

DHHS POLICY AND PROCEDURE MANUAL

Section V:	Human Resources
Title:	Talent Management
Chapter:	Secretary's Team Recognition Award
Effective Date:	October 1, 2018

Purpose

The Department wishes to annually recognize the tremendous effort that many DHHS teams who further the mission and demonstrate the values of DHHS in carrying out their jobs or in taking on extra assignments. Currently, managers as well as co-workers have limited official mechanisms to recognize groups of employees in a tangible way.

Policy

The DHHS Secretary's Team Recognition Award program provides a system to express appreciation to teams for demonstrating the values set by the Secretary. The awards will be given on an annual basis.

Teams may be recommended by any DHHS employee or DHHS client. The nomination should describe in detail the actions and results of the teams' work. The categories are: People-Focused, Teamwork, Proactive Communication, Transparency, Stewardship, and Joy at Work. A description of each criterion follows.

I. Recognition Program Criteria

People-Focused - Focuses on the people we serve, delivered value and made a positive impact on their lives and communities.

Teamwork - Works toward one team goal: to improve the health, safety and well-being of all North Carolinians.

Proactive Communication - Maintains an open and trusting environment for collaboration and continuous improvement with our team, stakeholders and the people we serve.

Transparency - Shares expertise, information and honest feedback within the Department and with stakeholders and the community. Asked for help when needed.

Stewardship - Provides clear leadership in order to be good stewards of resources and time to create a positive impact for those we serve.

Joy at Work - Brings joy and balance at work so we all bring our A-game when serving the people of North Carolina.

II. Eligibility

- All DHHS employees are eligible for recognition. Nominees may come from any classification level and any number of employees may be recognized at a given time; however, all nominations should include at least two employees. If a team includes members that are not DHHS employees (such as contractors or county employees), all members of the team may be nominated.
- Nominations may be made by peers, management or clients; within or outside the team's work unit or division/facility.
- Team nominations should list specific actions that show the team has collaborated to demonstrate a DHHS value which resulted in an improved product or service.

III. Nomination Procedures

- Nominations are submitted electronically and then forwarded to the Team Recognition Committee.
- The committee reviews the nominations based on established criteria.
- If the committee concurs, the nomination is forwarded to DHHS senior management familiar with the nominees' work or action to validate the nomination.
- Based on the committee's decision, recipients will receive a certificate or recognition. Multiple teams may be recognized in each category.

IV. Award ceremony

Those receiving certificates will be honored at a reception given annually by the Secretary.

V. Communications Strategy

- An introductory information packet and memorandum from the Secretary announcing the program is sent to all employees.
- The DHHS newsletter will include program criteria.
- News releases are sent out to provide community recognition.