

County of Riverside Employee Recognition Program (CERP) Frequently Asked Questions



Q: How does the program work?

A: At a high level:

- **Step 1:** Each Department submits five nominations in June (one nomination per program category.)
- **Step 2:** All nominations are compiled and submitted to the applicable ACEO, CFO, or CAO. (End of June each year)
- **Step 3:** The ACEO, CFO, or CAO reviews all departmental nominations for their assigned portfolio and selects one winner for each of the five categories. (July of each year)
- **Step 4:** Portfolio winners are then submitted to the CERP Committee for Countywide award consideration.
- **Step 5:** CERP Committee selects the five overall Countywide winners for the year. (August of each year)
- **Step 6:** The five Countywide winners are recognized at a Board of Supervisors meeting in September.

Q: What are the program categories?

A: CERP categories are as follows: Innovation, Lean Improvements, Stellar Customer Service, Essence of Leadership, and Exceptional Results through Teamwork. For additional information on each of these categories, please review the program's website, linked below:

<https://rc-hr.com/EmployeeRecognitionProgramCERP>

Q: When are Departmental nominations due each year?

A: Departments are to submit their five nominations (1 for each category) by the end of June each year. Nominations open each year on or around June 1st.

Q: Who selects the Countywide winners?

A: Countywide winners are selected by the yearly CERP Committee. The CERP Committee is comprised of 5-7 County Department executive-level staff members. Committee members serve a one-year term.

Q: Do Portfolio-level winners need to attend the September Board Meeting?

A: No. Only the five Countywide winners are recognized at the September Board Meeting.

Q: I'm a County Department Executive and would like to join this year's CERP Committee. How do I join?

A: Be on the lookout for an e-mail from HR in May of each year calling for Committee volunteers and respond to that e-mail expressing your interest.

Q: Who administers this program and who do I contact if I have additional questions?

A: CERP is administered by HR's Learning & Organizational Development Division. Reach out to HRLOD@Rivco.org for additional information.

Q: Where can I review more information on CERP?

A: Review additional program information on our website here:

<https://rc-hr.com/EmployeeRecognitionProgramCERP>

Q: What are the different types of winners in the recognition program?

A: There are three types of winners in the program:

1. Department winners (those submitted via Department Heads or their designee each June)
2. Portfolio winners (Departmental winners who are selected by their ACEO, CAO, or CFO to move on to the CERP Committee for consideration)

3. Countywide winners (Five portfolio winners selected by the yearly CERP Committee)

Q: What does each winner receive as an award?

A: Countywide winners receive a personalized certificate, trophy, and challenge coin to commemorate their accomplishment. Portfolio-level winners receive a personalized certificate and challenge coin.

Q: How will I know if I, or my staff, win an award?

A: HR does not notify award winners directly. All Department Heads are notified via e-mail should they have staff that won a Portfolio-level or Countywide award. Please expect notification of any awards to come from your Department leadership or their designee.

Q: Where can I find past winners?

A: All current and past Countywide and Portfolio-level winners are posted on our website. See link provided above to access.

Q: How do I nominate someone?

A: If you are a Department Head or their designee and need to submit your Department's nominations in June, be on the lookout for an e-mail from HR announcing that nominations are now open. The e-mail will contain a link to a survey for you to submit your Department's five (5) nominations.

Q: Who selects the portfolio winners?

A: Portfolio winners are selected by each portfolio's ACEO, CFO, or CAO.

Q: Can anyone submit a nomination?

A: For purposes of the Countywide Employee Recognition Program (CERP), departmental nominations in June of each year must be submitted by the Department Head or their designee.

Q: How do I establish an Employee Recognition Program within my Department?

A: See our “Creating your own Departmental Recognition Program” resource documents provided on our website linked above. The site provides numerous helpful guides, checklists, template e-mails and forms to utilize when creating your own employee recognition program within your department.

Q: Can my Department nominate someone for recognition outside of our Department?

A: At this time, Departments can only nominate individuals from within their own Department. However, please consider sending your kudos to the employee’s manager so they can incorporate it into their own Departmental recognition program!

Q: What program categories can we nominate a team of individuals for?

A: The only category for which you can submit a team for consideration is Exceptional Results through Teamwork. All other program categories may only consist of nominations for individuals.