



# DISTRICT OF COLUMBIA DEPARTMENT OF CORRECTIONS

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# Program Statement

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OPI: DIR  
Number: 3220.1  
Date: March 7, 2003  
Subject: Employee Recognition  
Program

1. **PURPOSE AND SCOPE.** To set forth policy and procedure for the D.C. Department of Corrections Employee Recognition Program.

The Employee Recognition Program is separate and apart from the District Personnel Manual (DPM) Chapter 19 "DC Incentive Awards Program".

2. **PROGRAM OBJECTIVES.** Employees who perform in an exemplary manner shall be recognized and rewarded.
3. **DIRECTIVES AFFECTED**
  - a. **Directives Rescinded.** None.
  - b. **Directives Referenced**
    - 1) District Personnel Manual (DPM), Chapter 19, "DC Incentive Awards Program".
    - 2) DPM, Chapter 9, "Excepted Service".
    - 3) DPM, Chapter 12, "Hours of Work; Legal Holidays; Leave".
    - 4) DPM, Chapter 14, "Performance Management".
    - 5) PS 1220.1B, "Customer Service" (5/6/02).
4. **AUTHORITY.** DPM, Chapter 19, "Employee Incentive Awards".
5. **STANDARDS REFERENCED.** None.

## 6. RESPONSIBILITIES

- a. The Director shall:
  - 1) Establish and appoint members to the Employee Recognition Committee (ERC), comprised of members from various service areas and levels of authority as well as a union representative. Committee members shall be reviewed and appointed or reappointed annually.
  - 2) Review and approve the annual Employee Recognition Program Activity Plan.
  - 3) Approve employees selected for each category of award outlined in this directive.
- b. The Employee Recognition Committee shall:
  - 1) Establish, develop and implement ongoing programs for distinguishing and honoring employees, subject to the approval of the Director.
  - 2) Develop an annual Employee Recognition Event Plan by November 30<sup>th</sup> of each year for the Director's approval.
  - 3) Process awards in accordance with the procedures set forth in this directive.
  - 4) Organize the Annual Employee Awards Ceremony, Correctional Employee Week, Administrative Professional Day and other employee recognition activities.
  - 5) Organize fundraisers to support the Employee Recognition Program, subject to review by the General Counsel, and approval of the Director.
- c. Supervisors shall:
  - 1) Nominate employees for recognition where merited.
  - 2) Announce award recipients at roll call or staffing meetings.
- d. The Communications Officer shall develop, publish and distribute a DOC newsletter each calendar quarter that shall announce employee award recipients.

## 7. PROCEDURES

- a. **Awards.** Awards covered in this directive are as follows. Criteria for each type of award are described in the respective paragraphs in Section 8 of this directive.
  - 1) Employee of the Month

- 2) Quarterly Customer Service
- 3) Length of Service Recognition
- 4) Commendation
- 5) Employee of the Year
- 6) Customer Service Employee of the Year
- 7) Group Award

**b. Nominations**

- 1) Supervisory staff shall nominate employees for all categories except the "Employees of the Year".
- 2) Supervisors shall:
  - a) Determine the type of award to be recommended
  - b) Confirm the employee's eligibility
  - c) Complete the nomination form (Attachment 1)
  - d) Obtain appropriate managerial signatures of approval
  - e) Submit the nomination to the ERC as required in Section c. Submission Requirements

**c. Submission Requirements.** Nominations shall be submitted in a timely manner; set forth as follows:

**1) Employee of the Month.**

Nominations for Employee of the Month shall be submitted to the ERC by the 10<sup>th</sup> day of each month for award in the following month. (e. g., the Employee nominated and selected during the Month of January shall become the Employee of the Month for February).

**2) Customer Service Employee of the Quarter.**

Nominations for the Customer Service Employee of the Quarter shall be submitted to the ERC by the 10<sup>th</sup> of the month in February, May, August and November.

3) **Length of Service**

The names and Entry on Duty (EOD) for eligible employees in each service year award shall be submitted to the ERC by November 10<sup>th</sup>.

4) **Employee of the Year**

The Employee of the year are selected from the respective Employee of the Month and Customer Service Employee of the Quarter.

d. **Committee Recommendation**

The ERC shall review the nominations and make a recommendation to the Director by the 15<sup>th</sup> day of each month.

e. **Selection**

The Director shall select the award recipient for each category by the 21<sup>st</sup> day of each month.

f. **Award**

1) **Employee of the Month**

- a) The Director shall present a certificate of recognition to the employee at roll call or staff meeting, whichever is appropriate, and a photograph of the Director and the Employee of the Month shall be taken together.
- b) The employee's name shall be added to the Employee of the Month cumulative plaque on display at the Central Office.
- c) Announcement of each award along with the photograph shall be made in the DOC Newsletter.
- d) Reserved parking space for the month.
- e) \$25.00 Cash Award.

2) **Customer Service Employee of the Quarter**

- a) The Director shall present a certificate of recognition to the employee at roll call or staff meeting, whichever is appropriate, and a photograph of the Director and the Customer Service Employee of the Quarter shall be published in the newsletter.
- b) Announcement of each quarterly award shall be made in the DOC Newsletter.

c) \$25.00 Cash Award.

**3) The Employee of the Year**

- a) Time off award of 3 days at a mutually agreeable time between the employee and his/her supervisor.
- b) Attendance at either the summer or winter ACA Conference with all expenses paid (in accordance with applicable fiscal regulations).
- c) The Director shall present a plaque and certificate to the Employee of the Year during the Annual Employee Recognition Banquet.

**4) Length of Service Award**

Employees shall be presented with a certificate and pin at the annual awards banquet. All awardees shall be listed in the newsletter.

**5) Commendation**

The employee shall be presented with a Certificate of Commendation and the commendation shall be publicized in the newsletter.

**6) Annual Length of Services Recognition.** This recognition shall be presented at the annual awards banquet. All awardees' names and group photographs for each length of service category shall be published in the agency newsletter.

**a) 5 Years, 10 Years and 15 Years Award.**

The employee shall be presented with a certificate and pin.

**b) 20 Years Award.**

The employee shall be presented with a Plaque and pin. The ERC shall in conjunction with the Director develop other ceremonial activities.

**c) 25 Years and 30 Years Award.**

The employee shall be presented with a Plaque, pin and Time off award. The ERC shall in conjunction with the Director develop other ceremonial activities.

**7) Group Award**

A team of employees whose collective efforts make a significant contribution to the efforts and productivity of the agency may be recommended for a group award. The group shall be presented with a certificate and individual group

members with a certificate at the annual awards banquet. The group shall receive recognition in the agency newsletter.

## 8. AWARD CATEGORY AND CRITERIA

- a. **Employee of the Month.** Criteria for nominating and selecting an Employee of the Month shall include, but not be limited to, the following:
- 1) Commitment. The employee seeks ways to improve the work unit, assists new employees, has a good attendance record and strives to improve their work knowledge through continuing education.
  - 2) Creativity. The employee suggests new ideas or methods which might save the agency time, money and other resources, identifies solutions more than problems, takes reasonable risks, is receptive to change, and is innovative with limited resources.
  - 3) Leadership. The employee is a good example to other staff, knows when to make decisions or refer issues to higher authorities, and is regarded as fair by other employees.
  - 4) Positive Attitude. The employee is a morale builder, recognizing the good work of others and finding the bright side to meet challenges. This employee's positive approach to each day makes the workplace better for everyone.
  - 5) Professionalism. The employee readily absorbs skills and knowledge, becoming the resident "expert" in their field, and is always eager to try a textbook theory in the real world. The professional employee functions well in stressful situations, accepts constructive criticism well, and projects a positive image of the agency to others.
  - 6) Team Work. Although not always in the limelight, this employee does excellent work behind the scenes and willingly contributes to the group's effort, making the group's goal their own.
  - 7) Versatility. The employee can turn easily from one subject or task to another without breaking stride while maintaining control and achieving progress in other assignments.
  - 8) Customer Service. The employee delivers consistent, dependable, high quality and efficient customer service, and generates consistent customer satisfaction.
  - 9) Employee must not have received any corrective/adverse actions.

**b. Selection of Employee of the Year Award**

- 1) The criteria are the same as for the Employee of the Year.
- 2) The ERC shall meet and select an employee from among the employee of the month award recipients for that year.
- 3) The ERC shall meet before December 10<sup>th</sup> of each year to select the recipient of the award for Employee of the Year.
- 4) The ERC Chairperson shall forward the recommendation to the Director by December 30<sup>th</sup> of each year for review and approval.

**c. Customer Service Award.** The Customer Service Award recognizes individuals who have successfully:

- 1) Delivered consistently dependable, high quality and efficient service.
- 2) Generated consistent customer satisfaction based upon surveys conducted.

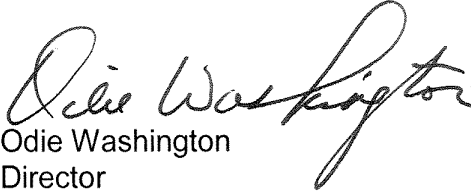
**d. Length of Service Award**

- 1) **Eligibility.** All employees who have served the D.C. Department of Corrections for periods of 10, 20 and 30 years are eligible to receive the Length of Service Award.
- 2) **Criteria**
  - a) The full month shall be counted when entrance on duty falls within a calendar month.
  - b) Service consisting of intermittent or part time employment is creditable if prorated and based on actual records. An accrual of 260 workdays constitutes one full year of service.
  - c) Prior service with the Federal Government is not creditable for this recognition.
  - d) Periods of Leave Without Pay (LWOP) in excess of six (6) months in any calendar year are not creditable with the exception of military furlough.
  - e) Absence from the job due to service connected disability, when approved under the provision of the Employee's Compensation Act, is creditable service.

- f) Service in the District Government does not have to be continuous. However, no credit can be given for time represented by the break in service unless it is due entirely to military service.
- g) Military service that interrupts District Government service is creditable, however, military service prior to entrance on duty in the District Government is not creditable.

e. **Commendation**

This award is designed to provide recognition of work accomplishments that are above average, but do not meet the criteria for monetary awards or high honor awards such as the Distinguished Service Award or Meritorious Service Award pursuant to the DPM Chapter 19.

  
Odie Washington  
Director

Attachment

Employee Recognition Award Nomination