


Memorandum



Date: June 30, 2022

To: Department Directors

From: Arleene Cuellar, Director 
Human Resources Department

Subject: IDEA Rewards/ Employee Suggestion Program Update

The IDEA Rewards/ Employee Suggestion Program (ESP) is governed by Administrative Order 7-8. It provides a mechanism for the County to engage the workforce's innovativeness and creativity and capitalize on the great ideas of our number one asset, our valued employees. Since its inception, the Program has processed more than 7,000 submittals, and successfully recognized and implemented more than 1,500 employee ideas, yielding both intangible and tangible benefits. Documented first-year savings have exceeded \$20 million dollars. The program is cost-effective as many of these ideas continue to generate recurring savings and benefits long after implementation.

In order to address the current needs of the program, the Human Resources (HR) Department has collaborated with the Information Technology Department (ITD) to implement technology that will capture, process and monitor employee submissions and department reviews. IdeaScale was identified as the appropriate solution to modernize the program and facilitate data analytics and reporting. Additionally, IdeaScale's functionality will also be leveraged for ad-hoc engagement by departments for special projects and initiatives. We have already started working with IdeaScale to develop and implement the tool to support county-wide idea generation management, and to enhance the engagement process by making it more interactive for end-users.

Our employees' ideas have contributed to helping the County provide innovative solutions which enhance the service to our community. Use of IdeaScale will enhance the relevancy, agility and flexibility of the ESP by facilitating quick turnaround of reviews, and most importantly, the recognition of employees for suggestions that are successfully implemented.

Our goal is to continue to motivate our workforce to provide cost-effective, creative solutions that generate savings and improvements that optimize our services and align with the Thrive305 initiatives. As innovative leaders, I am asking you to assign a departmental Idea Specialist (I tHRivers) who will be responsible for promoting the program and increasing employee engagement. The selected employee will be provided the requisite training to use IdeaScale so that your department will be able to expedite review and implementation of viable suggestions and be prepared to recognize your team members for their valuable ideas.

I invite your participation and ask for your support. Please identify your assigned Idea Specialist on the attached form and return it to Sara Vallazza at Sara.Vallazza@miamidade.gov by July 15, 2022. Should you have any questions, please do not hesitate to contact me at Arleene.Cuellar@miamidade.gov.

Attachment

c: Office of the Mayor Senior Staff
Departmental Personnel Representatives
HR Senior Staff
Sara Vallazza, Employee Engagement Coordinator, Human Resources