



Maryland Department of
Juvenile Services

Successful youth, Strong leaders, Safer communities.

POLICY

SUBJECT: Employee Recognition and Innovation Program

NUMBER: HR-405-12

APPLICABLE TO: All Employees

EFFECTIVE DATE: August 22, 2012

REVIEW DATE: August 22, 2013

APPROVED: /s/ signature on original
Sam Abed, Secretary

I. POLICY

The Department of Juvenile Services (DJS or Department) shall implement and maintain an Employee Recognition and Innovation Program to recognize employees for outstanding contributions, accomplishments, completion of special tasks, exemplary public service, longevity, and innovative ideas. Employee Recognition Programs shall be developed to encourage and reward employees who make contributions to help the Department achieve its mission.

The DJS Secretary establishes this Employee Recognition and Innovation Program Policy and sets forth standard procedures and departmental guidelines for DJS employees to follow when recommending an employee for an award.

II. AUTHORITY

- A. Md. Code Ann., Human Services, §9-203 and §9-204.
- B. Md. Code Ann., State Personnel and Pensions, §10-201 to §10-208.
- C. COMAR 17.04.10.05; and 17.04.11. 17C.

III. DIRECTIVES/POLICIES RESCINDED

- A. Employee Recognition and Innovation Program Policy, SD E4710-02-02.

IV. FAILURE TO COMPLY

Failure to comply with a Secretary's Policy and Procedure shall be grounds for disciplinary action, up to and including termination of employment.

V. STANDARD OPERATING PROCEDURES

Standard operating procedures have been developed and are attached to the policy.

VI. REVISION HISTORY

DESCRIPTION OF REVISION	DATE OF REVISION
New policy	8/22/12



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PROCEDURES

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Lynette Holmes, Deputy Secretary**

I. DEFINITIONS

- A. *Administrative Leave* means paid leave authorized by the Secretary of the Department of Budget and Management (DBM) to be taken any time within one (1) year from the date authorized.
- B. *Region/Facility Event Coordinator* means an individual designated by the Region Director or Superintendent to coordinate the Employee Recognition Event for his/her region or facility.
- C. *Certificate of Appreciation* means a certificate awarded annually, or when deemed appropriate, by the head of an operational division, subdivision, to an employee who meets the criteria established in this directive for completion of a special task or outstanding contribution in his/her area of responsibility.
- D. *Departmental Employee of the Year Award* means an award given annually to one (1) DJS Employee of the Year Nominee for demonstrating the extra effort required for excellence.
- E. *Division of Operations* means the division which oversees the regions and facilities.
- F. *Division of Support Services* means the division which oversees the administrative functions of the department and includes the following subdivisions/units: Budget and Finance, Research and Evaluation, Inspector General, Information Technology, and Human Resources.
- G. *Employee* means an individual who is permanently or contractually employed by the Department of Juvenile Services for wages or salary in a position below the executive level.
- H. *Facility, Region and Headquarters (HQ) Employee of the Year Awards* means the awards presented annually to one (1) employee from each region, facility, or HQ as recommended by the head of the division for outstanding service. This employee will then become a nominee for the departmental Employee of the Year Award.
- I. *Employee Recognition Event* means an Employee Awards Ceremony.

- J. *Secretary* means the Secretary of DJS unless otherwise specified.
- K. *Secretary's Citation* means an award that the Secretary presents annually or when warranted to a permanent DJS employee who has made an exceptional and outstanding contribution to the administration of DJS programs by developing, designing or implementing an event, action, program, or service that has a positive impact on the overall objectives and goals of DJS and promulgates best practices.
- L. *Service Award* means an award sponsored by the DBM that recognizes employees who have completed ten (10) years in state service and every five (5) year increment thereafter.

II. PROCEDURES

A. **General Provisions.**

Any staff may nominate a DJS employee for an award by completing an *Employee Recognition Nomination Form (Appendix 1)* or an *Employee Innovative Award (Appendix 2)*.

B. **Award Categories.** The Department may issue the following awards to an employee who meets the criteria outlined in Section II.C.:

1. Certificate of Appreciation;
2. Facility/Region/HQ Employee of the Year Award;
3. Secretary's Citation;
4. Service Award;
5. DJS Employee of the Year Award;
6. Incentive Performance Award; and
7. Innovative Award.

C. **Eligibility and Criteria for Awards.**

1. **Certificate of Appreciation.** The Secretary, Deputy Secretary, Region Director, Facility Superintendent, HQ Director, Executive Director, or Assistant Secretary may award a Certificate of Appreciation to a DJS permanent or contractual employee who:
 - (i) Completes a special task; or
 - (ii) Makes an outstanding contribution in his/her area of responsibility.
2. **DJS Employee of the Year.** The Secretary or designee may award the DJS Employee of the Year Award to one permanent or contractual employee who has been selected from among the employees who were the facility, region or HQ employee of the year.
3. **Facility, Region or HQ Employee of the Year.** The Region Director, Facility Superintendent, HQ Director, Executive Director, or Assistant Secretary may award the Employee of the Year Award to one permanent or contractual employee from each facility, region and HQ. Nominated employees shall:
 - (i) Possess at least two (2) full years of service;

- (ii) Have received an end-of-cycle performance evaluation score of satisfactory or better for the previous two (2) end-of-cycle performance evaluations;
- (iii) Have not received disciplinary actions in their personnel file for the previous twenty-four (24) months; and
- (iv) Contribute overall to positive improvements within their area(s) of responsibility through such actions as:
 - (a) Providing exceptional services to clients or other staff members;
 - (b) Improving systematic operations;
 - (c) Working consistently above and beyond the essential duties of his/her position; or
 - (d) Making innovative/outstanding contributions to improve the work environment.

4. **Service Award.** The Secretary, Deputy Secretary, Region Director, Facility Superintendent, HQ Director, Executive Director, or Assistant Secretary may present a Service Award to a permanent DJS employee with:
 - i. Ten (10) or more years of state service; and
 - ii. Continuous uninterrupted state service at five (5) year intervals after ten (10) years.
5. **Secretary's Citation.** The Secretary, at his/her discretion, may award a Secretary's Citation to a permanent DJS employee who has made an exceptional and outstanding contribution to the administration of DJS programs by developing, designing or implementing an event, action, program, or service that has a positive impact on the overall objectives and goals of DJS and promulgates best practices or through such actions as:
 - i. Providing exceptional services that improve the quality of life for youth and their families;
 - ii. Performing a heroic deed;
 - iii. Developing a cost savings for a successful program or process; or
 - iv. Retirement.
6. **Innovative Idea Program.** The Secretary, at his/her discretion, may authorize an innovative idea award for outstanding service in connection with state employment pursuant to Md. Code, State Personnel and Pensions Article, §§10-203 to an employee or special state project who develops an innovative idea that results in:
 - i. Monetary savings to the Department or the state;
 - ii. Increased revenue to the Department or the state;
 - iii. Significant quality of services delivered to the public; or
 - iv. Significant benefits in time, cost or efficiency to the Department or the state.
7. **Incentive Performance Award.** The Secretary, at his/her discretion, may authorize an incentive performance award for outstanding service

in connection with state employment, pursuant to Md. Code, State Personnel and Pensions Article, §§10-204 to an employee or special state project.

- i. An award may be presented for:
 - a. Extraordinary performance that exceeds the knowledge, skill or ability required by the employee's positions; or
 - b. Extraordinary meritorious acts or services in the public interest.
- ii. Nominated employees shall:
 - a. Possess at least one (1) full years of service;
 - b. Have received an end-of-cycle performance evaluation score of satisfactory or better for the previous end-of-cycle performance evaluation;
 - c. Have not received disciplinary actions in their personnel file for the previous twelve (12) months

D. Procedures for Awards

1. Any employee may submit the nomination of another employee or an innovative idea for an award. Employees shall submit the nomination of
 - i. another employee by completing the *Employee Recognition Nomination Form (Appendix 1)* and submitting it to the respective employee's supervisor; or
 - ii. an innovative idea by completing the *Innovative Idea Award Form (Appendix 2)* and submitting it to their supervisor.
2. The supervisor shall review the completed *Employee Recognition Nomination Form* or *Innovative Idea Award Form* and, if approved, forward the nomination to a DJS Region Director, Facility Superintendent, HQ Office Director, Executive Director or Assistant Secretary in their chain of command.
3. The DJS Region Director, Facility Superintendent, HQ Office Director, Executive Director or Assistant Secretary shall review the completed *Employee Recognition Nomination Form* or *Innovative Idea Award Form* and,
 - a. May authorize any employee Certificate of Appreciation awards; or
 - b. Shall forward any approved nominations for facility, region and HQ Employee of the Year to the Deputy Secretary in their chain of command for final approval.
4. The Deputy Secretary may authorize the employee awards for Certificate of Appreciation, and facility, region and HQ Employee of the Year.
5. The DJS Secretary shall authorize the Secretary's Citation, DJS Employee of the Year, the Incentive Performance and the Innovative Idea Awards.
6. The DJS Region Director, Facility Superintendent, HQ Office Director, Executive Director or Assistant Secretary shall notify OHR of any Certificate of Appreciation awards and the Deputy Secretaries and the

Secretary shall notify OHR of all other employee awards at least thirty (30) days prior to the Employee Recognition event;

- i. Each nomination shall be worded clearly and in compliance with the award criteria. Vague, unintelligible, and late nomination submissions will not be accepted.
 - ii. Each award shall be for achievements earned within the previous calendar year of the Employee Recognition event.
4. OHR, upon notification of an award, shall review the award for completion and ensure compliance with the basic criteria;
- (i) If the award complies with the criteria in Section II.C. of this policy, the OHR shall
 - (a) For Certificates of Appreciation, and facility, region and HQ Employee of the Year Awards; prepare the certificate, plaque or memento; and
 - (b) For the DJS Employee of the Year, Secretary's Citations, Incentive Awards and Innovation Awards, forward all eligible nominations to the Secretary for preparation of any certificate, plaque or memento.
 - (ii) If the award does not comply with the criteria in Section II.C. of this policy, the OHR shall return the award request to the requestor with documentation justifying disapproval of the award.

E. Responsibilities.

1. **The Divisions of Departmental Support and Operations shall** hold an Employee Recognition Event each year.
 - i. The Division of Operations shall plan and implement the Awards Ceremonies in collaboration with the staff from each facility, each region and HQ.
2. **The Office of Human Resources shall:**
 - i. Provide a list of Service Award recipients to the subdivision's Event Coordinator; and
 - ii. Report monetary awards or Administrative Leave for an Incentive Award to the Department of Budget and Management when applicable. Pursuant to Md. Code, State Personnel and Pensions Article, §10-204, employees may only receive one Incentive Performance Award in any 24 month period.

III. DIRECTIVES/POLICIES REFERENCED

- A. None

Appendix

1. Employee Recognition Nomination Form
2. Employee Innovative Award

**DEPARTMENT OF JUVENILE SERVICES
EMPLOYEE RECOGNITION NOMINATION FORM**

In keeping with the DJS Employee Recognition and Innovation Program Policy, please complete the following form and return to the Office of Human Resources.

Reminder: Employees are to be recognized for duties rendered the fiscal year prior to the year of the event. **Submit only one form per employee.**

Nominator: _____ Title: _____

Location/Area: _____ Office: _____ Telephone: _____

Employee: _____ Title: _____

Location: _____ Telephone: _____

Check the award for nomination:

- Certificate of Appreciation
- Employee of the Year
- Secretary's Citation

Name of Person Submitting Form: _____

Nominator's Signature: _____ Date: _____

Supervisor's Approval Signature: _____ Date: _____

Region Director/Facility Superintendent/HQ Office Director's Approval Signature:

_____ Date: _____

Deputy Secretary's Approval Signature: _____ Date: _____

Secretary's Authorization Signature: _____ Date: _____

In **50 words or less**, provide a brief, typed description of **justification** of the award for this employee **as per award criteria**. Only typed nominations will be accepted. The description is to be **typed**, as it is to appear on the award.

**DEPARTMENT OF JUVENILE SERVICES
EMPLOYEE INNOVATIVE IDEA PROGRAM**

Name: _____ **Division:** _____ **Phone:** _____

Office Location & Address

City/County

Zip Code

My suggestion/innovation would result in:

- **Monetary savings to the Department or the state**
- **Increased Revenue to the Department or the state**
- **Significant quality of services delivered to the public**
- **Significant benefits in time, cost or efficiency to the Department or the state**

My suggestion/innovation is for evaluation by the _____ Unit/Division.

Description of suggestion/innovation:

**Attach a detailed narrative of the suggestion, how the suggestion meets the results criteria, and an implementation plan. Please include charts, graphics, operational procedures, statistics, costs, expenses, monetary savings, and other documents to support the suggestion.

Submitted by: _____

Employee Name	Classification	Location	Date
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Received in HR by: _____ Date: _____

Suggestion has merit and is forwarded to appropriate unit for evaluation

Forwarded to : _____

Suggestion not accepted for Exceptional Merit (Explanation Attached)

Evaluator: _____

Signature	Date
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Suggestion accepted for Exceptional Merit Award

Evaluator: _____

Signature	Date
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DJS POLICY AND STANDARD OPERATING PROCEDURES

Statement of Receipt and Acknowledgment of Review

SUBJECT: Employee Recognition and Innovation Program
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EFFECTIVE DATE: August 22, 2012

I have received and reviewed a copy (electronic or paper) of the above titled policy.

I understand that failure to sign this acknowledgment form within five working days of receipt of the policy shall be grounds for disciplinary action up to and including termination of employment.

I understand that I will be held accountable for implementing this policy even if I fail to sign this acknowledgment form.

SIGNATURE

PRINTED NAME

DATE

THE ORIGINAL COPY MUST BE PLACED IN YOUR PERSONNEL FILE.