

# BOCC EMPLOYEE APPRECIATION PROGRAM (EAP) PROPOSAL

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## Executive Summary

The "Employee of the Month" (EOM) program, while well-intentioned, it creates an environment that often leaves high-performing teams feeling overlooked. For every single winner, dozens of dedicated public servants remain invisible.

Transitioning to an **Employee Appreciation Program (EAP)** transforms recognition from a subjective, "one-off" event into a strategic HR tool. This framework is designed to drive talent retention, spotlight collective excellence, and reinforce a culture centered on serving our community.

## Strategic Objectives for HR

An HR-driven program moves beyond a simple "thank you" and focuses on:

- **Centralized Oversight:** Ensuring recognition is distributed fairly across all departments, preventing potential manager bias and departmental silos.
- **Impact Analytics:** Tracking County employee impact and efforts in the communities that we serve.
- **Cultural Alignment:** Linking rewards directly to the County vision, ensuring staff are incentivized for behaviors that move our vision forward.

## The Solution: Employee Appreciation Program (EAP)

An EAP is an ongoing framework designed to celebrate collective wins as they occur. It recognizes the teams and individuals who embody our vision to “*set the standard in providing friendly, progressive, and effective service to improve the safety and quality of life for the citizens they serve*”.

## Real-World Application:

- **Emergency Response:** Recognizing Districts, Facilities, and Emergency Management teams who work through inclement weather and natural disasters to ensure public safety.

- **Operational Excellence:** Celebrating cross-functional teams during critical windows such as open enrollment, major software rollouts, or intensive project deadlines that require effort beyond standard hours.
- **Dedicated Service:** Spotlighting on-call staff and departments that maintain 24/7 continuity of service for our fellow staff and citizens.

### Benefits Comparison

| Metric            | Impact of EOM                                                                                                                                                               | Impact of EAP                                                                                                                                              |
|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <b>Retention</b>  | Low: Fails to acknowledge daily contributions.                                                                                                                              | High: Recognized employees are statistically more likely to stay.                                                                                          |
| <b>Engagement</b> | Limited: Only impacts 1-2 people per month.                                                                                                                                 | Scalable: Involves and motivates the entire workforce.                                                                                                     |
| <b>Culture</b>    | Competitive: Can be isolating or feel arbitrary.                                                                                                                            | Collaborative: Promotes inclusivity and shared success.                                                                                                    |
| <b>ROI</b>        | Low: A \$3,000 budget limits recognition to <b>less than 14%</b> of the staff (a maximum of 25 employees annually), leaving the vast majority of contributors unrecognized. | High: A \$5,000 investment scales to recognize the <b>entire BOCC workforce</b> (approximately 175 employees), ensuring every team member is incentivized. |

### Recommendation

We recommend sunsetting the Employee of the Month program by the end of this quarter and reallocating the remaining budget toward the new **Employee Appreciation Program**. This transition ensures that appreciation is timely, frequent, and specific, accurately reflecting the tireless dedication required to serve our County.