

City of Greensboro

Tom & T. Cooper James Government Improvement Awards

Policy & Overview



Purpose

The City of Greensboro encourages City employees to think creatively when solving problems and providing services to the community. The Tom & T. Cooper James Government Improvement Awards (Improvement Awards) recognize the most innovative and impactful employee solutions each year.

Overview

The Improvement Awards offer any eligible full-time or part-time City employee an opportunity to submit award nominations for programs or solutions that improved City productivity during the prior fiscal year. The Budget & Evaluation Department and the City department primarily responsible for the impacted service review submittals that meet the eligibility criteria and verify submittal information. Verified submittals are reviewed by an award review team that selects one James Impact Award recipient and one James Innovation Award recipient, recognizing one program or solution that had the most significant impact and one that displayed the most creativity in improving a service.

Eligibility

All current City of Greensboro employees are encouraged to submit award nominations. In order to be eligible for an award, employees and submittals must meet the eligibility requirements below:

Employees

The following employees are not eligible to receive financial compensation as part of the Improvement Awards:

- 1) Members of City Council
- 2) Management level staff, including division managers and above.
- 3) Budget & Evaluation Department staff members.

Submittals

Budget & Evaluation and the primary department impacted by a submitted program or solution will review submittals to verify their accuracy. Submittals should describe how the program or solution submitted for consideration improved the productivity of a City service. Productivity improvement may include:

- Providing the same level of service at a lower cost
- Providing a higher level of service at the same (or lower) cost
- Avoiding future cost increases
- Improving service sustainability via products or practices

Process

Additional program information, including the submittal forms, are available online at www.greensboro-nc.gov/ImprovementAwards. Employees must complete the entire form in order for their nominations

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to be considered. Completed submittal forms and questions may be submitted via email to the Budget & Evaluation Department at Budget@greensboro-nc.gov.

Budget & Evaluation receives the submittals and performs an initial review. If the form is complete and includes sufficient information to describe the program or solution, the submittal is forwarded to the Department Head of the department that is the primary service provider of the submitted program or solution. The department is responsible for reviewing and confirming the details of the submittal and forwarding their approval or concerns back to the B&E Department.

Once the B&E Director and the Department Head sign off on the submittal, it is included for review by the Improvement Awards review team.

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Approved submittals are eligible for a Tom & T. Cooper James Government Improvement Award and are evaluated by the review team. The review team will include the City Manager or designee, the Budget & Evaluation Director, and one or more representative from T. Cooper James & Associates Commercial Real Estate Developers. Additional review team members may be included at the request of the City Manager. The review team will evaluate all approved submittals, selecting award winners in the following categories.

Impact – had the greatest or most significant influence on the City organization and/or the greater Greensboro community

Innovation – exhibited the most creative approach to providing or improving a service or addressing a City organization or community problem

The review team has discretion over how to select submittals to receive the awards. For example, the review team may award both the James Impact Award and James Innovation Award to the same submittal, decide not to award one or both awards, or split the award among multiple suggestions.

Timeline

The Tom & T. Cooper James Government Improvement Awards recognize programs or solutions initiated during the previous fiscal year. In order to be eligible, an employee's submitted program or solution must have been implemented by June 30 of the most recently completed fiscal year. Submittals must be received by November 30 to allow adequate time for evaluation. The review process will take place in the Fall and award presentation for the Improvement Awards will take place annually in January.

Award

Employee or groups of employees whose program or solution is selected to receive the James Impact Award or James Innovation Award are eligible to receive up to a total of \$2,500 per award, split evenly among employees listed on the approved submittal.