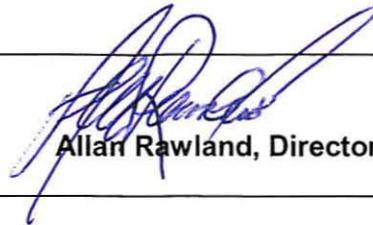


**County of San Bernardino
Department of Behavioral Health**

Service First Recognition Policy

Effective Date 09/11/08
Approval Date 09/11/08



Allan Rawland, Director

Policy It is the policy of Department of Behavioral Health (DBH) to recognize employees for providing excellent customer service that meet the guiding principles of the Service FIRST philosophy. The purpose of this document is to describe the recognition policy.

Background Service FIRST is the positive customer service policy adopted by the County of San Bernardino that establishes consistent service standards and expectations for all County employees. It encompasses the following principles:

- Friendly
- Interested
- Responsive
- Service Oriented
- Trust Worthy

Types of Recognition Employees will be recognized in the following ways:

- Employee of the Month for each program
- DBH Employee of the Month
- Director's Award of Excellence
- DBH Employee of the Year

Selection Criteria Employees will be selected for awards based on demonstrated commitment to DBH's vision, mission and values.

Program Theme The theme for the DBH Service FIRST program is "Integral Piece of the Puzzle."

- Certificates will be designed with puzzle piece graphics
- All Employees of the Month will receive a puzzle lapel pin
- The Director's Award of Excellence will have a puzzle piece on it

Service FIRST award points The County's Service FIRST program is implementing an online awards website. Employees can receive Service FIRST award points which can be "spent" to purchase items online at www.servicefirstawards.com.

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Program/Clinic Employee of the Month

The Program/Clinic Employee of the Month will operate as follows:

Stage	Description
1	Each Manager/Clinic Supervisor will select an Employee of the Month for his/her program.
2	The Employee of the Month will receive a “puzzle piece” certificate and 5,000 Service FIRST award points. Note: The Workforce Education & Training Program will produce the certificates when requested through the DBH-WET Outlook mailbox.
3	The Manager/Clinic Supervisor will complete the Employee Recognition Nomination form and submit it to the DBH Employee of the Month committee.

DBH Employee of the Month

The DBH Employee of the Month will operate as follows:

Stage	Description
1	The Employee of the Month committee will review the nominations from each program/clinic’s employee of the month to select a DBH employee of the month.
2	The DBH Employee of the Month will receive: <ul style="list-style-type: none"> • 5,000 Service FIRST award points (for a total of 10,000 points) • Puzzle piece lapel pin • Name on an ongoing plaque by year posted at DBH Admin
3	The DBH Employee of the Month will be highlighted in the FACES newsletter and through a webmaster announcement.

DBH Team Awards

Periodically awards will be given to teams for recognition of special projects, outstanding performance in an audit or other team activities. Team members will be rewarded in the following way:

- 5,000 Service FIRST award points
 - Puzzle piece certificate
 - Lunch with the Director
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Directors Award of Excellence

The Director’s Award of Excellence is given annually to an individual, group or contract agency who exemplifies the DBH Mission, Vision and Values. The recipient is selected by the Director of DBH and presented at the annual State of the Department.

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Evening with the Stars Award

Awards will be given out at the annual Evening with the Stars event in the following categories:

- County and Contract Program
 - County and Contract Staff member
 - Peer Advocate
 - Family Member
 - Behavioral Health Community Advocate
 - News Media
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Non-financial recognition possibilities

Non-financial recognition possibilities to supplement those already described include:

- “I Saw You” Board using Service FIRST recognition cards, available from the DBH Workforce Education & Training Program
 - Birthday lunch or potluck
 - Memo of appreciation/recognition in the personnel file
 - Email of appreciation shared with entire unit/program
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Questions

Questions about this policy can be directed to the DBH Service FIRST Coordinator.
