

Employee Recognition

Prior to July 1, 2009, Contra Costa County participated in a Service Award Program that included County-supplied services award pins and gifts administered by a third party recognition company. Due to budget cuts, that program was discontinued in FY 2009/10 and replaced with a countywide Service Recognition Program.

The recognition policy promotes recognition of employee milestones by acknowledging staff members' 10th, 15th, 20th, 25th and 30-year County anniversaries, which is described in detail in Administrative Bulletin No. 410 and is summarized as follows:

- I. Ten Years of Service Recognition ceremonies are to be made within departments by the department heads, or designee for larger departments. To give the recognition meaning, it is recommended that ceremonies be conducted at the department level with the department head in his/her office or conference room with immediate supervisors and fellow workers in attendance.
- II. Fifteen Years of Service In addition to I above, employees who reach 15 years of service are eligible to take a Service Day Off (up to 8 hours) with pay (administrative leave) within thirty (30) days of their service award date, subject to approval of the department head or designee.
- III. Twenty Years (or more) of Service In addition to I and II above, employees that reach 20 years, and every five service years after, have the option to: 1. Be recognized at the Board of Supervisors' meeting, upon approval by the department head. Upon receiving recognition, the employee may also make a brief comment, if desired. In addition, a photo opportunity for the recipient a long with the presenter and the entire Board is available, if desired. 2. Be recognized within the department by the department head, or designee, as stated in I above, if the employee chooses not to be recognized before the Board of Supervisors.

The Administrative Bulletin does not apply to staff of the Contra Costa County Fire Protection District or the Office of the Sheriff. Both of those departments maintain separate policies (Contra Costa County Fire Protection District Personnel Bulletin No. 45 and Office of the Sheriff Policy No. 10.04.21 respectively). These policies are attached to this report.

In the event a department wishes to use public funds to further recognize employees, a Board Order is required. It is very common for department heads, management staff, and staff generosity to fund additions to the basic employee recognition program. During the survey process we heard from most if not all of our departments that they wished to encourage the Board to recognize and appreciate the importance and value of employee recognitions and to provide departments designated funding on an annual basis for that purpose. The following list by department summarizes current employee recognition programs, over and above following the Administrative Bulletin:

Agriculture

In addition to the ceremonies provided for in the Administrative Bulletin, lunch is sometimes provided. Retirements or other major events will usually include a gift from staff. Recognition is paid for with staff generosity, no County money is expended on employee recognition.

Animal Services

The department has a specific recognition program, which was not approved by the Board of Supervisors. The costs, which vary by year dependent upon years of services, for FY 208/19 were under \$1,600. Costs for FY 2019/20 are expected to be approximately \$550.

Service	Item Description	Total	Number	FY 2018/19
1 year	Certificate w/Seal	\$0.75	31	\$23.25
5 years	Certificate w/Seal & T-Shirt w/Logo	\$30.52	13	\$396.76
10 years	Certificate w/Seal & Hat w/Logo	\$36.15	9	\$325.35
15 years	Certificate w/Seal & Hoodie Sweatshirt w/Logo	\$56.68	9	\$510.12
20 years	Certificate w/Seal & Lightweight Jacket w/Logo	\$84.34	3	\$253.02
25 years	Certificate w/Seal & Outerwear Jacket w/Logo	\$84.50	1	\$84.50
	Total:		66	\$1,593.00

Employee Recognition

Assessor

The Assessor's Office provides several recognition events each year:

- A Close of Roll Picnic to recognize all employees for their dedicated efforts throughout the year. This is a hosted event for all employees and their families and is paid for by fundraising throughout the year. The average cost of the Close of Roll picnic is \$1000.00 - \$1300.00, which includes, catering/food and beverage costs, park rental fees, and prizes for employees. The funds are maintained by a designated committee.
- During the annual County Cares Food Drive, managers and supervisors of the Assessor's Office contribute prizes to be awarded to staff to show appreciation for program support. Typical prizes include, gift cards, gift certificates, gift baskets, event tickets, etc. All prizes are donated by management/supervisor staff and total approximately \$500 in value.
- The Office provides an opportunity for the public to recognize employees' exemplary customer service by completing counter surveys. These surveys are placed in employee personnel files to recognize customer service excellence.
- The Assessor's Office has a customary practice of providing celebration luncheons, by team and/or division, at the close of roll. These are hosted by managers and supervisors for their teams/staff to recognize and celebrate teamwork and success in closing the roll.
- The Assessor's Office provides an appreciation luncheon for all administrative and clerical staff on Administrative Professionals Day. This event is paid for by the Assessor.
- The Assessor's Office provides an appreciation luncheon for all valuation employees. This event is paid for by the Assistant Assessor.

Auditor-Controller

In addition to the recognition defined by Administrative Bulletin, there is usually an office wide potluck followed by a presentation acknowledging the employee. There may be a gift provided to the employee during the presentation. There are no County Funds used for these events. Funds for gifts are collected from employees and items for the potluck are purchased with personal funds. A similar practice is used for employees leaving due to retirement or promotion to another department. Managers also bring in donuts, pastries and lunch items at their costs for staff.

Child Support

A Staff Appreciation event is hosted in December to recognize and celebrate staff who have earned service awards during that calendar year. Prior to the event employees with service award dates during the year are asked if they would like to be recognized at the event. If employees do not wish to be recognized at that event, they are given a recognition certificate made in-house privately and a service award pin that recognizes the number of years of service. Those who want to be recognized receive their certificate and pin at the event along with a presentation about their work history. The service award pins were purchased personally and donated by the Director. Upon retirement employees are asked if they would like a plaque, which is then ordered from Diablo Trophy on a purchase order (\$47.85 per plaque).

Staff is recognized in a variety of ways by individual supervisors, management or project teams, including monthly "Value of the Month" contests. The awards and gifts are either donated by executive management and/or supervisors and some, depending on their nature, are purchased from funds raised in various department fundraising events held throughout the year. Fundraising events occur during employees' breaks and lunches. Some fundraising events are hot dog sales, bake sales, and silent auctions. The items purchased through fundraising or personally by supervisory and management staff are usually lunches and gift cards.

The department publishes a quarterly in-house newsletter and all who submit an article are placed in a drawing to win a gift card. One random winner per issue receives a gift card purchased by the executive management team from their personal donations. On average \$237 is spent each year on plaques using state and federal funds.

Clerk-Recorder

Clerk-Recorder spends approximately \$400/year General Fund on four quarterly recognition "coffee" gatherings, at which they give "service awards", introduce new employees, and recognize significant accomplishments. The cost of about \$100 for each event funds coffee, pastries, and paper certificates made in the Clerk's Office. Authorization is pre-approved using the CAO-authorized special event form. Any other recognition is paid for by the department head and division heads personally.

Employee Recognition

County Administration

Annually, the County Administrator schedules an appreciation luncheon after adoption of the Budget. The event is scheduled during the noon hour and paid for by the County Administrator.

County Counsel

Employee service awards and similar employee recognitions take place during events that are generally organized and paid for by staff. Service awards are given at ten years and every five years thereafter. A framed certificate of appreciation is provided at department expense when an honoree celebrates ten years. The frames costs approximately \$15 each and one or two per year are provided each year. The department has maintains a voluntary gift fund to contribute to special events. Additionally, there is a December holiday party – generally at a restaurant and attorneys absorb the cost for attorney and support staff, a Summer/Fall “County Counsel Appreciation Day” – in recent years this has been a potluck in the park. Retirement/special recognition/farewell parties also take place. Refreshment costs are paid by staff and/or department head contributions.

Department of Conservation and Development

DCD provides the years of service award in a frame. The only cost is for the picture frame, which they purchase from the dollar store. No other costs. The source of funding is land development.

Department of Information Technology

DoIT recognizes employees who are retiring and occasionally a team recognition. No County funds are expended. Costs are covered by the Department Head

District Attorney

The District Attorney’s Office has purchased retirement gifts for employees. For Fiscal Year 2018-19, a clock was presented to an employee upon retirement, purchased from Diablo Trophies & Awards at a general fund cost of \$200.

EHSD

The Employment and Human Services department annually requests and receives Board of Supervisors approval for an enhanced employee recognition program. The program includes an annual awards ceremony and celebration to recognize 150-175 employees each year. The total annual expense approved for 2019 is \$2,400 (10% of which is general fund). The funding covers the venue, awards, very light refreshment, and decorations. Other recognition takes place during the year and is paid for by the Department Head and/or Division Managers including a staff appreciation party for Aging & Adult Services, Workforce Services breakfast, year-end management team recognition, administrative assistant day recognition, and holiday luncheon.

The Community Services Bureau spends approximately \$3,400 per year from federal Head Start and Early Head Start grants on employee recognition. The recognition includes educational books for mental health interns and teachers, imprinted cold cups for Teacher Appreciation Day, and certificate holders.

Additionally the Children and Family Services unit holds an annual event to tie in with Social Worker Month. It is funded through the unit’s training contract and this year had a cost of \$12,800 in 2011 realignment funds. The primary focus of the annual half-day gathering is staff education. At this year’s annual training, the theme was “Growth to Greatness”. The trainer/keynote speaker’s presentation intentionally connected staff to other EHSD training initiatives such as “Next Level Leadership.” Staff retention, self-care, work/life balance, and professional development were addressed. These elements related to staff appreciation. Each staff member received a meal and small take-away items (umbrella and small watering can/plant) that the vendor included as part of the event cost.

Health Services

Staff donates money or food for most employee recognition events. The Health Information Management Unit within Contra Costa Regional Medical Center and Health Centers spends \$800 in general funds annually for lunch bags for 84 staff members in celebration of Health Information Management Staff Appreciation Week. The Environmental Health Division started an annual staff recognition awards event in 2015, costing up to \$1,500 per year and paid for by permit fees. Costs associated with this event has included trophies/awards, facility rental, and food and beverage. The Division has a policy in place for this event and requests CAO approval each year.

Employee Recognition

Human Resources

The department head provides a plant to employees to recognize service milestones and presents it at an All Staff meeting. Occasionally an event, such as a picnic, is held and paid for by managers and/or donations of food stuffs, etc.

Library

Per the Administrative Bulletin, employees reaching milestone years of service are recognized with certificates signed by the County Librarian; managers are encouraged to acknowledge these employees at their staff meetings. Approximately \$300 was spent on these awards for twenty-four employees in 2018. A large order of print materials was made in 2009, which the department will use for many more years.

The Library has a long held practice of celebrating holidays, birthdays and other special occasions with potlucks and fun activities that include refreshments and gift cards in small amounts (\$5.00); these are voluntarily and paid out of pocket by managers and supervisors. The Library requests a food waiver for the Annual Staff Training Day in October of each year. All libraries are closed for the day and approximately \$18,000 is spent on the event for 300+ employees, venue, speaker fees, refreshments and training material.

Probation

Probation pays for "employee recognition" with contributions from the management team and others like the Juvenile Hall Auxiliary (this is voluntary donations/contributions, not county funds). This year the DSA has committed money for the upcoming Probation week. The Department does purchase items for employees to show appreciation. Those items are limited to those that the Department feels can be used by staff while on duty. Last year, the department purchased plastic power bank emergency chargers for their staff and had the Probation star imprinted on the chargers. The department spent \$2,148 in general funds for the chargers.

Public Defender

The Department has an office holiday party and sometimes an office summer picnic, all of which is paid for by the employees and management.

Public Works

J. Michael Walford Awards were established many years ago and are given annually. The Walford Awards are recognition to Public Works individuals, teams, and projects that demonstrate excellence in the areas of customer service, creativity, innovation, teamwork, and project administration. The award winner(s) name is placed on a plaque in the lobby and the employee receives a certificate. The annual cost for the Walford Awards is approximately \$54.00 for plate engraving. In FY 18-19, the department spent \$424, which included an additional plaque using Road, Flood Control and Special Revenue funds.

The Director and Deputies Directors present cards to all PW staff for years of service milestones. Approximately \$100 is spent annually on paper using Road, Flood Control and Special Revenue funds.

Maintenance Safety Awards are given annually to the safest road and specialty crews, and safest crew members. The awards are recognition for staff members that have excellent attention to safety for themselves, their coworkers and the public. The awards include hats and clothing that can be used for work purposes. The cost for the Safety Awards for FY 18-19 was \$1,752 using Road funds and is budgeted annually.

The Airports Division gives an annual Aviation Advisory Committee Tenant Recognition Award, which is approximately \$160 per year and a Golf Tournament Recognition – Perpetual Plaque Name Plate which is approximately \$54.00 per year. The total for FY18-19 was \$214. This is budgeted as part of the Community Relations Budget (\$4,000 budgeted annually) and is funded by the Airport Enterprise Fund.

An annual BBQ is held by and for the employees. The Public Works BBQs are paid by attendees (usually \$10 per person). Departmental staff also hold fund raisers throughout the year and this money is kept in a separate account (with its own tax id) – the Public Works Employee Association (pronounced "piwi").

Sheriff-Corner

The Office of the Sheriff does not participate in the County's Board of Supervisor recognition program. Although the County discontinued the Employee Recognition Program in 2009, the Office of the Sheriff was authorized to continue the Employee Recognition Program per Administrative Bulletin 410 in conjunction with Office of the Sheriff

Employee Recognition

Policy and Procedure Number 1.04.21. The Office of the Sheriff recognizes employees for their years of County service. Service Awards are presented to employees beginning at 10 years of service, continuing at 5 year increments. Employees at 10 years of service receive a lapel pin shaped as a Sheriff Star with the number "10" embossed on it. Once employees reach 15+ years of service, they are provided a list of items they are eligible to select from (watches, bracelets, necklaces, or the lapel pin.) Costs for these Service Awards are budgeted within the Office of the Sheriff's general fund budget. Employees are generally presented with their service award by their direct supervisor. Employees with 20+ years of service may request their award be presented to them by the Sheriff at a New Employee Swearing-in Ceremony. Costs associated with the Recognition Program for FY 2018/19 totaled \$10,814.99, of which \$7,673.13 was Sheriff's general fund dollars, and \$3,141.86 was Emergency Services grant funds. Below is a break-down of employee recognition awards paid for by Sheriff's General Fund during FY 2018/19. Note that the lapel pins are larger, more ornate, and more expensive as the years of service increases.

Fiscal Year 2018-19	Lapel Pins	Cost	Other Awards	Cost	Total Quantity	Total Cost
10 YEAR	10	422.54	-	-	10	422.54
15 YEAR	10	677.20	2	171.84	12	849.04
20 YEAR	25	1,766.16	8	720.94	33	2,487.10
25 YEAR	4	1,148.00	2	499.91	6	1,647.91
30 YEAR	2	751.66	-	-	2	751.66
40 YEAR	-	-	1	759.27	1	759.27
TOTAL	51	4765.56	13	2151.96	64	6,917.52
					Tax/Ship	755.61
					Total	7,673.13
15 Year – 2 Watches						
20 Year - 2 Gold Bracelets, 3 Watches, 3 Necklaces						
25 Year - 2 Watches						
40 Year – 1 Diamond Watch						

In addition, the Office of the Sheriff hosts an annual Retirement Recognition Ceremony which is funded by a collaboration of the Sheriff's Posse' and the Deputy Sheriff's Association. Costs for this event are approximately \$4,000; Sheriff's General Fund is not used for this event.

Treasurer-Tax Collector

In accordance with Administrative Bulletin Number 410 and in effort to continue to promote recognition of employee milestones within our department, the Treasurer-Tax Collector's Office acknowledges staff members' 10th, 15th, 20th, 25th and 30-year County Anniversaries during monthly staff meetings. In addition, departmental staff with 15, 20, 25 and 30-year milestones are honored with a certificate of recognition for years of service which is prepared in-house and signed by the department head and the staff member's supervisor.

In 2016, the department purchased a pack of award paper and gold seals to prepare awards in house. In 2017, eight picture frames were purchased from My Office Products spending \$86.18 (general funds) prior to learning picture frames are not authorized purchases. No County monies have been spent on awards since 2017.

Veterans Services

The Department follows Administrative Bulletin 410. No County money is spent on employee recognition. As with most departments, birthday, wedding shower, baby shower, and team picnics are funded at management/employees personal expense.

Contra Costa County Fire Protection District

The District follows Personnel Bulletin 45 and recognizes employees at 10, 15, 20, 25, and 30 years of service; however, the district does not provide a time piece after thirty years. Employees are invited to attend (voluntarily) an Advisory Fire Commission meeting wherein they are presented with a service award pin. Advisory Fire Commission meetings are held every other month at night. For FY 2018-2019, \$1,397 was spent for service award lapel pins. The District has a line item in the administrative budget and spends approximately \$1,400 per year. The source of funding is the Fire District general fund.