

**SUBMITTAL TO THE BOARD OF SUPERVISORS  
COUNTY OF RIVERSIDE, STATE OF CALIFORNIA**



**ITEM:** 3.16  
(ID # 18322)

**MEETING DATE:**  
Tuesday, February 08, 2022

**FROM :** HUMAN RESOURCES:

**SUBJECT:** HUMAN RESOURCES: Approval of the revision to the Countywide Employee Recognition Program and Policy C-11, all districts. [\$0]

**RECOMMENDED MOTION:**

- 1) That the Board of Supervisors approve the revision of Board Policy C-11 Service to County Awards, Veteran Awards, and Award Presentation Policy, to include the new Countywide Employee Recognition Program.

**ACTION:**

A handwritten signature in black ink, reading "Brenda Diederichs", is written over a horizontal line. The signature is cursive and fluid.

Brenda Diederichs, Assistant CEO / Human Resources Director 2/27/2022

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**MINUTES OF THE BOARD OF SUPERVISORS**

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<b>FINANCIAL DATA</b>	<b>Current Fiscal Year:</b>	<b>Next Fiscal Year:</b>	<b>Total Cost:</b>	<b>Ongoing Cost</b>
<b>COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>NET COUNTY COST</b>	\$ 0	\$ 0	\$ 0	\$ 0
<b>SOURCE OF FUNDS: N/A</b>			<b>Budget Adjustment:</b>	<b>No</b>
			<b>For Fiscal Year:</b>	21/22

**C.E.O. RECOMMENDATION:** Approve

**BACKGROUND:**

**Summary**

On December 7, 2021 (Board of Supervisors Agenda Item 3.3.), the Board of Supervisors directed the Department of Human Resources to create within 60 days a countywide employee recognition program that honors innovation and creativity, exceptional customer service and performance improvements.

County of Riverside believes our most important asset is our employees. As a public service organization, we cannot provide the support and services needed by our communities and customers without the exceptional service provided by our employees, leaders, and teams. To demonstrate this belief and align with County goals and organizational values, Human Resources, in collaboration with the Executive Office, has developed a Countywide Employee Recognition Program. This program will recognize and incentivize employees' truly exceptional work for achievements made in the following 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.

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County recognition for each of the above categories will be awarded on an annual basis. Nominations will be accepted during the month of January for exceptional accomplishments made the previous calendar year. Nominations will be reviewed by a committee of department representatives and awarded at a Board meeting in accordance with the procedures of the award program. Information on the program, including award categories, submission deadlines, and the nomination form, can be found on the Human Resources' Learning and Organizational Development website.

To create a countywide Culture of Recognition, with frequent and timely acts of employee appreciation and recognition, departments are encouraged to implement internal employee recognition programs (if currently not in place), to support and acknowledge employee exceptional service and performance throughout the year.

Significant benefits and positive change in our workplace are expected by encouraging and fostering a Culture of Recognition through this Countywide Employee Recognition Program and the recommended department employee recognition programs. With these program implementations, we anticipate increased employee morale and engagement, greater productivity, increased creativity and innovation, and improved policies and processes, all resulting in an overall improved employee experience, higher employee retention rates, and an overall increase in exceptional customer service for our communities and customers, both internal and external.

**Impact on Residents and Businesses**

This will have no impact on Residents and Businesses.

**Additional Fiscal Information**

Administration of the program may require future budget approval for awards once costs are determined.

**ATTACHMENTS**

- A. Revised Board Policy C-11, Service to County Awards, Veteran Awards, and Award Presentation Policy

  
Meghan Hahn, Senior Management Analyst 2/2/2022