BEST PRACTICE IDEA: Excellence in Action

WORKFORCE CHALLENGE: Outstanding performance occurs at all levels in an organization the size of SFCS, yet when it occurs across 54 counties, supervisors and administrators aren’t always on site to recognize it. SFCS set about to establish a program to provide for meaningful recognition for employees in all SFCS programs across every county and in every community we serve.

WORKFORCE STRENGTHS: Commitment to and flexibility in supporting and recognizing employee performance at all levels; support for various avenues of structuring and providing for employee input and feedback; responsiveness to employee input and feedback at all levels

WORKFORCE STRATEGIES: SFCS employees are our greatest asset. Excellence in Action is an award program that encourages peer recognition at all levels by establishing various award levels and standards for nomination and selection. The program allows supervisors and management staff flexibility within their budgets to establish the awards at various levels.

WORKFORCE BENEFITS: Improved worker effectiveness, improved morale and enhanced job satisfaction; on-going recognition of peers; retention; reinforcement of best practice and talent; availability for recognition at all levels; motivation to earn recognition and rewards

WORKFORCE IMPLICATIONS: Departmental budgets for recognition items; establishing “catalog” of rewards; internal policies and guidelines established and implemented

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“Letting workers know that they are valued and recognizing them for a job well done can go far toward boosting morale and retaining staff. Recognition can take many forms, which are limited by creativity more than funding. In fact, salaries, though important, may not be as rewarding as personal recognition. Treating frontline staff and supervisors as full partners in the agency by inviting their feedback and ideas is a prime example of an effective strategy.”

Award Levels
Shining Star, Super Star, and Above & Beyond

Shining Star Level – Five “thank you certificates” may be redeemed for one Super Star level prize.

Super Star Level – Five “super star certificates” may be redeemed for one Above & Beyond prize or any one of the following may be selected from the Excellence in Action Catalog of Items.

Above and Beyond Level:

- 1 day off with pay
- 1/2 day off with pay
- $25
- $50
- $75
- $100
- $125
- $150

Award of Excellence

Awards of Excellence are given to employees by supervisors for extraordinary dedication to a project or accomplishment outside the normal job description for the employee. Rewards at this level include one or a combination of the following: