UCSF Human Resources

FY18 STAR Plan
Program Administrators Webinar
August 2017

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Key Learnings

- What is the STAR program

- Difference from other recognition programs

- Clarity between Spot and Achievement Award

- How program is being rolled out to campus

- Your Role in the STAR program

- How to Review a Nomination Request

- Knowledge of Timeline and Next Steps

Benefits of Recognition Programs

- Rewarding positive contributions to product or service quality

- Recognizing improvements in productivity

- Positively impacting morale and loyalty to the organization

- Using it as a recruiting tool to demonstrate a performance culture to prospective employees

- Reinforcement of Chancellor Priorities and Values

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Overview of FY18 STAR program

Main Components of UCSF STAR Program?

- A cash recognition program that allows managers to acknowledge high levels of achievement and have a significant impact on the organization

- Adheres to UC Office of the President PPSM 34, Incentive and Recognition Award Plans and UCOP STAR plan

  ➤ UCSF has a localized STAR program that is approved annually by UCOP

- Comprised of two programs called "Spot" and "Achievement"

- Program design, management and compliance are done by HR

- Each control point develops implementation details for their school or area and communicates to departments/managers about the timing and nomination process.

- Managers and employees can nominate staff that meet criteria of program

- Across the board awards are not allowed under this program

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Programs Outside of STAR

- **CEMRP (**Clinical Enterprise Management Recognition Plan)
  - ➢ This program is an incentive plan
  - ➢ Participants in CEMRP –are not eligible for STAR, usually UCSF Health employees
- **Department gift card programs** at $75.00 or less are not part of this program. An employee could receive both a STAR and department award
  - ➢ Varies by Department. Often includes non-cash awards (e.g gift cards, merchandise, etc)
- **Milestone Awards** celebrate years of service with the University rather than performance or achievement based
  - ➢ University-wide program
- **Chancellors Awards** follow requirements identified for each award program. Can be given in combination with other awards.
  - ➢ Diversity, Women, Martin Luther King Jr, LGBTQI
  - ➢ Exceptional Service and Management
  - ➢ Public Service and UCSF Medal

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Updates from FY17 STAR Program

- **What stayed the same?**

  - ➢ Administrative Guidelines and Department Implementation Overview

  - ➢ Program design such as eligibility, award amounts, award restrictions, and approval requirements

- **What changed?**

  - ➢ Updated payment calendar with monthly payment dates for Spot awards

  - ➢ Updated forms including nomination form

  - ➢ New email version of employee notification template

Eligibility Criteria Review

- MSP/PSS, Staff, Policy Covered/CX Represented employees **AND** must hold:

  - Career position (payroll code-appointment type "2") **OR**

  - Contract position (payroll code-appointment type "1") at 50% time or more for a duration of six months or more **OR**

  - Limited position (payroll code – appointment type "3") and have at least six months of continuous service.

- Completion of probationary period where applicable. Satisfactory performance rating in last 12 months. If no PE on file, then manager must confirm Satisfactory Performance

- On active pay status or approved unpaid leave at UCSF on the date that the cash payment is made.

- Does not participate in the clinical incentive program (CERMP2) or another type of incentive award program

- Can't receive multiple awards that total more $10,000 **or** 10% of employee salary

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FY18 – Spot Award, 'In the Moment'

Program Component	Summary
Purpose	Recognition of special contribution for a significant and/or impactful contribution over a relatively short time period.
Distribution	Anytime, as close to the event as possible. Recommend giving the award within the same payroll cycle as contribution.
Amount	$1,000 or up to 10% of base salary, whichever is lower. (not grossed up). i.e. Award could be portion of this amount if employee received multiple awards.
Who nominates?	Can be nominated by any employee, manager, or department.
Who approves?	Decision maker(s) as determined by Control Point and agreed upon by School and Department leadership.
Process	Nomination is submitted and approved within school/department/unit, then payment is processed via an SRS ticket to Human Resources

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FY18 – Achievement Award 'Larger Impact Over Time'

Program Component	Summary
Purpose	Higher level of achievement over longer period of time, typically a minimum of six months. Award should align with chancellor priorities or PRIDE values.
Distribution	Once per year. Approved departmental nominations can submitted January 1 – April 30, 2018 via an SRS ticket. Payment by June 2018.
Amount	$5,000 or up to 10% of base salary, whichever is lower. i.e. Award could be portion of this amount if employee received multiple awards.
Who nominates?	Can be nominated by any employee, manager, or department.
Who approves?	Decision maker(s) as determined by Control Point and agreed upon by School and Department leadership.
Process	Nomination is submitted and approved within school/department/unit, then payment is processed via an SRS ticket to Human Resources

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Process

High Level -Responsibility Matrix

Human Resources	Control Point/Department
Overall Plan Design including eligibility requirements, award amount criteria, and payment process.	Creation of Award Committee Determined by Control Point to ensure consistency in approvals and review process. No across the boards.
Provide budget amount by control point. Funds can't be moved between departments, Spot $ with Spot award.	Communicate to department managers regarding budget allocation. Approval amount would need to align with finance approval limits
Union notifications	Ensure that CX covered employees are included in department consideration and communications on program
Communications and training on program details.	Control Point/Department communicate internal process and necessary approvals.
Compliance for program criteria and payment processing via SRS ticket. Regular auditing to ensure compliance with UCOP Star Plan.	Determines award recipient and submits to Human Resources via SRS ticket. Review for eligibility and regular auditing. Approval amount would need to align with finance limits.

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Control Point-Department Communications

- Ensure employees are aware of program and expectations to receive an award

- Transparency

  - How will nomination process be communicated?

  - How will you celebrate award recipients?

  - What is your process for nominations not approved?

- How will you gather feedback on program success or concerns?

- CX represented employees are only represented employees included in program

- Utilize program information on intranet

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Manager Responsibilities

- Review that employee meets eligibility criteria

  ➢ No additional eligibility criteria can be added

- Review and consider partnering with nominator to make nomination stronger. Nominator may not know the regular job duties or the full impact of the employee's achievement.

- Submit award via control point communicated process

  ➢ Request will get submitted to HR via SRS ticket using HR STAR award nomination form (if not submitted by control point)

- SRS ticket must include the STAR Award Nomination Form and should clearly note justification of award and department approvals

- Once SRS Ticket is approved with HR, create award letter and give to employee prior to award payment date

  ➢ Pay date will align with Spot Award calendar or annual Achievement Award payment date

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Audit Areas

- **Eligibility**

  ➤ Does employee meet eligibility criteria?

  ➤ Did a non-CX represented employee receive an award?

  ➤ CEMRP2 recipient receiving an award?

- **Amount/Approval**

  ➤ Over $5k in awards paid without advance approval

  ➤ Over 10% of base salary or $10k paid awards

  ➤ Less than awards amount, i.e. $500

- **Program Terms**

  ➤ Awards submitted for payment after deadline

  ➤ Across the board by fund distribution

Best Practices

Potential Areas for Awards

- Exceeding project goals and expectations ahead of schedule

- Increasing productivity, efficiency, or process improvements

- Cost-saving ideas implemented

- Improvements in the quality of teamwork

- Excellent customer service

- Effectively handling a particularly complex and/or sensitive issue

- Indicate how contribution is above nominee's typical job duties

- Behavior/contribution that serves as a role model for others

- Impact to the University

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Writing a Nomination

- Use Strong Statements NOT Weak Ones:

  - Weak: "She always celebrates diversity."

  - Strong: "She is responsible for organizing the school's first multicultural training, an annual Cinco de Mayo celebration and organized assemblies featuring speakers of different cultural backgrounds. She not only took care of all the scheduling logistics, but also created all the publicity and line up the event speakers."

- Avoid sweeping generalities; (i.e. "He's a hard worker," or "She goes above and beyond her job duties").

- Make every sentence count! Successful nominations have enough details to make the case for the nominee's achievement.

- Grammatical errorz, typos, and misspelllled words detract from the quality of the the nomination. oops! Have someone review your packet before you submit it, they may find errors or give feedback on how to make it better.

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Achievement or STAR

➢ Spot Award Example: A team of Administrative Operations Officers work within a department over a short period of time to develop a standard office supply ordering process within the department. Good leadership and teamwork results in improved efficiency and reduction in time for orders to be received by employees.

➢ Achievement Award Example: (Transformative Partnerships) Student Services Advisor leads the design and implementation of a program that developed valuable information, streamlined processes and systems for supporting students and their well-being. This work is not only enthusiastically adopted by the Campus, but has become a go-to model of the UC System as a whole.

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Reviewing a Nomination

- Does employee meet eligibility criteria?

- Is nomination clear and easy to read?

- Are there enough details or specific examples?

- Will this award be perceived as favoritism?

- Is employee receiving a stipend for the contribution?

- Would the union consider this out of class work?

- Will this award exceed the 10% of salary or $10,000 limit?

- Does the nomination have all required approvals?

- Is the nomination for an employee in another department?

- Did the employee receive multiple awards that total more than $5,000 requiring additional approval by HR?

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Next Steps

FY18 STAR Program - Key Dates

▪ **September 2017 to June 2018:** Payment calendar provides monthly pay dates.
  ➢ 9/8/17: First Spot award deadline to submit an SRS ticket
  ➢ 9/27/17: First Spot award payment

▪ **November-December 2017**: HR obtains feedback from departments on STAR Program design via survey for FY19 STAR Program

▪ **January-March 2018:**
  ➢ SRS tickets for Achievement awards can be submitted

▪ **April 30, 2018:**
  ➢ Deadline for Achievement awards to submit SRS ticket

▪ **May/June 2018:** Payment date of Achievement Award to be determined

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Questions