

1.23 IMMEDIATE RECOGNITION - GENERAL PROVISIONS

The Virginia Department of Social Services (VDSS) uses the following as the foundation for establishing uniform guidance to recognize employees:

- **Commonwealth's (DHRM) Policy 1.20 Employee Recognition Programs**
- **(DHRM) Employee Recognition Program Handbook**

Employees may be recognized individually or as teams for significant contributions in achieving the agency mission, strategic objectives, and customer service expectations. Employees should refer to Commonwealth policy and the guidance below for information about how the Department of Social Services provides opportunities to recognize noteworthy employees and team performances.

Please refer to the link to access DHRM Policy 1.20, *Employee Recognition Programs Policies – General Provisions*

http://www.dhrm.virginia.gov/hrpolicy/web/pol1_20.html



VDSS Guidance



AUTHORITY, INTERPRETATION, AND REVISION:

This guidance is issued by the VDSS. The Departments' Director of Human Resources (HR) or designee is responsible for the agency's interpretation of this guidance and for its revision or rescission.

REWARD & RECOGNITION PROGRAM

Each Division Director may develop division-specific reward and recognition criteria in addition to the criteria established in this guidance. These additional criteria must be consistent with the business needs of the agency. Each Director will determine what level supervisor within the Division is authorized to implement this guidance. All actions must be approved by the Division Director before submission to Human Resources. If the award is for a Division Director the request must be approved by a Deputy Commissioner.

Division Directors are expected to actively implement this program. It is intended that rewards be distributed on an ongoing basis throughout the fiscal year.

I. FUNDING & ELIGIBILITY CRITERIA

- A.** Each fiscal year, funds totaling up to ½ of 1 percent of each Division's payroll budget may be used for employee Reward and Recognition dependent on available financial resources. This is not an additional allocation of funds. Division Directors must manage these reward funds through staff vacancies and/ or discretionary funds within their budget.

1. All monetary awards must be approved by the division's budget representative.

- B.** All VDSS classified and wage employees, including Division Directors, are eligible for nomination and selection for the employee Reward & Recognition Program if they meet the following criteria:
1. Have no active disciplinary actions (group notices) on file;
 2. Have successfully completed their probationary period; and,
 3. Have at least a "Contributor" overall performance rating on the most recent performance evaluation.

The Division of Human Resources will ensure compliance with this section

II. TYPES OF AWARDS & LIMITS

A. Monetary Awards

1. Classified and wage employees may receive cash awards up to \$1,000. Additionally, awards that are recommended between \$1,001 and \$2,000 are to be sent to the Commissioner for consideration of approval.
2. An employee may receive several reward and recognition monetary awards within a year, as long as the total per employee does not exceed the \$2,000 limit received during a fiscal year (July 1 – June 30).
3. All monetary awards are subject to appropriate state and federal taxes.

B. Leave Recognition

1. Only classified employees may receive leave.
2. The maximum recognition leave for any employee in a fiscal year (July 1- June 30) is 5 days (40) hours. Leave is available on the effective date.
3. Recognition leave expires within 12 months of the date it is awarded. Unused active recognition leave is paid to the employee upon separation or transfer to another state agency within this twelve-month period.
4. The value of recognition leave awarded will not be included in the computation of the \$2,000 cash award limit per employee per fiscal year.
5. A classified employee may receive the maximum monetary and the maximum Recognition Leave award in the same fiscal year.

III. AWARD CRITERIA FOR IMMEDIATE RECOGNITION

Employees who demonstrate by their consistent behavior support for the agency's core values – accountability, integrity, effectiveness, innovation, excellent customer service and diversity – are eligible to be nominated. Nominations for awards and recognition must meet at least one of the following criteria.

A. Customer Service

1. Employees who consistently or proactively provide internal and/ or external customers with a level of service that exceed customer expectations.
2. Employees who strive to solve the customer's problem while effectively communication service options, policies, and procedures.
3. Employees who convert a dissatisfied customer (internal or external) into a satisfied one.
4. Employees who contribute outstanding efforts that benefit the work unit or the agency.
5. Employees who improve their communication, solicit feedback, and modify behavior or process to become more customer service –oriented.

B. Revenue/ Internal Process

1. Employees who demonstrate unusual initiative or creative ability in developing and improving business processes, procedures, or policies resulting in substantially increased productivity, efficiency, economy, customer service and/ or a reduction in expenses.
2. Employees who recommend and help implement cost savings or efficiencies.
3. Employees who develop solutions to complex business problems or turn problems into opportunities.
4. Employees who streamline work processes in a manner that allows new duties and responsibilities to be incorporated into the agency without adding positions and increasing MEL.

C. Teamwork

NOTE: For the purpose of this policy, a team is defined as a group of employees from the same division, a cross-functional group of employees, or a cross-divisional group of employees completing a designated task or project.

1. Employees who demonstrate a commitment to quality results by successfully leading change and innovation, building teams, and developing and empowering people. Employees who build trust, respect, and commitment among fellow team members.
2. Employees who work together to develop and implement strategies to resolve a work unit or agency crisis.
3. Employees who demonstrate by consistent performance a positive attitude, individual initiative, integrity, loyalty and/ or responsiveness to the needs of our customers and coworkers.

D. Quality of Work Life

1. Employees who demonstrate extraordinary performance and/ or contributions, which enhance VDSS' commitment to safety in the workplace for our employees and customers.
2. Employee who develop new ideas that improve employee on-the-job safety and enhance workplace morale in a cost effective manner.

IV. FACTORS TO BE CONSIDERED IN DETERMINING APPROPRIATE LEVEL OF AWARD

- A. Once a determination for an award has been made, based on the criteria in Section III, the level of award must be determined.
- B. Supervisors should identify and analyze specific criteria, either individually or in combination to determine the most appropriate award level. Guidelines are as follows:

VIRGINIA DEPARTMENT OF SOCIAL SERVICES

DIVISION OF HUMAN RESOURCES PROCEDURES FOR CLASSIFIED EMPLOYEES

09/7/10

CASH & LEAVE AMOUNTS	CASH & LEAVE AMOUNT GUIDE
\$0 - \$200.00 or 1 - 2 Days	<ul style="list-style-type: none"> • Contribution is for a one-time, outstanding effort, which benefited VDSS and/or customers • Providing extraordinary workplace results in one time savings in time and/or money
\$201.00 - \$500.00 or 3 - 4 Days	<ul style="list-style-type: none"> • Completion of a small project before the deadline under extraordinary time pressure or circumstances • Receiving repeated recognition by a single customer for extraordinary service • Providing extraordinary workplace results with ongoing savings in time and/or money impacting one program area
\$501.00 - \$1,000 or 4 - 5 Days	<ul style="list-style-type: none"> • Completion of a major project (impacting a single program or functional area) before the deadline under extraordinary time pressure • Receiving repeated recognition by multiple customers for extraordinary service • Providing extraordinary workplace results with ongoing savings in time and/or money impacting more than one program area
\$1,001.00 - \$2,000.00 or 5 Days	<ul style="list-style-type: none"> • Completion of a major, multi-year project, or project milestones (impacting multiple programs or functional areas) before the deadline under extraordinary time pressure • Formally recognized across the Commonwealth as a model for customer service • Providing extraordinary workplace results with ongoing savings in time and/or money impacting the overall organization

V. Administration of Rewards

Once the award has been approved, the Division Director should immediately submit the request to the Division of Human Resources using the Personnel Transaction Form (PTF). Upon receipt, HR will review and verify employee eligibility. Once confirmed, HR will respond to the Division Director by email confirming the effective dates.

A. CASH

1. Once notified by HR, the Division Director or designee should notify and recognize the employee(s) timely, including the pay dates for cash awards.
2. Cash awards will be processed by the Division of Finance upon the submission of a completed Personnel Transaction Form (PTF) from the Division of Human Resources. Awards will be paid in the next available pay cycle (10th or 25th) and available to the employee on the payday following the close of the pay cycle. Distribution will follow existing pay practices.
 - a. If the employee has direct deposit, the cash award will be direct deposited and an earnings statement will be issued via Payline on the next available regular pay day.
 - b. If an employee receives a paycheck, the cash award will be reflected in their pay check that is received on the next available regular payday.

B. LEAVE

1. Once notified by HR, the Division Director or designee should notify and recognize the employee(s) timely, including the time limit for use of recognition leave. (12 months)
2. Recognition Leave must be entered into CIPPS and into PMIS. The Division's Leave Coordinator will enter the leave into CIPPS.
3. Human Resources will enter into PMIS using the PTF form.

4. Leave codes have been created by Department of Accounts to enter and maintain Recognition Leave activity via the Leave Activity Reporting Form as follows:
 - a. RE- Recognition Leave Earned – Recognition leave will be keyed into CIPPS by the Division's Leave Coordinator once it has been approved by the Division Director.
 - b. RT- Recognition Leave Taken – this will also be keyed by the Division's Leave Coordinator.

VI. AUTHORITY AND INTERPRETATION

- A. This policy is issued by the Virginia Department of Social Services, pursuant to the authority granted under the laws and regulation of the Commonwealth of Virginia.
- B. Quarterly reports on the utilization of this Guidance will be developed by the Division of Human Resources for review by the Employee Recognition Program Focus Group (ERP); who will conduct periodic evaluations on the Employee Recognition Program. See Fact Sheet...[ERP Fact Sheet.doc](#)
- C. The Division of Human Resources is responsible for the official interpretation of this policy. Human Resources will maintain data on the use of this Guidance to include program implementation, monitoring, and recommendation for program improvement as needed. Questions regarding this policy should be directed to the Director of Human Resources.