

County of Riverside Employee Recognition Program (CERP): Program Categories

INNOVATION

Recognizes individuals who have contributed to the practical implementation of ideas that resulted in the introduction of new or improved innovative County of Riverside goods and services.

STELLAR CUSTOMER SERVICE

Recognizes individuals who have exemplified extraordinary customer service in their role with the County of Riverside through establishing and maintaining positive and effective working relationships with fellow staff, stakeholders, and internal/external customers.

ESSENCE OF LEADERSHIP

Recognizes individuals who embody integrity and self-awareness and demonstrate their ability to foster teamwork, as well as develop and coach their workforce, to leverage exceptional service to the internal and external customers of Riverside County.

LEAN IMPROVEMENTS

Recognizes individuals who streamline workflows, improve policies, mitigate redundancies, implement new or improve existing systems, and improve quality by identifying which working processes are valuable and which are inefficient, passing on benefits to County customers.

EXCEPTIONAL RESULTS THROUGH TEAMWORK

Recognizes County teams that create positive change and achieve exceptional results together through the cooperation of many minds, with a common vision, working toward a common goal. Teams prove this success by the exceptional feats and improved services it has achieved, for both internal and external customers, and the single-minded commitment it has shown towards county improvements and positive change.

RIVCOONE AWARD OF EXCELLENCE

The RivCoONE Award of Excellence recognizes cross-departmental teams with strong community partnership whose collaboration and commitment have significantly advanced the County's integrated service delivery (ISD) model by fostering a coordinated system of care, enhancing information-sharing, and establishing a client-centered approach to improve the health, well-being, and self-sufficiency of the most vulnerable residents. We seek teams that demonstrate successful teamwork, lean improvements, leadership, customer service, and innovation, embodying the highest standards of excellence in service delivery.

