



DEPARTMENT OF MENTAL HEALTH POLICY/PROCEDURE

SUBJECT EMPLOYEE RECOGNITION PROGRAM	POLICY NO. 609.03	EFFECTIVE DATE 05/15/2003	PAGE 1 of 5
APPROVED BY:  Director	SUPERSEDES 609.3 05/15/2003	ORIGINAL ISSUE DATE	DISTRIBUTION LEVEL(S) 1

PURPOSE

- 1.1 To establish policy and guidelines pertaining to the Employee Recognition Program (ERP) for the Los Angeles County Department of Mental Health (LACDMH).

DEFINITION

- 2.1 ERP is a mechanism designed to enhance employee morale and reward day-to-day achievement of standards of excellence. The Program applies to all DMH employees and programs and fosters a more satisfying work climate in which employee participation, initiative and teamwork are encouraged and rewarded.

POLICY

- 3.1 The ERP was established to give special recognition to individual employees and programs that have demonstrated a commitment to achievement, dedication, service and/or enhancement of the public mental health needs in the community.
 - 3.1.1 The ERP will be administered by an Employee Recognition Team (ERT) under the leadership of a manager appointed by the Department's Performance, Excellence and Quality Improvement Council (PEQIC).
 - 3.1.2 The ERT shall consist of employees who are permanent employees of DMH. There shall be at least five (5) but no more than eight (8) members in addition to the Manager. The membership shall include at least two program managers and a representative from the Human Resources Bureau, plus a Staff Advisory Committee member appointed by the Director. The remaining members shall represent line staff and may include former award recipients. Except for the Manager, all other ERT members shall have voting rights and serve a minimum of two (2) years. The Manager will have ongoing program responsibility as part of his/her permanent job description.



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- 3.1.3 The responsibilities of the ERT will include the Department-wide coordination and execution of the ERP, except for any recognition efforts initiated by local Service Areas and/or centralized bureaus. Each Service Area and centralized bureau may, but are not required to, develop and implement an ERT-like program at the local level and may nominate or recommend the local honorees as candidates for the Department-wide ERP.
- 3.1.4 The ERT will organize and conduct formal award and recognition activities at appropriate Los Angeles County venues. An annual recognition award event will follow a timeline that allows for the nomination of County Employee of the Month for May of each year.
- 3.1.5 All recognition and reward expenses will be budgeted and paid for with funds from the Partnership in Excellence line item budget.
- 3.1.6 PEQIC shall have overall oversight of the Employee Recognition Program. Performance indicators will be maintained and submitted annually to PEQIC by the ERT, to include:
- number of employee awards presented
 - number of certificates presented
 - number of program awards

PROCEDURE

- 4.1 The Manager, along with the ERT, will plan for, develop, implement and execute a program and provide opportunities to recognize and reward exceptional individual and team achievement for directly operated staff and programs. Recognition may be accomplished both formally and informally. A formal recognition event, Employees of the Year Awards, will be conducted annually.
- 4.1.1 The Employee of the Year award categories include:



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- **Program Support** - for those employees who work in client service settings and provide support to those programs and service delivery staff.
- **Headquarters Support** - for those employees who work within the Headquarters Bureaus to support the general operations of the entire Department.
- **Service to Consumers** - for those employees who provide direct treatment/ rehabilitative/consultative services to clients in an outpatient, hospital, jail, juvenile or field setting.
- **Supervisor** - for those employees who work in any supervisory capacity to other employees including supervisors of program support staff, headquarters support staff and service to consumers staff.
- **Management** - for those employees who work in middle or upper management positions.
- **Program Category** - for a Bureau, Unit or Program within a Bureau that has demonstrated program qualities of excellence.

4.1.2 In addition, a Service Innovations Festival will be conducted annually to recognize DMH and contract provider agencies to include programs for all special-age groups in the areas of :

- **Treatment Team Approach** - a team approach that integrates and client with family members, partner agencies, community services and resources.
- **Client/Family Focused Interventions** - a program that emphasizes a client and family friendly environment and/or provides early intervention efforts for families.
- **Co-Occurring Disorders** - a program that integrates and provides seamless mental health and substance abuse services emphasizing a course of action, creative solutions and negotiation tactics resulting in a successful, collaborative treatment.



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- **Anne Barone, M.D. Quality Improvement Award** - a Service Area Quality Improvement Team that has demonstrated quality improvement distinction by monitoring performance activities focusing on the system of care, program and client services throughout the Department.

NOMINATION PROCESS

- 5.1 The Nomination Application for Employee of the Year form (Attachment I) shall be completed by the supervisor and submitted to the ERP Manager.
- 5.2 The Nomination Application for Program of the Year form (Attachment II) shall be completed by the Program or Bureau manager and submitted to the ERP Manager.
- 5.3 Nomination Applications for Employee of the Year and/or Program of the Year may be submitted by an employee with the endorsement of the Program Head/District Chief.
- 5.4 The Nomination Application for the Service Innovations Festival (Attachments VI and VII) shall be completed by the contract agency or DMH program and submitted to the ERP Manager.

SELECTION PROCESS

- 6.1 Nomination applications will be evaluated by the ERT on the basis of the documentation of the individual's accomplishments, dedication and service. Consideration will also be given to the employee's contributions to productivity improvements and superior individual job performance.
- 6.2 The selection of winners in the various Employee of the Year categories as well as the recipients of Service Innovations Festival awards will be determined by the ERT. Predetermined scoring and rating tools will be used (Attachments III, IV, and V, VII, IX, X, XI). The Director will have final approval of the ERT selections.

OTHER AWARDS/RECOGNITION



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- 7.1 County Employee of the Month Nominee The nominee will be selected by the ERT from among the Employees of the Year (line personnel) eligible award recipients. The nomination will be forwarded to the County Department of Human Resources for consideration as the County Employee of the Month for May.
- 7.2 Other County, State and National award application shall be completed by the individual or program supervisor and submitted to the ERP Manager. The Director must endorse the entry prior to the submission of the application to the appropriate organization.
- 7.3 On-The-Spot Recognition of Excellence in County Service forms are available to recognize individuals "on-the-spot" to express appreciation for a job well done. The original certificate will be presented to the individual with a copy submitted to the ERP Manager. "On-The-Spot" narratives will be forwarded to the editor of the DMH newsletter, Minds and Matters, for incorporation in the Kudos column.

AUTHORITY

Ord 92-0041 - 1 (part), 1992; Title 5, Chapter 5.62, Los Angeles County Code

ATTACHMENTS

- Attachment I Nomination Application for Employee of the Year
- Attachment II Nomination Application for Program of the Year
- Attachment III Individual Nominee Rating Tool
- Attachment IV Program Nominee Rating Tool
- Attachment V Rating Tool Guidelines
- Attachment VI Service Innovations Festival Nomination Application
- Attachment VII Nomination Application and Rating Tool for the Anne Barone, MD Quality Improvement Award
- Attachment VIII Treatment Team Approach Rating Tool
- Attachment IX Client/Family Focused Services Rating Tool
- Attachment X Co-Occurring Disorders Rating Tool
- Attachment XI Service Innovations Rating Tool Guidelines

REVIEW DATE

This policy shall be reviewed on or before May 15, 2008.