



**Mariposa County**  
**BRAVO! Award Program**  
Guidelines – February 2017

“Every working day, millions of public sector employees go to offices, operate vehicles, repair machines, maintain highways, assist the disadvantaged, enforce our laws, protect the fragile ecology, and perform myriads of services for the public good. Through experience, they know how operations are performed in the most intimate detail. They are at the point of delivery and understand why efforts are successful, as well as when they fail and why they fail. Day in and day out, government workers see opportunities to better service delivery and reduce costs. They have important and vital concepts about improvement that need to be nurtured and encouraged in some systematic manner.” (Employee Innovation and Government Productivity, Downey and Balk, 1976.)

**I. PURPOSE**

Mariposa County's BRAVO! Award Program is designed to motivate, recognize, and reward exemplary performance that supports the County's desire to increase efficiency and benefit the public. Recognition is an effective method for motivating employees by endorsing their high quality performance in highly visible programs and ceremonies, and helps employees identify which skills and behaviors are of priority value to Mariposa County. The BRAVO! Program is funded by the County of Mariposa and awards under the Program will be made based on budgeted and available funding each fiscal year.

We believe finding the right way to make our employees feel appreciated builds job satisfaction, employee loyalty and longevity. We have a variety of programs available for supervisors and managers to utilize when recognizing employees who go above and beyond, and who exemplify our guiding principles of stellar Customer Service, Cost Savings, Safety, a “Can Do” Attitude, Outstanding Performance Review and Longevity. Our goal is to provide the tools for managers to recognize their employees, and to build a culture of service excellence.

## II. WHO CAN PARTICIPATE

Who is eligible to participate:

- Any County employee may participate
- Individual employees or workgroups/teams may be nominated

The following are **not** eligible for an award:

- Employee BRAVO! Program Committee (EBPC)
- The Board of Supervisors
- Department Heads
- Members of the public

Any member of the public, County employee, volunteer, contract employee, appointed or elected official can make a nomination. An employee may nominate employees outside of his/her department. Multiple nominations from the same individual will be permitted; however, each nomination must be submitted on separate forms which may be obtained online.

Restrictions are that: 1) An employee cannot nominate themselves, and 2) a BRAVO! Award recipient will not be eligible for a second nomination in any of the three programs until one year has elapsed.

## III. HOW DO I MAKE A NOMINATION?

- Complete the appropriate BRAVO! You Make a Difference Awards Nomination Form and provide detailed, factual information about what makes the nominee or work unit outstanding along with an explanation of how the nominee meets the ideal(s) identified in the selection criteria.
- If you nominate a work unit, you must include the names of all members of the team that you nominate, including their department.
- Please be as specific as possible in describing the reasons for your nomination of the employee. Providing examples enables the EBPC to better understand and prioritize all entries.
- Submit ORIGINAL entries only. Entries with duplicate wording will be considered as one entry.

## IV. AWARDS

The County BRAVO! Program honors and rewards employees through three major awards programs, each of which is summarized below.

## **SERVICE AWARDS PROGRAM**

Recognizes and rewards employee loyalty and commitment at five, ten, fifteen, twenty, twenty-five, thirty and thirty plus years of employment with the County. Recognition at Board of Supervisors meetings, on the County Web site, and in the local newspaper.

## **STAFF THANK-YOU AND RECOGNITION (STAR) PROGRAM**

Recognizes and rewards exemplary individuals or groups of employees who demonstrate:

- **Outstanding Performance Review**—employee has reached the top of his or her salary step, and who demonstrates superior performance that positively impacts departmental efficiencies and productivity.
- **Customer Service**—employee or work unit demonstrates a high level of service to the public by displaying tact and diplomacy in dealing with difficult situations or taking the extra step to achieve customer satisfaction.
- **Safety**—employee or work unit demonstrates a high and consistent level of safety awareness and practice or develops an idea that creates a safer work environment.
- **“Can Do” Attitude**—employee or work unit works responsively with other employees, volunteers, appointed or elected officials, or members of the community; looks for solutions to problems that help other County employees do their jobs more efficiently; shares information, ideas and resources with fellow employees.

Recognition awards include commendations, non-cash and paid leave awards (up to a maximum of 4 hours each calendar year of paid Employee Administrative Leave taking the time all at once during the calendar year and coordinating that time off with employee’s supervisor).

This Program has a maximum non-cash value of \$250 per employee or work unit per fiscal year.

## **DO IT BETTER BY SUGGESTION (DIBBS) PROGRAM**

This program recognizes and rewards employees by providing cash awards and certificates of appreciation for submitting suggestions for reducing costs, increasing revenues or improving operations through tangible savings, productivity savings and/or intangible benefits to the County.

The maximum total cash award for qualified suggestions is \$1,000.

## **V. BRAVO! AWARDS PROGRAM—EXPLANATION, NOMINATION AND SELECTION PROCESSES**

## **SERVICE AWARD PROGRAM**

Upon achieving a specified number of years of service, permanent employees are eligible to receive a recognition award of a small gift, which is symbolic of the achievement and which demonstrates the County's appreciation for their service. Awards are provided in conjunction with the following service anniversaries:

Upon reaching these milestones and having no disciplinary action over the past five years, employees are offered a choice from a selection of awards and an option of going before the Board of Supervisors to accept:

- Small gifts can include items such as water bottles, pens, coffee mugs, insulated tumblers, embossed padfolios, tote bags, etc.
- Board of Supervisors public recognition twice per year in January and July, and publication on the County's Web site and in the local newspaper.

## **DIBBS AWARD PROGRAM**

This Program recognizes and rewards employees by providing cash awards and certificates of appreciation for submitting suggestions for reducing costs, increasing revenues or improving operations through tangible savings, productivity savings and/or intangible benefits to the County.

### **NOMINATION PROCESS:**

Fill out the BRAVO! You Make a Difference Awards form for the DIBBS Program

- Submit the completed form and any supporting documentation (charts, graphs, printouts, etc.) to:  
Employee BRAVO! Program Committee (EBPC)  
Mariposa County  
C/O Human Resources Department  
P.O. Box 1917  
Mariposa, CA 95338
- Questions may also be addressed to the EBPC at 209-742-1379

## EVALUATION PROCESS:

- The EBPC will be made up of five members, including the County Administrative Officer, two members of the Board of Supervisors, the County Auditor and the Human Resources Director.
- Nominations are due by June 15<sup>th</sup> and December 15<sup>th</sup>.
- The EBPC will meet during the months of January and July each year to evaluate the nominations and select the top individual and work unit candidates.
- If nominees are equally qualified for the award, more than one award may be presented.
- The Board of Supervisors will approve all cash awards as part of this Program.
- All nominees will receive recognition in some fashion.

## RECOGNITION AWARDS:

Awards for approved suggestions fall into two categories:

**Tangible awards:** Suggestions that result in tangible savings in costs or increases in revenues to the County. The amount of tangible awards is based upon up to 10% of the first year's savings/revenue, with a maximum award of \$1,000.

**Intangible awards:** Suggestions that result in benefits to the County that cannot be easily measured in dollars, such as improvements in safety, working conditions, morale, or services. An intangible award may also be made instead of a tangible award when the tangible benefits are difficult to quantify.

## STAR AWARDS PROGRAM

This Program recognizes and rewards exemplary individuals or groups of employees who demonstrate:

- **Outstanding Performance Review**—employee who has: 1) reached the top of his or her salary step, and 2) who demonstrates superior performance that positively impacts departmental efficiencies and productivity.
- **Customer Service**—employee or work unit demonstrates a high level of service to the public by displaying tact and diplomacy in dealing with difficult situations or taking the extra step to achieve customer satisfaction.
- **Safety**—employee or work unit demonstrates a high and consistent level of safety awareness and practice or develops an idea that creates a safer work environment.
- **“Can Do” Attitude**—employee or work unit works responsively with other employees, volunteers, appointed or elected officials, or members of the community; looks for solutions to problems that help other County employees do their jobs more efficiently; shares information, ideas and resources with fellow employees.

## **NOMINATION PROCESS:**

- Fill out the BRAVO! You Make a Difference Awards form for the STAR Program.
- Submit the completed form to:  
Employee BRAVO! Program Committee (EBPC) Mariposa County  
C/O Human Resources Department  
P.O. Box 1917  
Mariposa, CA 95338
- Questions may also be addressed to the EBPC at: 209-742-1379.

## **EVALUATION PROCESS:**

- The EBPC will evaluate all requests for time off under this Program.
- Gifts will require approval of the Human Resources Director and the Auditor.

## **RECOGNITION AWARDS:**

The following awards are available as a STAR Program Toolkit for Managers and Supervisors:

- Small Gifts.
- Time Off (4 hours of Administrative Leave, taking time all at once during the calendar year and coordinating that time off with employee's supervisor).
- Thank You Cards.
- Public Recognition (Board of Supervisors recognition; on County Web site, and in local newspaper).
- Gift Baskets.

## **TAXES:**

Awards may be subject to applicable State and Federal taxes.

Approved: 02/17 (B/S Res. 17-85)