



District of Columbia Department of Health Agency Employee Recognition Program Policy		PROCEDURE 501.100 Implementing Office: Office of Human Resources Training Required: N/A Originally Issued: December 2024 Revised/Reviewed: N/A
Approved by:  Dr. Ayanna Bennett, Agency Director	Review by Legal Counsel:  Phillip Husband, General Counsel	Effective Date: December 2024 Valid Through Date: December 2027

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I. AUTHORITY

It is the policy of the District government to recognize and reward employees whose performance is exemplary with monetary incentive awards and non-monetary incentive awards pursuant to District Personnel Manual (DPM) [1900.2, et seq.](#)

II. REASON FOR POLICY

DC Health established this recognition policy to reward outstanding employees whose work results and accomplishments are supportive of and consistent with the agency's mission and operating goals.

III. APPLICABILITY

- A. All Department of Health (DOH) full-time and part-time employees will be eligible.
- B. Contracted staff may be nominated and receive recognition as a part of a team but **may not** receive a monetary or leave awards.
- C. To be eligible for payment of a monetary award, an employee must be actively employed by the District government at the time of the award's payment. Therefore, employees who have separated, retired, or for any other reason, are no longer current employees at the time the payment of the incentive award are not eligible for a monetary award. Exceptions to this policy shall only be made by the Mayor or the City Administrator with the approval of the Agency Director ([DPM 1901.4](#)).

IV. POLICY STATEMENT

- A. Pursuant to the DPM, DC Health will grant both monetary and non-monetary awards as outlined in this policy for annual and ongoing awards. Monetary awards are subject to the availability of funding and agency resources as identified by the Chief Operating Officer (COO) and certified by the Agency Fiscal Officer (AFO). Awards are issued at the discretion of the Agency Director.
- B. **Annual Awards** may include monetary or non-monetary recognition for the following awards:
 - 1. **The Director's Award** – Annual award of up to \$5,000 or up to three (3) days of administrative leave may be granted for exemplary performance that significantly exceeds satisfactory performance requirements of an employee's official position, and which contributed to the success of the agency and the District government in meeting the individual's performance goals for the fiscal year ([DPM 1904.2](#)). This award may be granted to up to three (3) individuals or split among three (3) separate teams each year.
 - 2. **Customer Service Award** – Annual award of up to \$250 or up to one (1) day of administrative leave for an accomplishment that goes beyond everyday work expectations ([DPM 1904.6a](#)). This award may be granted for up to five (5)

individuals each year.

C. **Ongoing Awards** are non-monetary recognition for the following award:

1. **Impact Award** – Quarterly award for up to three (3) individuals per quarter (a total of up to 12 individuals annually) resulting in issuance of a certificate of recognition to recognize identified work accomplishments. In addition, this award may also include a gift card valued at up to \$50 granted to an employee to recognize service and work for the District ([DPM 1905.2](#)).

V. DEFINITIONS AND ACRONYMS

- A. **AIAC - Agency Incentive Awards Committee** reviews nominees and determines awardees for the Agency Employee Recognition Program awards per [DPM 1903.2](#) and consists of up to five (5) staff appointed by the Agency Director, including the Chief of Staff, the Chief Operating Officer, and the presidents of AFGE 2978 and AFGE 2725.
- B. **AFO – Agency Fiscal Officer** manages the agency's financial operations, including budgeting, accounting, and compliance.
- C. **COO - Chief Operating Officer** oversees daily operations, leading divisions like finance, HR, IT, facilities, and procurement to ensure efficiency and alignment with the agency's mission to promote health and well-being in the District.
- D. **DPM - District Personnel Manual** contains all District Government personnel resources, rules, and issuances. The electronic DPM (E-DPM) can be accessed at <https://edpm.dc.gov/>
- E. **LWD - Office of Human Resources – Learning and Workforce Development Team** oversees workforce and employee development initiatives, including the Agency Employee Recognition Program.
- F. **PRC – DC Health Peer Review Committee** is a group of up to ten (10) DC Health employees determined by the Agency Director to assess Ongoing Award Nominations
- G. **SOP - Standard Operating Procedure** is the process used by DC Health to ensure consistent, regulated, and uniform processes that improve city health by documenting business workflows, relevant laws, deadlines, key terms, and step-by-step actions.

VI. PROCEDURES

- A. To qualify for an award, nominees must meet the criteria outlined for each of the awards identified:
1. Agency leadership and staff at various levels will be responsible for nominating employees deserving individuals and teams.
 2. The award budget will be determined by the COO, approved by the Director, and

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certified by the AFO.

3. The AIAC will select annual awardee(s) and determine the amount of the awards in accordance with [DPM 1903.2](#).
4. The PRC will select ongoing awardees.

B. Annual Award nominees are eligible to be included in the Annual Employee Recognition Learning Series managed by LWD to present their work, accomplishments, and best practices to facilitate collaborative knowledge and agency recognition.

C. Staff selected to present at the Annual Employee Recognition Learning Series will be supported by LWD in preparing for and making their presentation.

D. ANNUAL AWARDS

1. Required Criteria for Nominees

Annual Award	# of Awards	Nomination Criteria <i>Awarded to an employee or team who demonstrates:</i>
Director's Award	3 employees or 3 teams	<ol style="list-style-type: none"> a. Positive Impact: Had a positive impact on the health of DC residence beyond what was required for their role. b. New Approach: Brought a new approach or idea to the work that has the potential to transform public health practice at DC Health c. Significant Meaningful Connections: Has made significant, meaningful connections with community or other organizations to create coalitions that extend DC Health impact d. Creative Use of Resources: Made creative use of resources to expand their impact or reach of DC Health's work
Customer Service Award	5 employees or 3 teams	<ol style="list-style-type: none"> a. Empowerment and Growth: Demonstrates servant leadership by empowering team members through delegated responsibilities, fostering growth, and offering mentorship to promote a supportive and inclusive work environment. b. Commitment to Excellence: Consistently goes above and beyond day-to-day responsibilities to serve their team and the agency and contributing significantly to team goals. c. Transparency and Ethical Integrity: Acts with honesty, openness, and integrity, fostering trust and upholding DC Health's values as a role model for transparency and accountability. d. Collaboration and Conflict Resolution: Promotes a harmonious and cooperative work environment through open communication, active listening, empathy, and effective conflict resolution, facilitating teamwork and mutual respect. e. Equity and Innovation: Champions health equity and innovative solutions by advocating for inclusive practices, anticipating challenges, and generating creative ideas that drive improvement and sustainable change within DC Health.

2. Nomination and Selection Process

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The following process will be used to nominate, select, and recognize individuals and teams for the annual awards identified.

Annual Award Process Phase	Process Steps
<p>Nomination <i>December</i></p>	<p>a. LWD announces nomination window and provides guidance to staff and ensure compliance with the nomination process.</p> <p>b. Each administration leader submits up to three (3) nominations of individuals and/or teams for award to LWD using the designated nomination form (Appendix A: Nomination Form: Annual Awards Nomination).</p>
<p>Selection <i>January</i></p>	<p>a. LWD reviews and packages nominations for review by the AIAC.</p> <p>b. The AIAC uses the identified rubric to review and selects nominees for the Director’s Award (Appendix C: Evaluation Rubric: Annual Award Nomination Director’s Award) and Customer Service Award (Appendix D: Evaluation Rubric: Annual Award Nomination Customer Service Award).</p>
<p>Recognition <i>February</i></p>	<p>a. LWD coordinates and hosts a recognition event to celebrate nominees and awardees, which may be held during a scheduled all-agency staff meeting or as a separate event.</p> <p>b. Nominees who are not selected will receive a certificate of recognition for their accomplishment and be invited to present as part of the Annual Employee Recognition Learning Series.</p>

E. ONGOING AWARDS

1. Nomination Criteria

Ongoing Award	# of Awards	Nomination Criteria <i>Awarded to an employee or team who demonstrates:</i>
<p>Impact Award</p>	<p>3 employees or 3 teams per quarter</p>	<p>a. Inspiring Growth and Empowerment: Clearly exhibits servant leader qualities and acts as a mentor and champion for others, helping team members grow, develop, and feel empowered in their roles, creating a positive and supportive environment for all.</p> <p>b. Dedication to Excellence: Goes above and beyond to achieve outstanding results, consistently taking ownership of their work and setting a high standard that inspires those around them.</p> <p>c. Integrity and Transparency: Models honesty and openness in every action, building trust through transparency and serving as a role model for ethical behavior.</p> <p>d. Servant Leadership: Communicates openly and with respect, listens to others, and approaches conflicts with empathy, and leads with a mindset to foster inclusive and collaborative environments that inspire innovative solutions.</p>

2. Nomination and Selection Process

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Ongoing Award Process Phase	Process Steps
Nomination Quarterly	<ul style="list-style-type: none"> a. LWD announces nomination window for previous quarter and provides guidance to staff and ensure compliance with the nomination process timeline identified. b. Agency staff may submit nominations of individuals and/or teams for award to LWD using the designated nomination form (Appendix B: Nomination Form: Impact Award Nomination).
Selection Quarterly	<ul style="list-style-type: none"> c. LWD reviews and packages nominations for review by the PRC. a. The PRC reviews and selects awardees using the identified Rubric (Appendix E: Evaluation Rubric: Ongoing Award Nomination Impact Award).
Recognition Quarterly	<ul style="list-style-type: none"> c. LWD issues the Impact Award certification of recognition to all nominees and awardees. a. LWD announces nominees and awardees via agency-wide email communication. b. Nominees and awardees recognized during agency all-agency staff meeting at discretion of Director

The timeline below will be used to facilitate the Impact Award nomination, selection, and recognition actions identified.

Performance Timeframe	Nomination Window	PRC Review Window	Award Notification & Announcement
Quarter 1 October 1 – December 31	January 1 – 15	January 15 - 30	February
Quarter 2 January 1 – March 31	April 1 – 15	April 15 - 30	May
Quarter 3 April 1 – June 30	July 1 – 15	July 15 - 30	August
Quarter 4 July 1 – September 30	October 1 - 15	October 15 - 30	November

VII. CONTACTS

- A. Dr. Adaora Otiji, Chief Learning Officer, at Adaora.Otiji@dc.gov
- B. Office of Human Resources - Learning & Workforce Development Team at DOH.Learning@dc.gov

VIII. RELATED DOCUMENTS, FORMS, AND TOOLS

- A. Nomination Form: Annual Awards Nomination
- B. Nomination Form: Impact Award Nomination
- C. Evaluation Rubric: Annual Award Nomination | Director’s Award
- D. Evaluation Rubric: Annual Award Nomination | Customer Service Award
- E. Evaluation Rubric: Ongoing Award Nomination | Impact Award

APPENDICES

A. Nomination Form: Annual Awards Nomination



Annual Awards Nomination Form

Please complete the form below to nominate an individual or team for the DC Health Director's Award or Customer Service Award

Section 1: Nominator Information			
Name:		Email:	
Position:		Administration:	
Section 2: Nominee Information			
Type of Nomination:	<input type="checkbox"/> Individual	<input type="checkbox"/> Team (2 or more)	
Award Type:	<input type="checkbox"/> Director's Award	<input type="checkbox"/> Customer Service Award	
Name(s):		Administration(s):	
Section 3: Director's Award Nomination			
<p>Please only complete this section if your nomination is for this award. The Director's Award is awarded to an employee or team who demonstrates:</p> <ul style="list-style-type: none"> a. Positive Impact: Had a positive impact on the health of DC residence beyond what was required for their role. b. New Approach: Brought a new approach or idea to the work that has the potential to transform public health practice at DC Health c. Significant Meaningful Connections: Has made significant, meaningful connections with community or other organizations to create coalitions that extend DC Health impact d. Creative Use of Resources: Made creative use of resources to expand their impact or reach of DC Health's work 			
Which award nomination criteria does this nominee demonstrate? (check all that apply)	<input type="checkbox"/> Positive Impact	<input type="checkbox"/> New Approach	<input type="checkbox"/> Significant Meaningful Connections
		<input type="checkbox"/> Creative Use of Resources	
Please explain how the nominee demonstrated the criteria selected.			
Section 4: Customer Service Award Nomination			
<p>Please only complete this section if your nomination is for this award. The Customer Service Award is awarded to an employee or team who demonstrates:</p> <ul style="list-style-type: none"> a. Empowerment and Growth: Demonstrates servant leadership by empowering team members through delegated responsibilities, fostering growth, and offering mentorship to promote a supportive and inclusive work environment. b. Commitment to Excellence: Consistently goes above and beyond day-to-day responsibilities to serve their team and the agency and contributing significantly to team goals. c. Transparency and Ethical Integrity: Acts with honesty, openness, and integrity, fostering trust and upholding DC Health's values as a role model for transparency and accountability. d. Collaboration and Conflict Resolution: Promotes a harmonious and cooperative work environment through open communication, active listening, empathy, and effective conflict resolution, facilitating teamwork and mutual respect. e. Equity and Innovation: Champions health equity and innovative solutions by advocating for inclusive practices, anticipating challenges, and generating creative ideas that drive improvement and sustainable change within DC Health. 			
Which award nomination criteria does this nominee demonstrate? (check all that apply)	<input type="checkbox"/> Empowerment and Growth	<input type="checkbox"/> Commitment to Excellence	<input type="checkbox"/> Transparency and Ethical Integrity
	<input type="checkbox"/> Collaboration and Conflict Resolution	<input type="checkbox"/> Equity and Innovation	
Please explain how the nominee demonstrated the criteria selected.			

B. Nomination Form: Impact Award Nomination



Impact Award Nomination Form

Please complete the form below to nominate an individual or team for the DC Health Impact Award

Section 1: Nominator Information			
Name:		Email:	
Position:		Administration:	
Section 2: Nominee Information			
Type of Nomination:	<input type="checkbox"/> Individual <input type="checkbox"/> Team (2 or more)		
Award Type:	<input type="checkbox"/> Impact Award		
Name(s):		Administration(s):	
Section 3: Impact Award Nomination			
<p><i>Please only complete this section if your nomination is for this award. The Impact Award is awarded to an employee or team who demonstrates:</i></p> <p>a. Inspiring Growth and Empowerment: Clearly exhibits servant leader qualities and acts as a mentor and champion for others, helping team members grow, develop, and feel empowered in their roles, creating a positive and supportive environment for all.</p> <p>b. Dedication to Excellence: Goes above and beyond to achieve outstanding results, consistently taking ownership of their work and setting a high standard that inspires those around them.</p> <p>c. Integrity and Transparency: Models honesty and openness in every action, building trust through transparency and serving as a role model for ethical behavior.</p> <p>d. Servant Leadership: Communicates openly and with respect, listens to others, and approaches conflicts with empathy, and leads with a mindset to foster inclusive and collaborative environments that inspire innovative solutions.</p>			
Which award nomination criteria does this nominee demonstrate? (check all that apply)	<input type="checkbox"/> Inspiring Growth and Empowerment <input type="checkbox"/> Integrity and Transparency	<input type="checkbox"/> Dedication to Excellence <input type="checkbox"/> Servant Leadership	
Please explain how the nominee demonstrated the criteria selected.			

C. Evaluation Rubric: Annual Award Nomination | Director's Award



EVALUATION RUBRIC | Annual Award Nomination

Director's Award

EVALUATOR INFORMATION		NOMINATED INDIVIDUAL OR TEAM	
Name:		Nomination Name/Topic:	
Email:		Nominee Name(s):	
Position:		Email(s):	
Administration:		Administration:	

RUBRIC	SCORE	SCORING SCALE	TOTAL
Expectations exceeded; Highest skill set evidenced; Very strong	4	EXCEPTIONAL	13 – 16
Expectations met; Strong skill set evidenced; Strong	3	STRONG CANDIDATE	9 – 12
Guidelines met; Adequate skill set evidenced; Adequate	2	MEETS MINIMUM	5 – 8
Guidelines somewhat met; Inadequate skill set evidenced; Minimal / Limited	1	MINIMUM NOT MET	0 – 4
Inadequate; Incomplete; Skill set not evidenced	0		

CRITERIA	4	3	2	1	0
DIRECTOR'S AWARD					
a. Positive Impact: Had a positive impact on the health of DC residence beyond what was required for their role.					
b. New Approach: Brought a new approach or idea to the work that has the potential to transform public health practice at DC Health					
c. Significant Meaningful Connections: Has made significant, meaningful connections with community or other organizations to create coalitions that extend DC Health impact					
d. Creative Use of Resources: Made creative use of resources to expand their impact or reach of DC Health's work					
COLUMN TOTALS					
TOTAL SCORE					

NOMINEE AWARD RECOMMENDATION:

YES NO

PLEASE PROVIDE COMMENTS:

D. Evaluation Rubric: Annual Award Nomination | Customer Service Award



EVALUATION RUBRIC | Annual Award Nomination

Customer Service Award

EVALUATOR INFORMATION		NOMINATED INDIVIDUAL OR TEAM	
Name:		Nomination Name/Topic:	
Email:		Nominee Name(s)	
Position:		Email(s):	
Administration:		Administration:	

RUBRIC	SCORE	SCORING SCALE	TOTAL
Expectations exceeded; Highest skill set evidenced; Very strong	4	EXCEPTIONAL	16 – 20
Expectations met; Strong skill set evidenced; Strong	3	STRONG CANDIDATE	11 – 15
Guidelines met; Adequate skill set evidenced; Adequate	2	MEETS MINIMUM	6 – 10
Guidelines somewhat met; Inadequate skill set evidenced; Minimal / Limited	1	MINIMUM NOT MET	0 – 5
Inadequate; Incomplete; Skill set not evidenced	0		

CRITERIA	4	3	2	1	0
CUSTOMER SERVICE AWARD					
a. Empowerment and Growth: Demonstrates servant leadership by empowering team members through delegated responsibilities, fostering growth, and offering mentorship to promote a supportive and inclusive work environment.					
b. Commitment to Excellence: Consistently goes above and beyond to serve the team and organization, meeting deadlines, honoring commitments, and contributing significantly to team goals with integrity and accountability.					
c. Transparency and Ethical Integrity: Acts with honesty, openness, and ethical integrity, fostering trust and upholding DC Health’s values as a role model for transparency and accountability.					
d. Collaboration and Conflict Resolution: Promotes a harmonious and cooperative work environment through open communication, active listening, empathy, and effective conflict resolution, facilitating teamwork and mutual respect.					
e. Equity and Innovation: Champions health equity and innovative solutions by advocating for inclusive practices, anticipating challenges, and generating creative ideas that drive improvement and sustainable change within DC Health.					
COLUMN TOTALS					
TOTAL SCORE					

NOMINEE AWARD RECOMMENDATION:

YES NO

PLEASE PROVIDE COMMENTS:

E. Evaluation Rubric: Ongoing Award Nomination | Impact Award



EVALUATION RUBRIC | Ongoing Award Nomination

Impact Award

EVALUATOR INFORMATION		NOMINATED INDIVIDUAL OR TEAM	
Name:		Nomination Name/Topic:	
Email:		Nominee Name (s):	
Position:		Email(s):	
Administration:		Administration:	

RUBRIC	SCORE	SCORING SCALE	TOTAL
Expectations exceeded; Highest skill set evidenced; Very strong	4	EXCEPTIONAL	13 – 16
Expectations met; Strong skill set evidenced; Strong	3	STRONG CANDIDATE	9 – 12
Guidelines met; Adequate skill set evidenced; Adequate	2	MEETS MINIMUM	5 – 8
Guidelines somewhat met; Inadequate skill set evidenced; Minimal / Limited	1	MINIMUM NOT MET	0 – 4
Inadequate; Incomplete; Skill set not evidenced	0		

CRITERIA	4	3	2	1	0
IMPACT AWARD					
a. Inspiring Growth and Empowerment: Clearly exhibits servant leader qualities and acts as a mentor and champion for others, helping team members grow, develop, and feel empowered in their roles, creating a positive and supportive environment for all.					
b. Dedication to Excellence: Goes above and beyond to achieve outstanding results, consistently taking ownership of their work and setting a high standard that inspires those around them.					
c. Integrity and Transparency: Models honesty and openness in every action, building trust through transparency and serving as a role model for ethical behavior.					
d. Servant Leadership: Leads with a servant leadership mindset by fostering inclusive, collaborative environments that inspire innovative solutions. Champions equity-focused initiatives, empowering teams to creatively address challenges while ensuring fair and just outcomes for all.					
COLUMN TOTALS					
TOTAL SCORE					

NOMINEE AWARD RECOMMENDATION:

YES NO

PLEASE PROVIDE COMMENTS: