



FAMILY COURT OF THE STATE OF DELAWARE

CHANDLEE JOHNSON KUHN  
CHIEF JUDGE

NEW CASTLE COUNTY COURTHOUSE  
500 N. KING STREET, SUITE 9450  
WILMINGTON, DELAWARE 19801-3736

**INTERNAL POLICY MEMORANDUM NO. 13-001**

TO: Family Court Judges  
Family Court Commissioners  
Family Court Administrative Team  
Family Court Administrative Support Staff

FROM: Chandlee Johnson Kuhn  
Chief Judge

DATE: March 22, 2013

RE: Rewards and Recognition Program

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This Internal Policy Memorandum supersedes Administrative Directive 99.02, dated May 3, 1999, and this Internal Policy Memorandum is effective immediately.

**1.0 BACKGROUND**

Employee recognition is a fundamental part of organizational development and a method and tool to recognize and acknowledge exceptional performance by Family Court staff. Management and supervisors all have a responsibility to develop the skills, competencies, and capabilities of our workforce. One critical component of this development is rewards and recognition for those who go above and beyond in delivering the services of Family Court and performing their duties in alignment with the Vision and Mission of Family Court.

Recognition and rewards can take on many forms, and can come from not only supervisors or management, but can also be initiated by an employee's peers and subordinates. It is important, regardless of the design of a reward and recognition program that the intent, spirit, and execution of the program be done in a fair, equitable, and consistent manner across all of Family Court statewide.

It is the goal of Family Court to implement a Reward and Recognition program that empowers all employees to be engaged in the program, understand how to participate, and what the rewards are as a recipient of recognition at Family Court.

**2.0 PURPOSE**

This Rewards and Recognition Program provides all employees the tools, resources, and opportunities that are appropriate to recognize the significant individual accomplishments and

exceptional performance of their peers without unit, department, or county boundaries. This program will enhance employee engagement, awareness of accomplishments, transparency and communication, and inherently promotes a positive workplace for our employees.

### **3.0 SCOPE**

This policy applies to all regular full-time employees of Family Court. Excluded in this policy from receiving awards are Judicial Officers, Members of the Administrative Team, Part-time employees, Casual / Seasonal employees, Interns, Contractors, Consultants, and Temporary or Contingent Staff. Nominations may be made by any regular full-time employee, including Judicial Officers and Members of the Administrative Team.

### **4.0 REFERENCES**

4.1 Delaware Code for Employee Recognition: Title 29 Chapter 59, § 5950 - Employee recognition.

### **5.0 DEFINITIONS/ACRONYMS**

- 5.1 Peer to Peer Recognition is defined as either (1) providing recognition directly to an eligible employee of Family Court, or (2) submitting a nomination to management for the recognition of a peer.
- 5.2 Family Court Tree of Recognition is defined as the Family Court Intranet website in which there is a digital display of all of the Gold Leaf, Quarterly, and Annual recognition award winners.
- 5.3 Green Leaf (Appendix A) – Recognition Award that does not require any management review or approval, and is delivered directly from one employee to an eligible employee in recognition of a commendable action or behavior.
- 5.4 Gold Leaf (Appendix B) – Recognition Award that requires Supervisor and Human Resources review and approval before presentation to the eligible recipient. Gold Leaf Awards are accumulated and acquiring the appropriate amount during a quarter qualifies the recipient for the Employee of the Quarter Award. This award is to recognize the significant achievement, performance, or contribution of an employee.
- 5.5 Gold Leaf Nomination Form (Appendix C) is defined as the document that must be completed and submitted to the recipient's immediate supervisor and subsequently Human Resources for approval before the nominated employee can receive their recognition.
- 5.6 Employee of the Quarter is defined as the employee selected by the nominating committee as the employee who is to receive the Family Court Employee of the Quarter recognition in each county.
- 5.7 Employee of the Year is defined as the one (1) employee selected out of the twelve (12) employees' of the quarter by the nominating committee that demonstrated the greatest accomplishment and contribution to Family Court in the calendar year.
- 5.8 Nominating Committee is defined as the three (3) Directors of Operations.

### **6.0 RESPONSIBILITIES**

6.1 Employees must understand and follow the provisions of this policy.

- 6.2 Managers and supervisors must ensure that this policy is executed in a consistent manner by all employees.
- 6.3 Human Resources must ensure managers, supervisors, and employees are trained on this policy. Human Resources will coach and counsel managers and supervisors as required on interpretation of the policy, and serve as a liaison between the supervisor and employee when necessary to ensure compliance. Human Resources are also responsible for sending out communications when a Gold Leaf is awarded, and to announce the winners of the Employee of the Quarter and Employee of the Year.
- 6.4 Directors of Operations are responsible for active participation in the Employee of the Quarter and Employee of the Year nomination processes.
- 6.5 Court Administrator is responsible for the review and first level approval of the Employee of the Quarter and Employee of the Year nominations by the nominating committee.
- 6.6 The Chief Judge is responsible for the final review and approval of the Employee of the Quarter and Employee of the Year nominations.

## 7.0 POLICY

- 7.1 Employees can present a Green Leaf Award to any eligible peer at Family Court in recognition of their performance. The Green Leaf Award allows for the immediate and direct recognition of a peer for a commendable action.
- 7.2 Employees fill out the Green Leaf Award and present it directly to the eligible recipient.
- 7.3 Green Leaf Awards can be displayed by the recipient in their workstation.
- 7.4 Gold Leaf Nomination
  - 7.4.1 Employees can complete a Gold Leaf Nomination Form and submit to the recipient's supervisor for review.
  - 7.4.2 The supervisor will review the nomination form to determine if it is completed properly, and then will determine if the justification for the recognition is appropriate.
  - 7.4.3 If approved, the supervisor will sign the nomination form and submit to Human Resources for final review and approval. If denied, the supervisor will speak to the nominator about why the award was denied.
  - 7.4.4 Once reviewed by Human Resources, if approved a Gold Leaf Award will be prepared and provided to the supervisor to deliver to the award recipient. If denied, Human Resources will discuss the nomination with the supervisor and provide guidance on speaking with the nominator.
  - 7.4.5 Nominations are reviewed based on the completion of the form as well as the content of the nomination. Recognition Awards are to be granted and approved only when the actions, behaviors, contributions or results demonstrate going above and beyond that of your assigned role and job duties. Gold Leaf Awards will not be granted for simply performing your job well.
  - 7.4.6 Employees who have received disciplinary corrective action in the twelve (12) months preceding the nomination for a Gold Leaf are not eligible for approval.
- 7.5 Employee of the Quarter
  - 7.5.1 At the close of each quarter, Human Resources will provide all three Directors of Operations a recognition report of the closing quarter's Gold Leaf Award winners for each county as well as the nomination forms to review and use to determine their recommendation for Employee of the Quarter.

- 7.5.2 The nominating committee will submit a memorandum of recommendation to the Court Administrator based on their review and selection of the Employee of the Quarter for each county.
- 7.5.3 The Court Administrator will either approve or deny the recommendation. Approval results in the nomination being submitted to the Chief Judge for approval. Denial results in the nominating committee selecting another employee from the recognition report for the respective quarter and repeating the process.
- 7.5.4 The Chief Judge will either approve or deny the recommendation. Approval results in the nominee being awarded the Employee of the Quarter Award. Denial results in the nominating committee selecting another employee from the recognition report for the respective quarter and repeating the process.
- 7.5.5 The Award for the Employee of the Quarter is a place on the Family Court Employee of the Quarter Plaque in each county, a certificate, and Family Court recognition statewide. The recipient is also eligible for an award at the annual Employee Recognition Celebration. The Employee of the Quarter for each county will be displayed on the Family Court intranet in the recognition section with details of the contributions of the employee.
- 7.6 Employee of the Year
  - 7.6.1 At the end of the calendar year, the Administration Team will review all twelve Employees of the Quarter award winners and make a recommendation to the Chief Judge for the Employee of the Year.
  - 7.6.2 The recommendation will be based on the employee who demonstrated and was recognized for the most significant contribution to delivering services in support of the mission and vision of Family Court.
  - 7.6.3 The Chief Judge will review and approve or deny the recommendation. Approval will result in the nominee being awarded Employee of the Year Award. Denial will result in repeating the process of recommendation.
  - 7.6.4 The Award for the Employee of the Year is a place on the Family Court Employee of the Year Plaque, a certificate, and Family Court recognition statewide. The recipient is also eligible for an award at the annual Employee Recognition Celebration, and will be Family Court's annual nominee for the Judicial Branch Employee of the Year award. The Employee of the Year will be displayed on the Family Court intranet in the recognition section with picture and details of the contributions of the employee.
- 7.7 Human Resources will coordinate the certificates, the recognition plaques, communications, and inclusion of the award winners on the Family Court intranet site.
- 7.8 At no time will any award recipient be provided time off with pay.

APPENDIX A



## GREEN LEAF RECOGNITION AWARD

Congratulations! You have been presented with a Green Leaf Recognition Award.

\_\_\_\_\_  
Recipients Name (Please Print)

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Reason for the Recognition Award

\_\_\_\_\_  
Nominated By and Date



# GOLD LEAF RECOGNITION AWARD

Congratulations! You have been presented with a Gold Leaf Recognition Award.

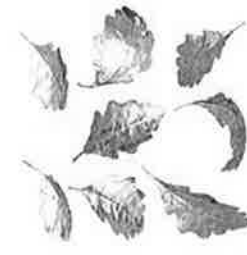
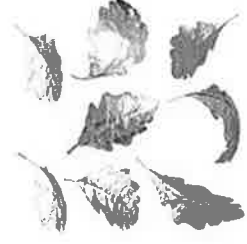
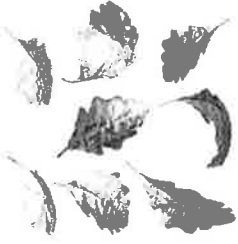
\_\_\_\_\_  
Recipients Name (Please Print)

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
Reason for the Recognition Award

- Achievement
- Performance
- Contribution

\_\_\_\_\_  
Nominated By and Date



APPENDIX C



**GOLD LEAF NOMINATION FORM**

\_\_\_\_\_  
Recipients Name (Please Print)

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\_\_\_\_\_  
\_\_\_\_\_

Reason for the Recognition Award

Achievement

Performance

Contribution

\_\_\_\_\_  
Nominated By

\_\_\_\_\_  
Date

\_\_\_\_\_  
Supervisor Approval

\_\_\_\_\_  
Date

\_\_\_\_\_  
Human Resources Approval

\_\_\_\_\_  
Date