



COUNTY OF PRINCE WILLIAM COMMUNITY SERVICES BOARD

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...where change is possible

Thomas J. DeWispelaere
Chairman

Tom Geib
Executive Director

March 18, 2010

TO: Members, Community Services Board

FROM: Cora Swett
Consumer Relations Coordinator

THRU: Tom Geib
Executive Director

RE: Approve Changes to the Employee of the Quarter Award Program

I. Background in chronological order is:

- A. An Employee of the Quarter Award Program was recognized as a priority of the Executive Director and the Community Services Board in July 2003.
- B. The Employee of the Quarter Award Program was established and approved by the CSB on July 24, 2003.
- C. This program was originally established to quarterly honor individuals and teams who make outstanding contributions to the Community Services' mission and objectives involving service rendered to customers of the Community Services, County Government, fellow employees, citizens, and the public at large. The objectives remain the same today.
- D. The award package included:
 - A special plaque that will be displayed at the Front Desk of their work site for the quarter (then for them to keep).
 - A \$50 gift certificate available from a choice of department stores, restaurants, or food stores; e.g., Home Depot, Red Lobster or Giant Food. Other awards may be considered in cases of group/team awards.
 - An article about their accomplishment will be placed in the CSB newsletter.

The Vision of the Prince William County Community Services Board is:

"We will be a creative and responsive leader for Behavioral Healthcare in partnership with the Greater Prince William Community to promote an excellent place in which to live, work, invest and grow."

An Equal Opportunity Employer

II. Current Situation is as follows:

A. The County has notified all Departments that citizen tax dollars cannot be used to purchase gift cards as a part of an award program.

B. After researching other incentives and talking to staff, management staff is recommending that the idea of presenting the Employee of the Quarter with a monetary award be discontinued. Many staff has stated that just to be recognized by the Board and staff is enough of an award.

C. All other incentives will remain in place. A special plaque for display at the front desk of their work site for the quarter will continue. An article about their accomplishment will continue to be placed in the CSB newsletter. Being specially recognized by the Board and their peers will also continue.

III. Recommendation is that the Prince William County Community Services Board approves the attached resolution which deletes the \$50 gift certificate and maintains all other provisions of the Employee of the Quarter Award Program.

**Prince William County
Community Services Board**
Employee of the Quarter Award Program

Policies:

1. The Community Services Board and Executive Director encourages all of its division managers, program managers, supervisors and employees to submit nominations for the Employee of the Quarter Award Program to recognize outstanding customer service provided by CSB employees.
2. Program success rests with the entire management team. Managers must encourage nomination from employees. Managers must take the time and effort to nominate those individuals or Teams deserving recognition.
3. Anyone can nominate an employee or group of employees. However, all nominators must identify themselves; any anonymous nominations will not be considered.
4. Eligible acts of noteworthy customer service may involve service rendered to customers of the Community Services Board, County government, fellow employees, citizens and the public at large.
5. The Award program is sanctioned by, and conducted under, the authority of the Community Services Board and the Executive Director.
6. An Employee of the Quarter Awards Committee consisting of Community Services Board members will review and select a winner from the nominations.
7. The Chairman of the Community Services Board, or designee, will present the Award to the CSB employee(s) who has/have been selected by the Employee of the Quarter Awards Committee. Each CSB Employee of the Quarter awardee(s) receives:
 - A special plaque that will be displayed at the Front Desk of their work site for the quarter.
 - ~~A \$50 gift certificate available from a choice of department stores, restaurants, or food stores; e.g., Home Depot, Red Lobster or Giant Food. Other awards may be considered in cases of group/team awards.~~
 - An article about their accomplishment will be placed in the CSB newsletter.
 - All nominations must be submitted via the attached form, no later than the 1st Friday of the month ending the quarter. Late nominations will be held over for consideration during the following quarter.

Procedures:

1. The **Employee of the Quarter Award Nomination Form** is available on the Community Services Board's Intranet. The Form can be completed and submitted electronically or printed out for typing. If hard copy, submit the fully completed form to **"Cora Swett, Awards Coordinator"** at **Zip Code: SN360** or **Fax: 792-7704**.
2. The Community Services Board's Awards Committee meets quarterly to evaluate the nominations received and to select the awardee(s) using the following established criteria:
 - Degree to which the employee(s) handled a specific problem, significant difficulty or challenging situation.
 - Degree to which the employee(s) "set an example" for other CSB employees to emulate.
 - Degree to which the employee(s) went "above and beyond" their normal duties and assignments, including extraordinary effort, time, creativity and resources.
3. The Chairman of the Community Services Board, or designee, will present the Award to the selected employee(s) at a Board meeting during the first month of the next quarter. Should an employee not be able to attend a Board Meeting, arrangements will be made for the Chairman, or designee, to come to the employee's work site and present the Award.
4. A special letter of acknowledgement and appreciation will go from the Chairman of the Community Services Board to each employee also nominated for the Award.
5. The Extended Management Team will also recognize the awardee(s) at one of their regular meetings, at a designated date and time.
6. Any questions or concerns should be addressed to: Awards Coordinator.

Prince William County
Employee of the Quarter Award Nomination Form*

PRINT CLEARLY

Name and Title of Nominee(s):

Division: _____ Program: _____

Describe nominee's service, efforts and accomplishments, using the criteria below.
Please be specific as to facts and circumstances (names, places, times, impact, urgency, etc.):

Criteria #1: Describe the Problem, significant difficulty or situation encountered and the actions taken by the employee(s) in response:

Criteria #2: How did the employee(s) set an example for other employees?

Criteria #3: How did the employee(s) go "above and beyond" the call of duty?

If you require more space, please attach additional pages, with identifying information.

PRINT CLEARLY

Nominated by/Name and Title:

(Anonymous nominations will not be accepted)

Division: _____ Program: _____

Telephone Number or extension: _____

Submission Instructions: Send/email/fax completed form to "Cora Swett, Awards Coordinator" at cswett@pwcgov.org, Zip: SN360, or Fax: 792-7704.

MOTION:

**March 18, 2010
Regular Meeting
Res. No.**

SECOND:

**RE: APPROVE REVISIONS TO THE EMPLOYEE OF THE QUARTER
AWARD PROGRAM**

WHEREAS, an Employee of the Quarter Award Program was established and approved by the Community Services Board on July 24, 2003; and

WHEREAS, as an incentive of the Program, a \$50 gift card was given to the winner of the Employee of the Quarter award; and

WHEREAS, the County has advised all Departments that staff can no longer use citizen's tax dollars to purchase gift cards for staff awards such as the Employee of the Quarter; and

WHEREAS, it is the recommendation of management staff that any form of gift given be discontinued and the Employee of the Quarter Award Program be amended to reflect this change; and

WHEREAS, the recipient of the Employee of the Quarter award will continue to receive a plaque, an article placed in the newsletter; and recognition by the Board and staff;

NOW, THEREFORE, BE IT RESOLVED that the Prince William County Community Services Board does hereby approve the deletion of the \$50 gift certificate and maintains all other provisions of the Employee of the Quarter Award Program's Policies and Procedures, as appended.

Vote:

Ayes—

Nays—

Absent During Vote—

Absent From Meeting—