTY AWARDS SELECTED AT THE DEPARTMENT LEVEL

Line staff or management (supervisors and above) may also nominate any employee for the following awards with Division Chief or departmental Customer Service Ambassador approval:

- Division Chief's Award: Recipient receives up to \$1,000 for exemplary performance by an employee which has department or Countywide impact.
- Accomplishment Award: Recipient receives up to \$500 for excellent performance by an employee who performs work or takes actions that are above and beyond their normal duties.
- Customer Service: Awarded to an employee who receives kudos from an internal or external customer. This does not include the Customer Service Hero nomination.

AWARDS:

The above County Awards shall not exceed \$1,000 per fiscal year.

RECOGNITION:

The Chief Probation Officer or designee presents these awards at an Employee Recognition Event.

815.11 COUNTY SERVICE AWARDS

It is the policy of the County to recognize and reward employee loyalty and commitment as expressed through longevity of service. This policy applies to all regular and permanent County employees for earned, continuous service.

To be credited for Service Award purposes, service must be earned, continuous, and during assignment to a regular, permanent County position. The Auditor and Controller Payroll Division determines the Continuous Service Date. Employees will be recognized for years of service in accordance with [County Policy 1005](#).

815.12 OUTSIDE AGENCY AWARDS

The department periodically becomes aware of awards sponsored by outside agencies (e.g. partner agencies, professional organizations, community groups, unions) for exceptional performance by law enforcement employees. Nominations may be submitted by peers or management. Such awards are presented and funded by the outside agency.

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815.13 RECORDS & REPORTING

The Customer Service Ambassador / Operations Support Manager maintains records for the awards given in the services. All awards selections must be submitted to the Customer Service Ambassador for tracking.

A report is given to the Department of Human Resources quarterly. Awards are included in the quarterly and semi-annual reports to central payroll.

Attachments

Form R-1 County Recognition Form.pdf



COUNTY OF SAN DIEGO
EMPLOYEE RECOGNITION AND AWARDS PROGRAM

Employee name Employee ID#

Peer Nomination Department Nomination

Department: Division:

For an employee recognition award in the following category:

Director's Award Accomplishment Award Customer Service

Amount \$ **Amount of cash award not to exceed \$1,000 per fiscal year per employee.**

Leave Hours **Number of leave hours not to exceed 24 per fiscal year per employee.**

Justification: Please be specific and give examples to avoid subjectivity.

Completed by:
Signature Date:

Signature:
Asst./Dep Dir. Date:

Approved Denied
Signature: Date:
App. Authority

*Original maintained by departmental payroll personnel
*Copy to Auditor & Controller Payroll with PRL
*Copy to Group HR Director

Form 902.4 - Chiefs Award.pdf

FORM 902.4

San Diego County Probation Department
RECOMMENDATION FOR CHIEF'S AWARD

Pursuant to the Employee Recognition and Awards Program of the Policy Manual, it is my privilege to recommend this individual for the following category of the Chief's Award based on the category descriptions on the reverse side of this form.

NOMINEE: _____ **WORK PHONE:** _____ **MAIL STOP:** _____
ADDRESS OR WORK ASSIGNMENT: _____

SUGGESTED AWARD CATEGORY (Sworn or Professional Staff):

- Meritorious Award of Honor
- Distinguished Service Award
- Public Service Award
- Certificate of Merit

(NOTE: Please attach a written explanation or justification for this award. This might include an incident report or other type of narrative that gives details about the event.)

Signed: _____ **Date** _____
 Nominated By

Concurrence: _____ **Date** _____
 Division Chief

Concurrence: _____ **Date** _____
 Deputy Chief

(Please return to your Division Chief's office.)

_____ **Date** _____
Chairperson, Awards & Recognition Committee

CHIEF'S AWARD CATEGORIES

MERITORIOUS AWARD OF HONOR: This is the highest honor awarded by the Department. Awarded to Department members who demonstrate exceptional acts of bravery, life-saving/life-protecting procedures, or other acts of heroism that are above and beyond the normal acts of being a good citizen, while on or off duty. This award may also be given to a Department member who, through the course of events, is prevented from accomplishing such act(s) by either a disabling injury or death.*

DISTINGUISHED SERVICE AWARD: Awarded to Department members who have demonstrated exceptional achievement in assigned duties with loyalty and dedication over a period of at least two years. This award is not intended to recognize length of service but is intended to recognize sustained distinguished performance above and beyond normal job requirements.*

PUBLIC SERVICE AWARD: Awarded to Department members who make a profound difference in improving the services Probation officers to the public, create and sustain relationships with community partners, or make significant contributions to the community through participating in volunteer activities.*

CERTIFICATE OF MERIT: Awarded to Department members, non-Department members, and Department units, who perform outstanding acts of service, which assist the Department in fulfilling its objectives. Such acts shall be evaluated on the basis of being above and beyond normal job requirements and accomplished with perseverance and dedication to duty.*

** Candidates receiving the Meritorious Award of Honor, Distinguished Service Award, or Public Service Award will receive up to \$1,000 and a vacation day. Certificate of Merit awardees will receive a framed certificate and recognition at a department event.*

Form 902.5 - Exemplary Service.pdf

FORM 902.5

EXEMPLARY SERVICE AWARD NOMINATION FORM

Submission Deadline: _____

I wish to nominate: *(Please make it legible and get the information requested)*

Nominee: _____ Classification:_____

Service: _____ Work location:_____

Length of employment with Department: _____

Professional & community activities: _____

For the following reasons: *(This nomination form is the primary tool for selection. Therefore, please be sure to refer to the nomination criteria in Procedural Attachment 902 and include specific activities/tasks, professional work traits, and relationship with co-workers, which support the nomination).*

(Use an additional sheet if necessary)

Submitted by: _____
(name) (title) (phone)

IF NOMINATING A BUSINESS OR AGENCY, PLEASE COMPLETE BELOW:

Contact person: _____

Phone: _____

Business address: _____

Form 902.6 - HEART Award.pdf



FORM 902.6
COUNTY OF SAN DIEGO
PROBATION DEPARTMENT
CUSTOMER SERVICE HEART AWARD NOMINATION FORM

Name: _____
Classification: _____
Work Location: _____
Division/Service: _____

Type of Award: Customer Service - HEART

Review the Customer Service Award guidelines on reverse and **attach a written explanation** for this award (include dates and occurrences):

Signed: _____ Date _____
Nominated By, if applicable

Concurrence: _____ Date _____
Customer Service Ambassador

Concurrence: _____ Date _____
Division Chief/Operations Support Manager

(For Customer Service Ambassador Use Only)

Award/Plaque Description and Cost: _____

Date & Location of Presentation: _____

Method of Award Payment:

County P-Card \$ _____ Receipts Attached _____ Memo Attached;

Petty Cash \$ _____ Receipts Attached: Personal Funds \$ _____ Receipts Attached

HEART Award Guidelines

The recipient of this award should exhibit some or all of the qualities below:

- Consistently makes efforts to anticipate or identify the customer's needs
- Assesses potential obstacles the customer might face
- Assists the customers in solving *their* problems
- Considers whether our approach will achieve the desired results
- Asks the right questions
- Presents options and is solution-oriented

Commit to have HEART

Helpfulness - Going out of our way to find answers. Does the employee go out of their way to assist the client in finding the answer or assisting the client with resources?

Expertise - Being knowledgeable. Is this employee knowledgeable in their job duties? Does the employee ensure that they assist the client in finding the answer?

Attentiveness - Being ready to meet the clients' needs. Is the employee attentive to the client? Is the officer providing needed resources, appropriate referrals? Is the professional staff going out of their way to ensure the client has been seen in an appropriate amount of time? Are staff providing necessary information on the front end?

Respect - Treating everyone with dignity and courtesy. Consistently engaging with the co-worker or client in a respectful manner.

Timeliness - Being efficient with the clients' time.

Form 902.7 - Special Recognition Award.pdf

Special Recognition Descriptions of Award Categories

Public/Employee Relations – Fosters harmony, goodwill, and camaraderie among coworkers; provides exceptional service to the public through good communication, courtesy, and respect.

Special Projects – Exceptional performance on a special project or assignment.

Productivity – Exceptional quantity or quality of work produced; willingly takes on tasks over and above regular job duties; demonstrates initiative in job performance.

New Ideas/Procedures – Exhibits creativity to more efficiently and effectively perform a job.

Professionalism – Maintains high standards of job knowledge and conduct.

Accomplishment – Educational Achievement (e.g., degree, certificate); Humanitarian efforts (e.g., outstanding community effort, volunteerism); promotion.