

FORT CAMPBELL

FAMILY AND MWR



EMPLOYEE RECOGNITION & AWARDS PROGRAM

(updated September 2023)

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Why does employee recognition matter?

Everyone needs to know they are valued and appreciated for their efforts.

While many staff inherently believe it, the MWR awards allow anyone to acknowledge actions of others. MWR awards can easily be submitted right from your smartphone! Other Army level awards have more rigor and require justifications that comply with all clearly defined criteria. This document is intended to help you know the differences and levels for submissions to become a reality.

In order to make recognition part of our workplace culture, we have to be consistent in identifying accomplishments.



You are the reason for success each and every day. You deliver the service that wouldn't happen without you. People leave jobs most often for feeling undervalued. Make acknowledging others part of your routine to keep us with a healthy culture of appreciation that fosters a better workplace for all.

MWR Quarterly Awards

MWR Awards Committee Selection – All front line staff!

- The Awards Committee is comprised of one non-supervisory team member from each Division, nominated by the Division Chief and approved by the Director of FMWR.
- Committee Members serve for one year (through 4 quarterly awards panels).
- Each Division must maintain an awards committee member on the panel.

MWR Awards Timelines – 4 times a year!

- MWR Awards are presented quarterly.
- Awards periods are 1 October – 31 December; 1 January – 31 March; 1 April – 30 June, and 1 July – 30 September.
- Quarterly awards are presented by the Director of FMWR at the workplace of the awardee, or at a collective gathering for multiple awardees.
- Deadlines to submit award nominations is the 7th of the month following the award quarter. For example: 7th January is the deadline to nominate someone for recognition of an achievement or act that took place between 1 October and 31 December.
- The Awards Committee will convene and recommend winners between the 8th and 16th of each month.
- The Division Chiefs will verify eligibility of award winners, and the Directorate Admin Assistant will prepare certificates in advance of delivery date of awards being presented, and will schedule/ensure that awardees will be present for the ceremony.
- The FMB Manpower Analyst will prepare the AutoNOA documentation to provide the On the Spot awards in advance of the MWR awards ceremony, or delivery date of the awards being presented.

MWR Awards Presentation – Presented at Awardees’ Facilities

- MWR Award Presentations & Length of Service (LOS) will be presented to awardees in their facility by the Director of FMWR.
- Awards will be presented with the MWR backdrop, which is stored in the marketing department.
- Photographs of award winners will be taken and shared in the MWR Employee Facebook Group.

Division Stepping Up to the Plate Award

Purpose: This is a DIVISION level award for the recognition of employees who exhibit exceptional performance and reflect positively upon the organization going beyond their normal duties making an impact for any MWR program. One per Division may be awarded per quarter.

Intent: The intent of this award is to provide employee recognition through peers and/or supervisors.

Criteria: Employees nominated for this award must have demonstrated the criteria listed below.

1. Employee consistently displays SERVICE principles.
 - Service
 - Excellence
 - Respect
 - Visionary
 - Integrity
 - Communication
 - Empowerment
2. Employee consistently displays Army Values.
 - Loyalty
 - Duty
 - Respect
 - Selfless service
 - Honesty
 - Integrity
 - Personal Courage
3. Employees perform above their assigned duties selflessly serving others.
4. Employee made an impact by their dedication to excellent customer service.

Nomination: Any MWR employee may be nominated for this award. The nominee must not have been already selected as Division Stepping Up to the Plate Award within the last four quarters.

Submission: Nominations are accepted up until the submission deadline.

Selection: Award recipients are chosen by the committee consisting of one employee from each division. Nominees not selected may be downgraded to a Caught in the Act. award by the Awards Committee.

Award: \$125 On the Spot (OTS) and MWR Certificate of Appreciation.

Recognition: Recipients will receive recognition by the MWR Director

Family & MWR Stepping Up to the Plate Award

Purpose: This is a DIRECTORATE level award for the recognition of employees who exhibit exceptional performance and reflect positively upon the organization by exceeding their normal duties impacting more than one Division. One will be awarded per quarter.

Nomination: Any Division Stepping Up to the Plate recipient is eligible. The recipient must not have already been selected as the Family & MWR Stepping Up to the Plate recipient within the last four quarters.

Submission: Nominations are accepted up until submission deadline.

Selection: Award recipients are chosen by the committee consisting of one employee from each division.

Award: \$175 OTS and MWR Certificate of Appreciation.

Recognition: Recipient will receive recognition at his/her place of work by the MWR Director.

Caught in the Act Award

Purpose: This is an award which can be given from employee to employee or from supervisor to employee.

Intent: The intent of this award is to provide employee recognition through peers and/or supervisors.

Criteria: Any action that an employee is “Caught in the Act” doing which reflects positively upon them and their organization; these are generally small actions that take place on a daily basis. Possible examples are as follows:

1. Employee exceeds customer expectations assisting a patron.
2. Employee is a team player that notably helps others.
3. Customer provided positive feedback, verbally or via ICE, to employee’s supervisor or co- worker.

Nomination: Any Family & MWR employee is eligible to receive a “Caught in the Act” (C.I.A.) nomination. Employees may nominate other employees, even outside their division, and supervisors may nominate employees. Multiple nominations may be submitted.

Submission: Nominations are accepted up until submission deadline.

Selection: Award recipients are chosen by the committee consisting of one employee from each division.

Award: \$75 OTS and MWR Certificate of Appreciation. Multiple winners may be awarded.

Recognition: Recipients will receive recognition at their place of work by the MWR Director.

Family & MWR Shining Star Award

Purpose: This award is an award which can be given from peers only.

Intent: The intent of this peer-based award is to promote esprit d' corps throughout the organization using employee to employee recognition.

Criteria: A single act by an employee during the quarter of award, must demonstrate exceeding customer expectations and being a stellar team player.

Nomination: Any Family & MWR employee is eligible to receive a Shining Star nomination. Employees may nominate their peers. Nominees not selected may be downgraded to Caught in the Act or Division Stepping Up to the Plate by the Awards Committee.

Submission: Nominations are accepted up until submission deadline.

Selection: Award recipients are chosen by the committee consisting of one employee from each division.

Award: \$300 OTS, MWR Certificate of Appreciation, and the Shining Star Trophy to be displayed at the winning employee's work place for the quarter after this award is won (Trophy is returned for the next recipient).

Recognition: Recipient will receive recognition at his/her place of work by the MWR Director.

Directorate Cross-Functional Team Award

Purpose: Recognize outstanding team-work across Divisions.

Intent: The intent of this award is to provide employee recognition through peers and/or supervisors.

Criteria: The team of employees nominated for this award must have demonstrated #1 through #4 of the criteria listed below.

1. Cross-Functional Team members embrace the diversity of skills and expertise to encourage innovative and creative solutions.
2. Cross-Functional Team members research, develop and execute a shared goal.
3. Cross-Functional Team members encourage transparent communication and accountability.
4. Cross-Functional Team members are willing to take on additional responsibilities.

Nomination: Any Family & MWR cross-functional team of employees may be nominated for this award. A cross-functional team is one which is not already working together on a regular basis. The team is made up from multiple divisions or facilities. The same team must not have been already selected as for the Cross-Functional Team Excellence Award within the last four quarters.

Submission: Nominations are accepted up until submission deadline.

Selection: Award recipients are chosen by the committee consisting of one employee from each division.

Award: \$75 OTS per team member and MWR Certificate of Appreciation for each.

Recognition: Recipients will receive recognition at their place of work by the MWR Director.

Garrison Customer Service Awards

Intent: To recognize an employee for a specific act of exceptional customer service.

Reference: See GC Policy Letter 34 - Civilian Awards Program for US Army Garrison, Fort Campbell.

Criteria: Supervisors of employees nominated for Garrison Customer Service awards must observe the criteria as laid out in the referenced policy.

Nomination: The nomination will be prepared as laid out in the referenced policy.

Submission: Staffing is dependent on the award selected as per GC Policy 34. All awards will require a Form 6 to the GC and a DA Form 1256.

Selection: Award recipients are chosen by panel as described in the referenced policy.

Award: Awards are presented at the Garrison Awards Ceremony, usually conducted quarterly in conjunction with a Garrison Commander's Workforce Town Hall.

Recognition: MWR employees receiving Garrison Customer Service Awards will be acknowledged in the MWR Employee Facebook.

Length of Service Awards

Purpose: This award is based on an employee's length of service working for MWR.

Intent: To acknowledge dedication to the Army as an Army civilian.

Criteria: Length of Service awards are issued in increments of five (5) years.

Nomination: Any Family & MWR employee is eligible to receive a Length of Service award.

Submission: Not applicable. These are issued independently by the D, FMWR.

Award: Length of Service certificate issued to the employee at their work site.

Recognition:

1. Civilian employees who are U.S. citizens and complete 10, 15, 20, 25, 30, 35, 40, 45, and 50 years of satisfactory service will be awarded career service emblems and certificates.
2. Civilian employees who are U.S. citizens and complete 5 years of satisfactory service will be awarded a career service certificate.

Army Civilian Service Recognition

Department of the Army Civilian Service Recognition. The bronze civilian service recognition pin will be bestowed on any Army Civilian employee after 1 year of service with the Department of the Army whose rating of record is fully successful or above. The service may be a combination of various types of creditable civilian service with organizations within the Army.

Army Time-Honored Civilian Service Recognition. The silver civilian service recognition pin will be bestowed on any Army Civilian with 10 or more years of cumulative Army service whose rating of record is currently fully successful or above. The service may be a combination of various types of creditable civilian service with organizations within the Army.

Army Civilian Retiree. The gold civilian service recognition pin will be bestowed on any Army Civilian upon retirement from the Army with a rating of record is fully successful or above

Annual Performance Related Awards

Intent: The intent of this award is to reward an employee for their annual performance.

1. Regulation: As per IMCOM Policy Memorandum 215-3-2, establishes Army IMCOM Standardized NAF Performance Evaluation Rating Cycles for IMCOM Garrisons and Army Forces Recreation Centers (AFRCs) NAF Employees.
2. Effective in 2020-2021 all NAF employees are rated on the same performance rating period that ends on 31 March.

Criteria: Supervisors of employees nominated for performance awards must observe the following criteria.

1. Employee received a Satisfactory, Excellent or Outstanding rating on annual performance.
2. No award will be submitted for a performance rating of Minimally Satisfactory or Unsatisfactory.

Submission: Submission of DA Form 3612 is due at the time of rating cycle end.

Selection: Award recipients are approved by the Higher Level Rater.

Award: Amount will be determined in accordance with the annual threshold.

Recognition: Recipients will receive a copy of the DA Form 3612 from their Supervisor, once signed and approved by all approving officials. Employee will also receive an official copy in their eOPF.

Army Honorary Awards

Intent: To recognize an employee for a specific act or accumulation of acts. These awards consist of the Superior Civilian Service Medal, Meritorious Civilian Service Medal, Civilian Service Achievement Medal, etc.

Reference: See GC Policy Letter 34 - Civilian Awards Program for US Army Garrison, Fort Campbell. The Policy offers insight into the criteria for each award to help make the determination of which award is appropriate. See page 11 of the attached Policy.

Criteria: Supervisors of employees nominated for honorary awards must observe the criteria as laid out in the referenced policy.

Nomination: The nomination will be prepared as laid out in the referenced policy.

Submission: Staffing is dependent on the award selected as per GC Policy 34. All awards will require a Form 6 to the GC and a DA Form 1256.

Selection: Award recipients are approved by the Higher Level Rater.

Award: Awards are presented at the Garrison Awards Ceremony, usually conducted quarterly in conjunction with a Garrison Commander's Workforce Town Hall.

Recognition: MWR employees receiving Army Honorary Awards will be acknowledged in the MWR Employee Facebook Group.

Please click on the PDF file's below for examples of documentation that is required for Army Honorary Awards:



DA1256-
Example.pdf



Justification
Narrative for Award-



Letter of Lateness-
Example.pdf

Other Independent Awards

- These awards are issued on an ad hoc basis, annually, or as determined by the Director of FMWR.
- The following various awards have different process, formats, and staffing requirements.

SES/Star Notes

Intent: To recognize an employee for a specific act.

Selection: Award recipients are endorsed by the Director of FMWR and submitted through the Garrison Commander to IMCOM Readiness for signature by the SES of ID-R..

Award: Awards are presented at the Garrison Awards Ceremony, usually conducted quarterly in conjunction with a Garrison Commander's Workforce Town Hall.

Garrison Commander Coins

Intent: To recognize an employee for a specific act.

Criteria: Requested by Division Chief to Director for request via phone/e-mail to the CSM, DGC or GC.

Nomination:

1. The nomination requires the names of the individual(s)
2. A short write up regarding the reason for the coin
3. Best time for CSM/DGC/GC to present the coin
4. Location

Submission: The administrative staff will coordinate the issuance with the GC Executive Administrative staff to load the date/time on the required calendars.

Selection: Concurrence of the Director of FMWR.

Award: Awards are presented on the spot.

DIRECTORATE OF FAMILY AND MWR AWARD NOMINATION FORM

This award recognizes an **Employee** who has demonstrated extraordinary performance. Why should this employee be recognized for an award? Review the criteria below for factors to be considered. Please give a concise, complete and accurate description. Self-nominations are not accepted. Please submit via email to melissa.a.schaffner.naf@army.mil to ensure your submission is received. Alternatively you can use the submission form on the Campbell.armymwr.com website at the bottom of the homepage under Employee Desktop/Employee Recognition & Incentive Program.

Nominee (please print): _____

Nominee's Supervisor (please print): _____

Department/Agency: _____

Name of Nominator: _____

Telephone number: _____ Date: _____

Stepping Up to the Plate Award _____ Shining Star Award _____
Caught in the Act (C.I.A.) Award _____ Cross-Functional Team Award _____

Nomination Criteria

Below are the criteria for consideration when nominating an EMPLOYEE. **List the project, process, activity, task, etc. BE SPECIFIC.** It is not necessary that an EMPLOYEE meet all criteria. **If the accomplishments do not correspond with the measurements listed below, tell us about them anyway – let the committee of your peers be the final judge. Please attach additional sheets if necessary.**

INCREASE IN QUALITY OF SERVICES DELIVERED: Employee's actions directly impact the level of customer service provided within the Family & MWR Directorate. Employee consistently displays Army Values, IMCOM Principles and contributes to a positive environment. Employee must not have a derogatory counseling or report during the period of nomination.

TEAM/MORALE BUILDING: Employee has a positive attitude toward work responsibilities, co-workers and customers; serves as a role model for others. Employee provides a sense of vision for the department and makes employees feel actively involved in the organizational goals. Employee recognizes and awards superior performance and is fair and flexible in dealing with employees. Employee encourages professional growth of co-workers or others.

INITIATIVE: Employee demonstrates the ability to begin and complete tasks on their own, have assisted in volunteering to serve on work-related committees, submitting ideas and suggestions, and/or have assisted in the completion of special projects and assignments.

PROCESS IMPROVEMENT: Employee developed or redesigned a day-to-day task, project or special assignment that had an overall positive impact on productivity within their division or program, Family & MWR or Fort Campbell in general.

This individual deserves an award based on the following justification (use additional pages if required):

This image shows a single sheet of white paper with horizontal ruling lines. The lines are evenly spaced and run across the width of the page. There are no margins, text, or other markings on the paper.

Please click on the PDF file below to access the Garrison Commander Policy 34 for Civilian Awards Program:



GC Policy 34 Civilian
Awards Program for

Link to MWR Quarterly Awards:

<https://campbell.armymwr.com/programs/employee-desktop#>