



## ***Policy & Procedure***

***Date Issued:*** July 1, 2003

***Section:*** DFCS Administration

***Subject:*** SPECIAL THANKS AND RECOGNITION AWARD

***Approved:*** Floyd Lanter, Administrator

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**Applicability.** This policy applies to all employees, units, sections and task-specific work teams of the Division of Finance and Corporate Securities (DFCS), except the administrator and deputy administrator. This award program is in addition to, not in lieu of, other employee recognition and reward programs of the Department of Consumer and Business Services (DCBS) and the State of Oregon.

**Purpose.** To provide prompt recognition of those employees and work teams whose actions exemplify the values of DCBS as demonstrated in one-time, short term efforts that result in outstanding public service; significant enhancements to the division's effectiveness in carrying out its regulatory duties; or, significant improvements in the quality of the work environment or work processes in DFCS.

**Policy.** The administrator establishes an employee recognition program called the Special Thanks and Recognition Award (STAR Award). This award is given by the administrator to an employee or work teams, upon recommendation of the employee's supervisor or work team's supervisor or sponsor, for outstanding individual and team conduct and performance that exemplifies the values of DCBS.

Within one month of such exemplary performance being recognized by the approving manager, the employee or work team shall receive from the administrator a certificate; lapel pin (upon the first award, only); and public recognition in an all-division "stand-up" meeting.

The STAR Award program shall have a nominal biennium budget of \$500, subject to change at any time in response to budget constraints. The budget shall be in the administrator's office cost center. Expenditures for certificates and pins will be apportioned to the various cost centers of the programs administered by DFCS in the same manner as other administrative costs.

**Criteria.** The kinds of accomplishments that receive recognition are those that epitomize the values of the department, which are:

- Customer service - maintaining excellence in all we do
- Respect for those with whom we work both inside and outside the department
- Collaboration and partnering

Expertise  
Integrity and personal responsibility  
Effective, interactive communications  
Effective and responsive leadership  
Innovative and creative problem solving  
Fostering a diverse community that honors the dignity of everyone

Examples of employee or team initiative that may merit a STAR Award include, but are not limited to:

1. Making an exceptional contribution to a difficult and/or critical project by demonstrating outstanding collaborative and partnership-building skills
2. Producing an exceptionally high quality work product under a tight deadline
3. Demonstrating exceptional initiative in taking on a difficult work project above and beyond that normally required without being told to do so
4. Providing outstanding service to public or internal customers, characterized by a level of responsiveness, courtesy and respect that exceeds expectations
5. Displaying unwavering professionalism when under pressure and stress in a public arena
6. Displaying exceptional formal or informal leadership skills in coaching, mentoring and motivating others
7. Obtaining professional accreditation(s) of such value that it materially contributes to the capabilities of the division
8. Any other stellar acts that epitomize teamwork; create high levels of trust amongst colleagues, work units and the divisions of DCBS; strengthen vital relationships with consumers, stakeholders and governmental partners; foster harmony within workgroups; or otherwise demonstrate outstanding public service.

## **Procedure**

1. Any employee of DFCS may nominate another employee or a work team for a STAR Award by submitting the nomination to the nominee's supervisor or a work team's sponsor. Nominations made by classified employees must be approved by the nominated employee's supervisor or work team sponsor who, at his or her discretion, may consult with the administrator before acting on the nomination. Nominations should be submitted within two weeks of the accomplishment that is to be recognized.
2. Nominations shall be submitted in the format contained in Attachment "A." Those making nominations may attach any supporting documentation in support.

3. In addition to the information provided in the written nomination, the administrator may also seek and consider input from others in a position to assess the impact of the employee's or work team's accomplishment.

### **Restrictions**

1. The division budget coordinator, or designee, shall maintain records of all STAR Awards made so as to ensure that no person or group receives an award more than once for the same act or accomplishment.
2. An employee may not receive more than one STAR Award in a calendar quarter.
3. The administrator and deputy administrator are not eligible for a STAR Award.
4. A STAR Award stands alone. It shall not be granted as a substitute for unpaid overtime or compensatory time-off, and shall not be granted based for any reason unrelated to work performance.

### **References and Related Resources**

DCBS Mission, Goals and Values <http://www.cbs.state.or.us/external/dir/do/goals.html>

DCBS Policy Dev-01, <http://www.cbs.state.or.us/internal/crossdiv/dcbapol/toc.htm#>

[ORS 240.235, 240.240; 240.250](#)

[DAS, HRMD State Policy 50.040.01](#)

Attachment A

**Nomination for STAR Award**

Date:

Employee's or work team members' name(s):

Action or accomplishment for which employee or work team is nominated (brief description):

Date of or period of time during which action or accomplishment occurred:

Full description (what was accomplished):

How this accomplishment epitomizes the values of DCBS:

Estimated savings or fiscal impact (if applicable and known):

Submitted by (you may be contacted to clarify your nomination):