

IDEA REWARDS / EMPLOYEE SUGGESTION PROGRAM

SUMMARY

Community Information and Outreach (CIAO) oversees the IDEA Machine and IDEA Rewards programs.

In 2009, the IDEA Machine was launched as the gateway to the IDEA Rewards/ Employee Suggestion Program. The IDEA Machine created a public interactive employee engagement tool on eNet. It has created an effective means of capturing and reviewing employee ideas with greater transparency and reduced paper waste. The IDEA Machine allows employees to read the suggestions under review as well as vote and comment on any posted idea. IDEA Machine submittals are referred to the Employee Suggestion Program (ESP) when testing and implementation is considered. The ESP name was updated with the addition of IDEA Rewards to compliment the IDEA Machine.

The IDEA Rewards/ESP provides employees with an opportunity to share ideas with department management and receive awards and recognition for individual creativity and innovation.

PROCEDURE

1. Employee submits a written description of the idea and the benefits that would result from its implementation with personal contact information in the IDEA Machine on eNet. Joint submissions are acceptable.
2. Suggestion is forwarded directly to the Employee Recognition and Suggestion Manager in Community Information and Outreach. A network of IDEA Specialists/ ESP Coordinators is also active throughout every County department to support the Program. But, to officially be processed through the Program Community Information and Outreach must receive the idea and assign it a number.
3. Employee Recognition and Suggestion Manager reviews all submittals and reviews referrals from the IDEA Machine to the IDEA Rewards/ Employee Suggestion Program to ensure the IDEA meets the guidelines set in Administrative Order 7-8.
4. Departments review assigned ideas and respond on the IDEA Machine. Suggestions accepted for testing and possible implementation are returned with a recommendation to the Employee Recognition and Suggestion Manager signed by the Department Director within sixty (60) days.
5. If the suggestion is recommended for a trial test, a Recognition Award is issued by the Employee Recognition and Suggestion Manager. The suggestion remains active pending the trial test.
6. If the suggestion is trial tested and declined, the Employee Recognition and Suggestion Manager provides a response to the employee with the documentation presented by the evaluating department.
7. Departments which commit to trial testing suggestions must report back on the success of the trial test and finalize implementation of the suggestion as appropriate.

8. Departments forward Special Award recommendations to the Employee Recognition and Suggestion Manager with all appropriate paperwork, including photographs.
9. Based on the Department's recommendation, the Employee Recognition and Suggestion Manager reviews the paperwork for compliance and schedules the suggestion for presentation. (See Special Award description below)
10. Suggestions declined for Special Award by Departments are provided with a formal response and documentation by the Employee Recognition and Suggestion Manager.
11. When necessary, either the Employee Recognition and Suggestion Manager or the Department evaluating a suggestion will contact the employee for additional details.
12. Employees may appeal rejected suggestions by notifying the Employee Recognition and Suggestion Manager with new information and appropriate explanation.
13. If an eligible suggestion is implemented within two (2) years of the date it is officially rejected by the Employee Recognition and Suggestion Manager, the suggestor can receive credit by providing written documentation.

TYPES OF AWARD

Recognition Award – Certificate signed by the County Manager, eight (8) hours of administrative leave, mention of the award in employee's personnel file and performance evaluation. Award for suggestions accepted for trial test.

Special Award – Cash award from \$50 to \$5,000. Paid by departments who implement and receive benefit of suggestion. Co-suggesters split cash award amount.

Grand Award – Cash and prizes which may include administrative leave presented to the most outstanding Special Award winner for the year.

Innovator Award – up to \$500 cash award presented to employee or management staff not eligible for Recognition or Special Awards for implemented improvements.

Bravo Award – \$500 cash award presented to team or group generated suggestion that is successfully implemented by Department. This may include ideas generated by process improvement teams or quality improvement teams.

CONTACT(S):

Department/Division

Community Information and Outreach/Administration

REFERENCE DOCUMENT(S):

Administrative Order 7-8, Employee Suggestion Program