

**SUPERIOR ACCOMPLISHMENT GIFT
OR CASH AWARD RECOMMENDATION**

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Superior Accomplishment



Silver -- Individual or Group



Gold -- Individual or Group



Sustained Superior Accomplishment (for sustained superior performance over a period of 24 months)

TO: DIRECTOR

AGENCY

CalHR

In accordance with Government Code section 19823 and Article 4 of the Rules and Regulations of the Department of Human Resources, it is recommended that award consideration be given for the Superior Accomplishment herein described, performed by the following employee of this department:

EMPLOYEE NAME

CLASSIFICATION

C.B.I.D

Staff Services Manager I

DATES FOR SUSTAINED
SUPERIOR ACCOMPLISHMENT

BEGINNING DATE (MM/DD/YYYY)

ENDING DATE (MM/DD/YYYY)

DESCRIPTION OF ACCOMPLISHMENT

(Give specific facts, using the outline on the reverse side as a guide. Attach additional sheet if necessary.)

██████████ is being nominated for the Superior Accomplishment Award for ██████████ extraordinary work in streamlining multiple projects in the Selection Division at CalHR. Specifically, in February 2016, ██████████ participated in the LEAN Academy through the Governor's Office of Business and Economic Development (GoBiz). ██████████ project objective was to Streamline the Selection Division Billing Process. The monthly billing process was extremely cumbersome, labor-intensive, and inefficient. Each month the billing process took between 10 and 45 days to complete which had a backlog of up to six months. There was high occurrences of billing errors identified by departments that require additional resources to correct. In addition, the existing fee structure used to determine examination cost received numerous complaints from departments regarding cost inequity. The original goal of this project was to reduce the monthly billing processing time to less than three days.

Phase 1A - Project 1 Achievement: Root causes of delays and errors were determined and the process was simplified from 22 steps to 6 steps by removing non-value added steps. Advance excel features were developed to eliminate manual data manipulation and to standardize as well as automate processing tasks. Upon implementation of the new process, the monthly billing time was reduced to six hours with zero processing errors. However, this solution was short-term and further analysis was needed because over 900 invoices were generated to departments monthly. In order to generate the invoices, several hours of labor intensive work was required for our accounting office in printing, folding, and mailing out invoices.

Phase 1B - Project 1 Achievement: This phase focused on analyzing examination cost and reducing the number of invoices processed. Therefore, a more effective and sustainable solution needed to be developed to modify the cost structure from fee-for-service to a flat rate annual fee. The flat fee was developed based on department size. This pricing model takes effect July 1, 2017, and will result in an overall 51% savings to departments. The flat fee was received well by departments and praised by Government Operations Agency.

BASED UPON THE ABOVE FACTS, I RECOMMEND GRANTING AN AWARD OF \$

\$25 to \$250/Silver per individual or group
(Superior Accomplishment)\$50 to \$500/Gold per individual or
group (Superior Accomplishment)\$25 up to \$250 per individual or group
(Sustained Superior Accomplishment)

SIGNATURE (Supervisor)

TITLE

DATE SIGNED

SIGNATURE (Director)

DATE SIGNED

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GUIDE FOR PREPARING SUPERIOR ACCOMPLISHMENT RECOMMENDATION

I. Eligibility

All employees except agency heads or elective constitutional officers may receive this award. A group of employees may receive this award. If a group award is recommended, each member may receive:

- Silver - minimum of \$25 up to a maximum of \$250
- Gold - minimum of \$50 up to a maximum of \$500
- Sustained - minimum of \$25 up to a maximum of \$250

II. State the reason the award is recommended:

A. An act which may include, but is not limited to:

1. An outstanding and superior achievement. (Explain why the same problem will not arise again in the foreseeable future.)
2. An important contribution to science or research.
3. An unequalled personal effort in over-coming unusual difficulties or obstacles.
4. The completion of an assigned task in a significantly shorter period of time than was deemed possible.
5. A major improvement in methods, organization, procedures, or products (which make an exceptional contribution to the efficiency or economy of the state or an exceptional improvement in its operations.)

B. An act of sustained superior job performance resulting in an exceptional contribution to the efficiency of the state, sustained over a period of not less than 24 months.

III. Describe the specific achievement in detail.

IV. Describe specifically how the achievement is clearly and unquestionably above normal requirements of the employee's position. (The degree to which it exceeds standards of performance.)

V. Describe the degree the accomplishment necessitated the employee expend personal effort beyond that normally expected. (Relationship of the personal effort to the employee's normal work.)

VI. Describe the amount and nature of ingenuity, initiative and creative effort displayed. (Method used when standard methods would have produced unacceptable or average results.)

VII. Benefits:

A. Describe the tangible or intangible benefits which accrue to the State of California as a result of the accomplishment.

B. If applicable, express tangible aspects comparatively in terms of one or more of the following:

1. Quantity of acceptable work units per period of time.

2. Quality standards.

a. Accuracy of results.

b. Effect obtained.

c. Physical appearance of product.

3. Time within which work must be completed.

C. To what extent do the benefits extend beyond the immediate organization or department?