

**California Department of Human Resources
Memorandum**

TO: Personnel Management Liaisons (PML)

SUBJECT: Employee Recognition	REFERENCE NUMBER: 2016-013
DATE ISSUED: April 28, 2016	SUPERSEDES:

This memorandum should be forwarded to:

**Department Directors
Chief Deputy Directors
Employee Relations Officers
Merit Award Administrators
Personnel Officers**

FROM: Richard Gillihan, Director
California Department of Human Resources
Executive Office

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In August 2015, as part of the state's Civil Service Improvement initiative, the Government Operations Agency (GovOps) and the California Department of Human Resources (CalHR) conducted a statewide survey to measure employee engagement. Employees were asked to rank 10 statements from strongly agree to strongly disagree. Employees most agreed with the statement "I believe my work makes a difference in the lives of Californians." They least agreed with "I receive recognition for doing good work."

While its encouraging so many state employees found their work makes a difference, it was disheartening to see so many employees indicating a lack of recognition for that work. As we approach Public Service Recognition Week, which is held annually the first week in May, we would like to take this opportunity to encourage you to consider adopting a recognition program if you do not have one, or perhaps reinforce your existing program.

CalHR has put together several employee recognition resources and ideas, and created a toolkit on our website to help develop or reinforce your employee recognition efforts.

On May 3, 2016, from 9:00 a.m. to 10:00 a.m., CalHR and GovOps will be hosting a webinar on the "[Power of Employee Recognition](#)." This webinar will share information about employee recognition tools and resources, and it will include tips from departments that have successfully implemented employee recognition programs. We encourage participation from all departments.

Successful recognition programs begin with executive support and are championed by management at all levels of the organization. Many departments host an annual awards ceremony and present plaques or certificates to exceptional employees. Awardees can also be recognized through internal memorandums, department publications, and other forms of outreach. Many departments proudly highlight awardees with framed photographs prominently displayed. This serves as a visual reminder that exceptional efforts are valued and is just one way departments can formally recognize employees. Many departments also utilize other informal methods of recognition to show their appreciation of staff such as thank you notes, staff meeting recognition opportunities, and more.

The Superior and Sustained Superior Accomplishment Awards Program is an existing recognition awards program authorized by Government Code section 19823. Many departments use this program to foster an engaged workforce. Departments have discretion in defining topics worthy of an award, typically aligning their awards program with their mission, vision, goals, and values.

The Superior Accomplishment Award is for a performance by an individual or a team of employees resulting in an exceptional contribution to state government. The award consists of two levels: silver and gold. Silver awards range from \$25-\$250 per individual or team, and gold awards range from \$50-\$500 per individual or team. Gold or silver Superior Accomplishment Awards are unlimited and may be awarded on an annual or fiscal year basis.

The Sustained Superior Accomplishment Award is for an employee or a team's superior job performance over a two-year period, resulting in an exceptional contribution to state government. The maximum standard for the Sustained Superior Accomplishment Award is one nomination per 100 employees for each department. Employees may receive a Sustained Superior Accomplishment Award more than once, providing three years have passed since the prior award. If a group award is recommended, each member may receive a minimum of \$25 up to a maximum of \$250.

All employees except agency heads or elected constitutional officers may receive a Superior or Sustained Superior Accomplishment Award.

Resources

Access CalHR's website links below to obtain a variety of employee recognition resources, including relevant information about eligibility, award criteria, and payment:

- Toolkit for management and/or HR professionals: <http://www.calhr.ca.gov/state-hr-professionals/Pages/employee-recognition-toolkit.aspx>

- Information for employees: <http://www.calhr.ca.gov/employees/Pages/map-merit-award-program.aspx>

The State Controller's Office Payroll Procedures Manual Section G 100-105 provides information on how to process award payment.

Future Developments

CalHR is committed to supporting departments by providing the tools needed to ensure we are recognizing the good work of our employees.

To this end, CalHR plans to convene a Recognition and Retention Advisory Group to identify and develop additional best practice resources for the employee recognition toolkit.

If you have questions about this PML, or wish to participate in the advisory group, please contact Jonathan Calabretta at the telephone number or email address listed above.