

NCSHA 2015 Annual Awards Entry Form

(Complete one form for each entry)

Deadline: Wednesday, June 10, 2015

Visit ncsha.org/awards to view the Annual Awards Call for Entries.

Instructions: Type entry information into the form and save it as a PDF. Do not write on or scan the form. If you have any questions contact Matt Cunningham at mcunningham@ncsha.org or 202-624-5424.

Fill out the entry name *exactly* as you want it listed in the program.

Entry Name: _____

HFA: _____

Submission Contact: (Must be HFA Staff Member) _____ **Email:** _____

Please provide a 15-word (maximum) description of your nomination to appear on the NCSHA website.

Use this header on the upper right corner of each page:

HFA: _____

Entry Name: _____

Select the appropriate subcategory of your entry and indicate if you are providing visual aids.

Communications	Homeownership	Legislative Advocacy	Management Innovation
Annual Report	Empowering New Buyers	Federal Advocacy	Financial
Creative Media	Encouraging New Production	State Advocacy	Human Resources
Promotional Materials and Newsletters	Home Improvement and Rehabilitation		Operations
			Technology
Rental Housing	Special Needs Housing	Special Achievement	Are you providing visual aids?
Encouraging New Production	Combating Homelessness	Special Achievement	Yes
Multifamily Management	Housing for Persons with Special Needs		No
Preservation and Rehabilitation			

2015 NCSHA Annual Awards for Program Excellence
Wisconsin Housing and Economic Development Authority (WHEDA)
Management Innovation | Human Resources
WHEDA Employee Recognition Program

Overview

In 2014, WHEDA's leadership team established a three-year strategic plan to guide employee efforts towards achieving its mission. WHEDA included a customer-focused strategy to improve Authority-wide interactions as part of its strategic plan. The objectives to improve employee, partner and client relations include:

- Foster an inclusive culture of engaged WHEDA employees
- Develop multiple, relevant and consistent methods of communication
- Provide excellent customer service to WHEDA's entire client base

One of WHEDA's action items to achieve its customer-focused strategy was to develop and implement a robust employee recognition program to reward outstanding staff performance towards the Authority's strategic plan.

Program concept

A cross-departmental project team made up of managerial and non-managerial employees was created to develop the recognition program. The project team determined that a monetary employee recognition would be provided at two different levels:

- An informal level whereby employees are empowered to provide immediate recognition for outstanding performance both within and outside their departments.
- A formal award level designed to recognize an individual or a team's work that exceeds the expectations of an employee's job description.

Program implementation

WHEDA Bucks were developed as the award vehicle for informal employee recognition. Each year, every employee receives four WHEDA Buck certificates to recognize peers at their discretion; leadership team members receive eight certificates.

Each WHEDA Buck is worth \$25. To award WHEDA Bucks, an employee simply completes the certificate with the name of the person they want to receive the WHEDA Buck, the reason for the award and then just signs and dates it. The staff member would then personally give their peer the certificate and thank them for a job well done. Employees receiving WHEDA Bucks turn in their certificates to Human Resources for redemption on their payroll check on a quarterly basis. There is no limit to the amount of WHEDA Bucks an employee can receive.

The Monetary Performance Award Program was developed as the formal recognition vehicle. This recognition program is awarded to non-managerial staff and features monetary awards from \$50 to \$500+. Nominations and awards can be made peer to peer, manager to staff, and director to staff. Award amounts are set on a sliding scale based on a rewards-recognition matrix outlining the type of performance and alignment with WHEDA's strategic goals.

To nominate someone for the Monetary Performance Award Program, employees must fill out an award application. Next, the award application goes through an internal review and approval process to

validate the recommendation and provide the award to the nominated employee. Awards less than \$500 can be submitted and awarded throughout WHEDA's fiscal year. Awards of \$500 or more are presented on an annual basis. Awards are then presented to the recipient by the nominator and their manager.

Program results

The employee recognition program was kicked-off March 2015. With WHEDA's fiscal year ending June 30, 2015, employees had until May 30 to distribute their initial WHEDA Bucks to meet payout requirements. Response to WHEDA Bucks has been very positive with 77% of all WHEDA Bucks being redeemed within a two-month period. With the positive response, WHEDA has increased the number of WHEDA Bucks for the next redemption cycle to give more opportunities for employees to be recognized. Every employee will continue to receive four WHEDA Buck certificates. Each manager will receive eight certificates and the senior leadership team members will receive ten certificates.

To-date WHEDA's Human Resources Team has received 19 Monetary Performance Award applications and has issued 19 employee awards through this formal recognition vehicle.

WHEDA's employee recognition program has been in action for less than 90 days and has generated a positive response to helping the organization meet its strategic goals, increase productivity and improve employee relations.

Visual aids provided

- WHEDA Buck award certificate
- WHEDA Bucks program guidelines
- Monetary Performance Award application
- Rewards-recognition matrix



WHEDA

MONETARY PERFORMANCE AWARD

EMPLOYEE NAME: _____

Employee's Group/Division: _____

Has met the following standards to receive a Performance Award:

- Provided exceptional service and contributions toward the Authority's Strategic Plan, or
- Performed a service that is beyond the expectations stated in his/her position description or accountabilities.

EXPLANATION OF EMPLOYEE'S SERVICE AND CONTRIBUTIONS

AWARD
Award Amount \$ _____

APPROVAL
Nominator: _____ Date: _____
Manager of Nominee: _____ Date: _____
Administrative Services Director: _____ Date: _____
Executive Director: _____ Date: _____ (If award is greater than \$500)

To be completed by HR: Effective Pay Date: _____
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Company Strategy

1. Communication
2. Process Improvement
3. Culture
4. Projects
5. Customer Service
6. Operations
7. Innovation

Legend

Blue = Peer to Peer

Orange = Director or Manager to Staff

Purple = Director to Staff

Guidelines for Monetary Awards

Time	Award*	Category	Strategy	Examples
Anytime Awards	\$50	<ul style="list-style-type: none"> Demonstrating teamwork Displays distinctive competence Idea for a better process Conveys professionalism Displays responsible conduct Cost savings Participation in projects Surpasses production goals 	<ul style="list-style-type: none"> Culture Customer Service Process Improvement / Innovation Culture / Customer Service / Communication Customer Service / Culture Creative ideas lead to a department cost savings Successful project implementation Operations 	<ul style="list-style-type: none"> Provides strong backup support during vacations & absences Figured out a tricky issue, research Implemented an efficient process change for time savings Cross departmental relations, assistance in other depts., etc. Handling of customers, workplace situations, vendors, etc. Idea / project saves WHEDA money Team projects, successful launch, full participation Impactful changes, large workloads, beats goals, etc.
	\$100	<ul style="list-style-type: none"> Sustains a high achievement level Keeps control of projects Effective change agent Builds organizational effectiveness Writes exceptional reports 	<ul style="list-style-type: none"> Operations / Culture Projects Communication / Culture / Projects Process Improvement / Projects / Innovation Communication / Operations 	<ul style="list-style-type: none"> Continuously achieves top results Manages a project(s) to a high level of satisfaction Catalyst for changing responsibilities (projects/processes) Achieving team results, goals met, project deadlines achieved Assists other areas, creation of multiple reports, data
	\$200	<ul style="list-style-type: none"> Exceeds realistic goals and measurements Demonstrates self-reliance & resourcefulness Meets all deadlines consistently Compliance with rules & regulations 	<ul style="list-style-type: none"> Operations Operations / Customer Service / Culture Projects / Operations / Culture Operations / Customer Service / Culture 	<ul style="list-style-type: none"> Exceeds posted departmental goals Utilizing all resources, applications, and relationships to complete task Completes a wide range of assignments Ensure WHEDA is in compliance with all applicable laws
	\$300	<ul style="list-style-type: none"> Maximizes all available resources Highly skilled with vendor management 	<ul style="list-style-type: none"> Projects / Operations / Culture Operations / Innovation / Process Improvement 	<ul style="list-style-type: none"> Uses all team members input on processes & projects Creates efficiencies and/or cost savings through effective negotiations
	\$400	<ul style="list-style-type: none"> Assumes total responsibility for results 	<ul style="list-style-type: none"> Culture / Communication / Projects / Customer Service 	<ul style="list-style-type: none"> Accepts new assignments, seeks change, promotes high degree of corporate responsibility
	\$500+	<ul style="list-style-type: none"> Achieves significant cost savings 	<ul style="list-style-type: none"> Process Improvement/Operations/Innovation 	<ul style="list-style-type: none"> Drives cost reduction through process improvement or technology
Annual Award**	\$500+	<ul style="list-style-type: none"> Maintains project schedules & cost Effective change manager 	<ul style="list-style-type: none"> Projects / Operations / Process Improvement Communication / Culture / Projects 	<ul style="list-style-type: none"> Keeps projects moving, on-budget, and on time Driver or manager of change initiatives (projects/processes)
	\$500 + and/or = to % of salary	<ul style="list-style-type: none"> Displays a quality of work that reflects high professional standards Demonstrates consistent and distinguished performance 	<ul style="list-style-type: none"> Culture / Customer Service Culture / Operations 	<ul style="list-style-type: none"> Consistently displays strong work in quality, quantity, and through departmental relationships Performance is high in all aspects of job

*All monetary awards are taxable – amounts are suggestions, may go above or below suggested amounts. Categories are suggestions.

**Recipient may not receive more than one award per year.

Helpful Hints:

- Be specific – give examples of what the employee did ‘specifically’ to earn the reward
- Give numbers, when available
- Consistency is **key**

Program Guidelines

Name: WHEDA Bucks

Description: A WHEDA Buck* is an informal recognition program designed to recognize all employees for outstanding performance both within and outside their departments.

Timing: Fiscal Year 2016 forward – Fiscal Year, July 1st – May 15th (See Payroll Guidelines)

WHEDA Bucks will expire each year therefore they must be redeemed during each fiscal year by the dates given below. All WHEDA Bucks not redeemed will be considered expired and **will not have any monetary value.**

Eligibility: All WHEDA Staff (*some exclusions may apply*)

Guidelines: Employees will receive 4 WHEDA Bucks beginning June 1st of each year, valued at \$25 apiece. You have the ability to give these to your fellow employees as you see fit. (Each Director will receive 10, Managers will receive 8 WHEDA Bucks per fiscal year.)

To redeem WHEDA bucks that you receive, simply deposit the completed WHEDA Buck into the Bucks box located outside of Human Resources (Ann & Jamie's office).

Payroll Guidelines:

In order to receive payment for WHEDA Bucks, you **must** submit any WHEDA Bucks you have received by the following quarterly deadlines:

Quarter	Due By	To Be Paid On
1 st Quarter	September 30 th	2 nd pay check in October
2 nd Quarter	January 31 st	2 nd pay check in February
3 rd Quarter	March 30 th	2 nd pay check in April
4 th Quarter	May 15 th	1 st pay check in June

Note: May 15th is the last date to submit WHEDA Bucks for the fiscal year.

Receiving WHEDA Bucks: WHEDA Bucks will be paid out 4 times per year. There is no limit to the amount of WHEDA Bucks you can receive.

Taxing Guidelines: WHEDA Bucks are considered earnings and subject to income tax.



*WHEDA Bucks are not intended for personal use.

This program may be reviewed for continued enhancement and therefore should be considered subject to change without notice.

Last updated 6-1-2015



Great job!
Thank you!

You made my day!

You are awesome!

"BUCK" IT FORWARD

TO: _____

FROM: _____

DATE: _____

REASON: _____
