



## County of Frederick

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**Michael J. Marciano**  
Director of Human Resources

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TO: Human Resources Committee and Board of Supervisors  
FROM: Michael J. Marciano  
DATE: October 3, 2019  
SUBJECT: HR Committee Agenda

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The HR Committee will meet in the First Floor Executive Conference Room at 107 North Kent Street on **Friday, October 11, 2019** at 9:00 a.m.

The agenda for the meeting is as follows:

1. **Human Resource Policy Recommended Revision**
  - a. Workers' Compensation Policy
2. **Employee of the Month Recognition**
  - a. Employee Nominations

## WORKER'S COMPENSATION COMPARISON SUMMARY

All counties listed below: The 90 consecutive calendar days start on the date of injury or accident. It starts on the original date of the employee's injury. If the employee is intermittently working and then is out, the date starts at the original date of the injury.

There are 16 total jurisdictions and 5 counties offering 90-day policies which is 31%.

\*Excluded from the survey statistics are jurisdictions with six months or greater coverage (i.e., Loudoun, Prince William and James City) and those that don't allow leave to be used (City of Winchester and Town of Berryville).

Locality	County Paid <sup>1</sup>	Employee Leave <sup>2</sup>	Not paid	Description
<b>Loudoun County – Injury Leave</b>	✓			All employees granted 26 weeks of 'Injury Leave' to make up the 1/3 (compensation cannot exceed 100% of EEs pre-injury earnings). After 26 weeks, a 12-week extension can be granted, but EE must use accrued leave balances. While on Injury Leave, paid leave will <u>not</u> accrue.
<b>Prince William – Injury Leave</b>	✓			<b>Injury Leave</b> allows for 100% of pay from day one up to 260 days as long as the leave is used within the first 12 months of the Injury. An extension may be granted within 24 months from the date of injury, as long as the total days used from the date of injury has not exceeded 260, and with additional approval. After Injury Leave is exhausted, employee is paid 66 2/3rd under workers' compensation up to the max rate. Employees can use their own sick or annual leave to make up the 1/3rd difference. Any benefit deductions would be taken from the 1/3rd pay. Employees do continue to accrue leave while out on workers' comp.
<b>Rockingham County – regular pay</b>	✓			The employee receives 100% pay for time off work up to a maximum of 90 days. Leave accrues while on workers' compensation. The employee only uses accrued leave after 90 days to make up the 1/3 difference.
<b>Augusta County – regular pay</b>	✓			Makes the employee whole with regular pay whether they are on light duty or totally off from work on worker's comp. The employee is paid regular pay to make up the 1/3 salary up to 90 days and does not use leave time. The employee does earn leave time while they are off. Their benefits remain the same as if they were working.
<b>Orange</b>	✓			Will make up the 1/3 for a period not to exceed 90 days. The employee must reassign all work comp payments to the County..
<b>James City</b>	✓			Provides a supplement for the 1/3 for a maximum of 6 months. Sick & vacation do not accrue while employee is missing work due to a Work Comp injury.

Locality	County Paid <sup>1</sup>	Employee Leave <sup>2</sup>	Not paid	Description
Roanoke	✓	✓		Employee may use available sick or flex leave for days 1-7. (Frozen sick bank must be used first.) Starting on day 8, the County of Roanoke pays you at 100% of the employee's salary for the first 90 days you are out of work. After that 90 days, VACORP pays you at 66 2/3% of your average weekly wage based on the 12 months prior to the injury.
Hanover	✓	✓		100% of salary paid for 90 days, and work comp payments to County. After 90 days, work comp payments directly to employee. However, an employee may use PTO, FLSB or Compensatory Leave during that seven (7) calendar day period. Approved work-related absences greater than ninety (90) days are compensated at 66 2/3%.
Chesterfield	✓	✓		County will supplement work comp payments for 42 days. For days 42 – 84, employee can use comp time, sick leave, and annual leave (in that order). After 84 days, no supplement (except for sworn Sheriff EEs). 84 days = 12 weeks FMLA)
Fauquier County		✓		The employee may use their leave to make up the 1/3 pay. If they do not have leave, then a donor employee can donate leave to the employee. The donor employee can donate either vacation time or sick time. The employee cannot use sick leave for the worker's compensation case.
Warren County		✓		Employee can take leave to make up the 1/3 remaining pay. Leave is taken from Annual, sick, comp time, holiday bank. The employee chooses the order. First 7 days are waiting period as per worker's compensation.
Albemarle		✓		Employee may use sick, annual, or comp to make up 1/3 pay. Sick must be used first.
Spotsylvania County		✓		Employee may elect to use sick, annual, or comp time to make up the 1/3 pay.
Stafford County		✓		Employee may use sick leave, comp leave, annual leave, floating holidays to make up the 1/3 pay.
Bedford		✓		Election form allows the employee to either receive compensatory pay which is paid by the workers compensation carrier only or subsidize what the carrier pays with accumulated sick leave, so that in total the employee continues to receive his or her regular rate of pay.
Montgomery (no leave used except Sheriff Deputies)		✓		There is legislation (found at bottom of this chart) requiring that we allow sworn officers of the Sheriff's department to use leave to make up the 1/3, however we do not allow other County/agency employees to use leave to make up for the loss. All employees would earn leave and have protected benefits while on workers comp leave. Employees are required to make payment to the HR department for their portion of benefits if unable to take those through payroll deduction.
Frederick County Public Schools		✓		Employees not covered by Short-Term Disability Plan can use sick, annual, or personal to cover the 1st 7 days.
South Hampton		✓		Employee would utilize leave time to make up the 1/3 pay. Leave continues to accrue.
York (no leave used except Sheriff Deputies)		✓	✓	Employee required to use leave for the first 7 (waiting period) days and then on the 8th day, they come off our payroll. We do not allow employees to use leave to make up the extra 1/3 of the salary.

Locality	County Paid <sup>1</sup>	Employee Leave <sup>2</sup>	Not paid	Description
City of Winchester			✓	Employees are not allowed to use any paid leave to supplement the difference. City employees out of work due to a compensable on-the-job injury or illness will be allowed to use leave of absence without pay or sick or annual leave for the first seven days of lost time. If lost time extends beyond twenty-one (21) days, the employee will be compensated for the first seven days. The City will not reinstate any leave used during the first seven (7) days.
Town of Berryville			✓	Employees are not allowed to use any paid leave to supplement the difference.

## Code of Virginia

There is legislation requiring that we allow sworn officers of the Sheriff's department to use leave to make up the 1/3 pay.

Code of Virginia Title 15.2. Counties, Cities and Towns Chapter 15. Local Government Personnel, Qualification for Office, Bonds, Dual Office Holding and Certain Local Government Officers § 15.2-1511.01. Allowances to injured deputy sheriffs A. In addition to the allowances provided in § 15.2-1511, any deputy sheriff who suffers injury as defined in Title 65.2 and whose allowance as provided in § 15.2-1511 is less than 100 percent of his regular compensation shall be entitled to use any accrued vacation, compensatory, or sick leave to supplement the allowance so as to receive 100 percent of his regular compensation. In no case shall a deputy sheriff use such accrued leave so as to receive more than 100 percent of his regular compensation.

<sup>1</sup> County Paid: (Paid in the form of regular pay as usual or Injury Leave)

<sup>2</sup> Leave: Sick, Annual, Compensatory Leave, Holiday Bank, Employee Leave Donation

Highlights of Workers' Compensation Policy Edits  
(September 2019)

**Purpose of Proposed Change:** This proposed policy provides compensation protection for 90 consecutive calendar days beginning with the day of injury that was incurred while implementing the essential duties of his or her job at Frederick County. Such a modification will provide a level of financial assurance that leave without pay will not have to be endured during this initial period of time.

Highlighted Color <sup>1</sup>	Current Policy	Proposed Policy	Comments
<b>Aqua</b>	Paid leave benefits will not continue to accrue while the employee is out on workers' compensation.	Employees on Workers' Compensation leave continue to accrue PTO leave.	Allowing leave accrual to continue, especially for new hires with limited PTO, while recovering will minimize the number of LWOP hours that need to be taken.
<b>Yellow</b>	During the first seven calendar days that an employee is absent from work because of job-related illness or injury, the employee must use accrued paid leave hours to receive full pay. After the first seven days, employees receive a percentage of their salary as set by state law. In order for the employee to receive full salary, the remaining percentage will be covered by use of the employee's paid leave. Should the employee not have enough paid leave to cover the difference between the wage replacement benefit and full salary amount, leave without pay will be used.	If an employee is absent due to a Workers' Compensation approved work-related injury due to physician requirements, the employee receives 100% regular pay (i.e., 2/3 of the employee's salary will be provided by the Workers' Compensation payment and 1/3 of the salary will be paid for by the County) for time off work up to a maximum of 90 consecutive calendar days beginning with the day of injury.	This change will allow an injured employee to not have to use any PTO leave during the 90 consecutive days after the date of the injury.

<sup>1</sup> The thematic changes were highlighted on the current and proposed policies (see separate document). Each specific theme was given a unique color.

## 8.6 Workers' Compensation

The County provides a comprehensive Workers' Compensation insurance program at no cost to employees. Workers' Compensation coverage is provided for full-time, part-time and temporary employees. The program covers any injury, illness or accident sustained in the course of employment that requires medical, surgical, or hospital treatment. The insurance also provides a death benefit if an employee dies as a result of performing job-related responsibilities. Subject to applicable legal requirements, in addition to covering medical expenses, Workers' Compensation insurance may provide employees wage benefits equal to two-thirds (2/3) of an employee's pre-injury average weekly wage. Insurance wage replacement begins after the injured employee has been off work for seven calendar days. In addition, the employee will be entitled to certain compensation to help offset the loss of wages while unable to work.

The County may pay related medical expenses—at no cost to the employee—for an accident or qualifying illness that occurs as a result of work. Workers' compensation coverage is provided for full-time, part-time and temporary employees. In addition the employee may be entitled to compensation to help offset the loss of wages while unable to work. Employees do not share in the cost of workers' compensation; the County pays the entire cost.

### **Reporting a Workplace Injury and Insurance Provider Network Requirement**

Employees who are injured on the job, or who become ill as a result of their job performance, must report their condition to their supervisor immediately. Employees may not be covered by Workers' Compensation insurance if the injury, illness or accident is not properly reported.

In order to be considered for Workers' Compensation benefits, the employee shall seek medical attention from a provider within the Panel of Physicians – i.e., a group of medical providers authorized by the insurer of the County's Workers' Compensation policy. This group of providers is listed on the Frederick County Employee Intranet. In most cases, except emergency cases or where otherwise approved, the employee may be responsible for the entire cost of the medical care if the employee receives treatment from a doctor outside the Panel of Physicians. For more information on the Panel of Physicians and how to find a participating medical professional or facility, employees should contact the Human Resources Department. In life-threatening situations, the employee or co-worker should call 911 and be transported to the nearest hospital. When the situation is not life threatening, supervisors are responsible for ensuring that the employee is transported to medical care when appropriate.

The report of accident or injury must be made to the designated hotline established by the County – who assesses the injury and determines if treatment/evaluation is necessary. The hotline nurse will recommend self-care and/or will refer to a Panel Physician/treatment facility when further evaluation/care is necessary. The Company Nurse files the First Report of Injury with the Workers' Compensation carrier and with Frederick County Human Resources. This should be done within 48 hours to avoid any question as to if the injury/illness is work related. The County's Workers' Compensation carrier will investigate and review all claims submitted for eligibility and compensability. State law allows the County to designate physicians that the employees must choose from for an examination verifying the extent of the injury or illness.

### **Additional guidelines related to Workers' Compensation and job-related injuries are:**

- If eligible for Family Medical Leave Act (FMLA), the FMLA will run concurrent with leave for a Workers' Compensation injury. If the Workers' Compensation carrier notifies the County and states that the claim has been denied and is not Workers' Compensation compensable, the claim will be converted from Workers' Compensation to Paid Time Off (PTO), Individual Disability Account (IDA) leave, Leave Without Pay (LWOP), and/or short-term disability as applicable.
- While on Workers' Compensation leave, injured or ill employees are required to keep all medical appointments and therapy appointments ordered by their physician and to provide supervisors all

update reports by physicians regarding duration of leave or return to work in a light duty or unrestricted capacity.

- All physician and medical treatment facility notes must be forwarded to the Department of Human Resources. This information will be sent to the Workers' Compensation claims adjuster and included in the employee's Workers' Compensation injury file.
- Employees on Workers' Compensation leave will continue to accrue PTO leave.
- The County shall continue the employer's share of Virginia Retirement System (VRS) Retirement/Life Insurance and health and dental premiums while the employee is receiving Workers' Compensation benefits provided the employee is still receiving pay (in the form of supplemental pay or personal leave) from the County. If the employee is receiving statutory Workers' Compensation benefits only, the employee will be reported to VRS as being on LWOP. While on LWOP, the County continues to pay for life insurance coverage, and the County shall continue the employer's share of health and dental coverage if the employee compensates the County for his/her premium costs.
- Employees who are off work due to on-the-job illness or injury (covered under the Workers' Compensation program), who falsify the extent or severity of injuries will be subjected to disciplinary action, to loss of benefits and to possible termination and prosecution.
- A drug and alcohol screen will be required within 24 hours of injury for employees involved in a motor vehicle accident.
- The County believes that it is in the best interest of the County and the injured employee to return to work as early as possible. When possible, the County will provide light-duty assignments for a temporary and reasonable period of time. The County will pay regular wages for hours worked for light-duty temporary assignments and overtime will not be allowed. The employee will be paid for the hours that coincide with regular work hours by using a Workers' Compensation pay code on their timesheet.
- In most circumstances, employees released to return to work will return to their former position. In circumstances where business necessity does not permit a vacancy for a period of time required by an employee to recuperate from a job-related illness or injury, the position will be filled. When the injured employee is released to return to work, he/she will be welcome to apply for any position that is open and comparable with his/her skills and qualifications.

#### **Compensation While on Workers' Compensation Leave**

If an employee is absent due to a Workers' Compensation approved work-related injury due to physician requirements, the employee receives 100% regular pay (i.e., 2/3 of the employee's salary will be provided by the Workers' Compensation payment and 1/3 of the salary will be paid for by the County) for time off work up to a maximum of 90 consecutive calendar days beginning with the day of injury. After 90 calendar days, employees receive a percentage of their salary as set by state law. For the employee to receive full salary, the remaining percentage will be covered by use of the employee's paid leave. Should the employee not have enough paid leave to cover the difference between the wage replacement benefit and full salary amount, LWOP will be used.

When an employee receives wage replacement benefit payments from the Workers' Compensation carrier, the County is notified of the employee's payment. This benefit payment amount is then deducted from upcoming paychecks for the employee. These reductions to the paychecks continue until all benefit payments are recovered.

Questions regarding Workers' Compensation may be directed to the Department of Human Resources at 540-665-5668.

~~Any work-related injury or illness must be immediately reported in to the employee's supervisor. The Report of Accident or Injury and the Panel of Physicians must be completed by the supervisor and employee and forwarded to Risk Management within two days of the accident. These forms are to be completed even if the employee does not receive medical treatment (record only). The County's Workers' Compensation carrier will investigate and review all claims submitted for eligibility and compensability.~~

~~State law allows the County to designate physicians that the employees must choose from for an examination verifying the extent of the injury or illness. If an employee chooses to be treated by a physician other than one on the County's panel of physicians, the employee may be responsible for medical expenses related to that treatment.~~

~~During the first seven calendar days that an employee is absent from work because of job-related illness or injury, the employee must use accrued paid leave hours to receive full pay. After the first seven days, employees receive a percentage of their salary as set by state law. In order for the employee to receive full salary, the remaining percentage will be covered by use of the employee's paid leave. Should the employee not have enough paid leave to cover the difference between the wage replacement benefit and full salary amount, leave without pay will be used. Additionally, further paid leave benefits will not continue to accrue while the employee is out on workers' compensation. If the employee is absent more than 21 calendar days because of an approved job-related illness or injury, the County will reinstate the leave that was used.~~

~~When an employee receives wage replacement benefit payments from the workers' compensation carrier, the County is notified of the employee's payment. This benefit payment amount is then deducted from upcoming paychecks for the employee. These reductions to the paychecks continue until all benefit payments are recovered.~~

~~Questions regarding workers' compensation may be directed to Risk Management.~~



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- While on Workers' Compensation leave, injured or ill employees are required to keep all medical appointments and therapy appointments ordered by their physician and to provide supervisors all update reports by physicians regarding duration of leave or return to work in a light duty or unrestricted capacity.
- All physician and medical treatment facility notes must be forwarded to the Department of Human Resources. This information will be sent to the Workers' Compensation claims adjuster and included in the employee's Workers' Compensation injury file.
- Employees on Workers' Compensation leave will continue to accrue PTO leave.

- The County shall continue the employer's share of Virginia Retirement System (VRS) Retirement/Life Insurance and health and dental premiums while the employee is receiving Workers' Compensation benefits provided the employee is still receiving pay (in the form of supplemental pay or personal leave) from the County. If the employee is receiving statutory Workers' Compensation benefits only, the employee will be reported to VRS as being on LWOP. While on LWOP, the County continues to pay for life insurance coverage, and the County shall continue the employer's share of health and dental coverage if the employee compensates the County for his/her premium costs.
- Employees who are off work due to on-the-job illness or injury (covered under the Workers' Compensation program), who falsify the extent or severity of injuries will be subjected to disciplinary action, to loss of benefits and to possible termination and prosecution.
- A drug and alcohol screen will be required within 24 hours of injury for employees involved in a motor vehicle accident.
- The County believes that it is in the best interest of the County and the injured employee to return to work as early as possible. When possible, the County will provide light-duty assignments for a temporary and reasonable period of time. The County will pay regular wages for hours worked for light-duty temporary assignments and overtime will not be allowed. The employee will be paid for the hours that coincide with regular work hours by using a Workers' Compensation pay code on their timesheet.
- In most circumstances, employees released to return to work will return to their former position. In circumstances where business necessity does not permit a vacancy for a period of time required by an employee to recuperate from a job-related illness or injury, the position will be filled. When the injured employee is released to return to work, he/she will be welcome to apply for any position that is open and comparable with his/her skills and qualifications.

#### **Compensation While on Workers' Compensation Leave**

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Claim Number	EE ID#	Event Date	1st day off	Return to work	Total Days off during 90 period	Leave Hours Used During 90 Days	Hourly Rate	Work days missed	Potential Cost	1st day off	Return to work	1st day off	Return to work	Comments
WC034214995	710	8/27/2018	2/22/2019	6/10/2019	0									Surgery 5 months after injury
WC034235079	6305	12/14/2018	12/18/2018		90	165	20.75	45	\$3,423.75					
WC034235656	6439	12/21/2018	12/22/2019	2/19/2019	59	109.5	24.98	30	\$2,735.31	4/1/2019	5/17/2019	7/29/2019	8/26/2019	Surgery 4 months after injury. 2nd surgery required.
WC034236223	4557	1/2/2019	1/3/2019	5/17/2019	90	181	20.75	62	\$3,755.75					
WC034237298	5764	1/17/2019	4/8/2019		0									Surgery 4 months after injury. 2nd surgery required.
WC034D212136	6640	7/8/2018	7/11/2019	8/23/2019	44	89	23.8	23	\$2,118.20					
<b>Totals</b>					283				<b>\$9,914.81</b>					

**Total of 85 Claims Submitted in FY 2018-2019**

**\*\*6 claims above 21 calendar days**

**\*\*48 incurred sum of \$75 for initial consult**

**\*\*48 had \$0 in medical expenses**

**\*\*79 had \$0 in WC Comp wages**



# County of Frederick Employee of the Month Nomination Form

Received: (HR use)  
\_\_\_\_\_

## Do you know of an employee who

Exhibits **EXTRA** effort...

Goes **ABOVE AND BEYOND** the requirements of his or her position...

Provides **OUTSTANDING** service...

Makes a significant **contribution, accomplishment or achievement** to the County of Frederick and its residents.

Criteria for Employee Recognition: Please mark the appropriate contribution(s):

Critical Thinking and Problem Solving	Interpersonal Skills	Professionalism	Superior Accomplishment
Customer Service (Exceptional)	Leadership Qualities	Project	Other
Dependability	Monetary Savings Ideas	Quality	
Innovation/Creativity	Performance/Skill Level	Resourcefulness	
Integrity	Positive Attitude	Safe Work Practices	

Employee Name : \_\_\_\_\_ Department: \_\_\_\_\_

Nomination Submitted By: \_\_\_\_\_ Department: \_\_\_\_\_

Nominator's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Describe the employee's accomplishments/contributions that were **ABOVE AND BEYOND** the normal duties expected of the position. Describe how the employee provided exceptional service:

Specifically describe the actions that meet the criteria of this award. Describe the value added to the department, team or organization.



# County of Frederick Employee of the Month Nomination Form

Received: (HR use)

## Do you know of an employee who

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Goes **ABOVE AND BEYOND** the requirements of his or her position...

Provides **OUTSTANDING** service...

Makes a significant **contribution, accomplishment or achievement** to the County of Frederick and its residents.

Criteria for Employee Recognition: Please mark the appropriate contribution(s):

- |   |   |   |  |
|---|---|---|--|
| <input checked="" type="checkbox"/> Critical Thinking and Problem Solving | <input checked="" type="checkbox"/> Interpersonal Skills    | <input checked="" type="checkbox"/> Professionalism | <input type="checkbox"/> Superior Accomplishment |
| <input type="checkbox"/> Customer Service (Exceptional)                   | <input type="checkbox"/> Leadership Qualities               | <input type="checkbox"/> Project                    | <input type="checkbox"/> Other                   |
| <input checked="" type="checkbox"/> Dependability                         | <input type="checkbox"/> Monetary Savings Ideas             | <input checked="" type="checkbox"/> Quality         |  |
| <input type="checkbox"/> Innovation/Creativity                            | <input checked="" type="checkbox"/> Performance/Skill Level | <input checked="" type="checkbox"/> Resourcefulness |  |
| <input type="checkbox"/> Integrity  | <input checked="" type="checkbox"/> Positive Attitude       | <input type="checkbox"/> Safe Work Practices        |  |

Employee Name : Emily Tenney

Department: NRADC

Nomination Submitted By: Capt. C. Corbin

Department: NRADC

Nominator's Signature: Capt. Clay Corbin

Digitally signed by Capt. Clay Corbin  
Date: 2019.08.21 13:20:14 -04'00'

Date: \_\_\_\_\_

Describe the employee's accomplishments/contributions that were **ABOVE AND BEYOND** the normal duties expected of the position. Describe how the employee provided exceptional service:

There have been several occasions the past few months in which Nurse Tenney has made significant contributions to the Community Corrections Division. These contributions have made a significant impact on not only the health and well-being of the inmates but the overall success of the outside work programs.

On multiple occasions our CIWF Program has been in a situation where we needed to get inmate workers out to work quickly for special projects. Nurse Tenney has stepped up several times and made these medical screens a priority while still handling her normal workload. We had another incident involving an inmate in an attempted life-saving situation in which the inmate provided CPR to a citizen of this community. Nurse Tenney recognizing the possible contamination risks made all of the arrangements for the inmate to be tested. All we had to do was take the paper she had already filled out and transport the inmate to the testing medical agency. This required a lot of behind the scenes work and coordination by Nurse Tenney. Nurse Tenney initiated this all of her own accord without being asked to do so. Most recently Nurse Tenney again spearheaded a situation that allowed us to get an inmate with severe medical treatment needs into the HEM Program. This allowed the inmate to continue getting the intense treatment they required without the complications that facility incarceration sometimes creates. This also alleviated a huge staffing and financial burden from our facility. During this incident Nurse Tenney had to coordinate with our doctors, medical providers, other medical specialists, the Community Corrections Division, the inmate's family and the Medical Dept. When I thanked Nurse Tenney she was quick to point out that her co-workers made it all possible by taking over her workload so she could focus on getting all of the medical approvals/details worked out.

Specifically describe the actions that meet the criteria of this award. Describe the value added to the department, team or organization.

Staff that perform at the caliber of Nurse Tenney is what makes our organization one of the best in the country. She has an excellent work ethic, good rapport with staff/inmates and she is a consummate team player. This type of performance is often contagious to those who she encounters, not only in the Medical Dept. but the other three divisions at NRADC as well. Nurse Tenney continues to excel in the areas of Problem Solving, Dependability, Work Ethic, Performance and Positive Attitude on a daily basis. We, the CC Division, certainly owe her a great debt of gratitude, for her actions the past several months. It is very humbling for me to witness this type of selflessness and dedication.



County of Frederick  
Employee of the Month  
Nomination Form

Received: (HR use)

**Do you know of an employee who**

Exhibits **EXTRA** effort...

Goes **ABOVE AND BEYOND** the requirements of his or her position...

Provides **OUTSTANDING** service...

Makes a significant **contribution, accomplishment or achievement** to the County of Frederick and its residents.

Criteria for Employee Recognition: Please mark the appropriate contribution(s):

- |  |   |   |   |
|--|---|---|---|
| <input type="checkbox"/> Critical Thinking and Problem Solving | <input type="checkbox"/> Interpersonal Skills               | <input checked="" type="checkbox"/> Professionalism | <input checked="" type="checkbox"/> Superior Accomplishment |
| <input type="checkbox"/> Customer Service (Exceptional)        | <input type="checkbox"/> Leadership Qualities               | <input checked="" type="checkbox"/> Project         | <input type="checkbox"/> Other                              |
| <input type="checkbox"/> Dependability                         | <input type="checkbox"/> Monetary Savings Ideas             | <input checked="" type="checkbox"/> Quality         |   |
| <input type="checkbox"/> Innovation/Creativity                 | <input checked="" type="checkbox"/> Performance/Skill Level | <input checked="" type="checkbox"/> Resourcefulness |   |
| <input type="checkbox"/> Integrity                             | <input type="checkbox"/> Positive Attitude                  | <input type="checkbox"/> Safe Work Practices        |   |

Employee Name : Michelle Cunningham

Department: Public Safety Communications

Nomination Submitted By: Dail D. Ritenour, Jr

Department: Public Safety Communications

Nominator's Signature: Dail D. Ritenour, Jr. Digitally signed by Dail D. Ritenour, Jr.  
Date: 2019.09.04 13:16:38 -04'00'

Date: 09/04/2019

Describe the employee's accomplishments/contributions that were **ABOVE AND BEYOND** the normal duties expected of the position. Describe how the employee provided exceptional service:

Michelle strives constantly to make sure that the Crime Solvers program is not only successful, but also easy for the public to access and for the operators in the Emergency Communication Center (ECC) to interface with. She has conducted one on one training with each member of the ECC staff to make sure that they know how to utilize the system, and makes herself available at all times for questions that any staff member may have in relation to working with the system. Michelle has been known to network with tipsters during her off duty times to make sure that suspects are apprehended as well as to make sure that tipsters get compensated for the tips that they give. I know that Michelle has helped me personally on many occasions to understand how to work with the system and has answered my seemingly constant questions with a smile. I know that mostly due to Michelle tutelage, I am now personally much happier to take Crime Solvers tips than I ever was.

Specifically describe the actions that meet the criteria of this award. Describe the value added to the department, team or organization.

As the Administrator for the Crime Solvers program, Michelle takes these extra duties on willingly and does them in addition to her other duties in the ECC. The effort that she puts into the Crime Solvers program is in keeping with the highest standards of the Frederick County Department of Emergency Communications. She never complains about the extra work that this involves, she takes it on as a challenge and, I think, realizes the importance and necessity of the program. I personally do not know how many arrests have been made as a result of the Crime Solvers program, but I do know for a fact that the number is much larger than it would be if the program were not in place and a person with the fortitude and drive that Michelle has were not heading it up.

I have attached the Winchester Star article that quotes Michelle when the online system was put in place in Frederick County.

[https://www.winchesterstar.com/winchester\\_star/app-can-make-anyone-a-community-crime-fighter/article\\_197a85c5-1813-5994-ae5b-75319dedcae2.html](https://www.winchesterstar.com/winchester_star/app-can-make-anyone-a-community-crime-fighter/article_197a85c5-1813-5994-ae5b-75319dedcae2.html)

HOT CENTERPIECE

## App can make anyone a community crime fighter

By BRIAN BREHM The Winchester Star May 18, 2019

1 of 4



Melodie Repass, a crime analyst with the Winchester Police Department, looks at the new Crime Solvers app on her phone Wednesday. Users of the new app can remain anonymous as they submit a tip, update a tip, and view photos of individuals wanted in Winchester, Frederick and Clarke counties and by the Virginia State Police.

Jeff Taylor/The Winchester Star

**WINCHESTER** — You don't have to be Batman to be a high-tech crime fighter.

A free smartphone app called P3 Tips gives everyone in Winchester, Frederick County and Clarke County the ability to anonymously share information about crimes and fugitives without having to talk to someone on the telephone.

“People are more apt to use it than the hotline because it’s technology based,” said Michelle Cunningham, Frederick County’s P3 administrator for Winchester-Frederick-Clarke Crime Solvers.

Cunningham said P3 launched locally on Feb. 11. Since then, a total of 122 tips have been submitted through the app, leading to nearly 40 arrests and apprehensions.

“Prior to that, we were averaging maybe five to 10 [hotline] tips per month,” she said. “There is still a large amount of people calling the hotline, which is fine, but it’s easier for us when it’s done on the app.”

“A great benefit [of the P3 app] is that we can actually communicate with a tipster while they still remain anonymous,” said Winchester Police Capt. Doug Watson, law enforcement coordinator for the nonprofit Crime Solvers organization. “Before, once a call was terminated, we had no way of reaching back out to them to see if there was follow-up information they could provide.”

P3 is the product of a Texas-based company, Anderson Software, which markets its app to crime-fighting organizations nationally for an annual fee of \$1,500. Local Crime Solvers President Jim Pearce said the cost for the first year was covered by a grant issued through the Walmart Supercenter at 501 Walmart Drive in Frederick County.

“We’re hoping to partner with them every year to make the community safe,” Pearce said.

The app, which can be downloaded for free for iOS and Android devices, allows users to share information about crimes ranging from improper driving to murder. Photos, videos and documents can be attached to the tips to help police identify and capture suspects.

“The ability to send digital information has been a game changer,” Watson said. “We’ve had people send pictures to verify if a person is wanted, screen shots of Facebook pages with information about suspects, videos of crimes occurring.”

The app is monitored 24 hours a day by Crime Solvers volunteers. Information about new crimes is forwarded to police or sheriff’s departments in the appropriate localities, and tips on incidents currently under investigation are shared with the officers assigned to the cases.

All tips are addressed in a timely manner, but Crime Solvers officials said P3 should not be used as a substitute for calling 911 in the event of an emergency or when immediate assistance is needed.



Cunningham said the majority of P3 tips deal with people wanted by police, which she attributed to Crime Solvers' weekly Facebook postings of fugitives and incidents under investigation.

"The next highest is in regard to larcenies or shoplifting," she said. "We've also had traffic complaints, homicides, a good amount of drugs, destruction of property, child abuse, weapon violations and others."

The app provides a list of crimes to help users when sharing information with police. It also includes a gallery of wanted suspects, as well as pictures of those who have been apprehended.

P3 does not store the personal data, internet addresses or geographical locations of its users.

Melodie Repass, Winchester's P3 administrator for Crime Solvers, explained that all P3 tips are attributed to the generic name "Tipster." Each user who submits a tip is assigned a number so they can be notified if his or her information is eligible for a Crime Solvers reward of up to \$1,000.

"I never know their name," Repass said.

The Crime Solvers board of directors meets each month to determine reward amounts, and the numbers assigned to selected tipsters are then posted online. Recipients selected for a reward call an unpublished telephone number and are given special instructions regarding how to collect their money.

"Even then, they don't tell me who they are," Repass said.

People hoping to game the system won't have much luck picking a random reward number and claiming to be the recipient.

"I make them tell me what [crime] they called about," Repass said. "There's [verification] information I request of you once you contact me."

Pearce said P3 was the next logical step in the technological evolution of crime fighting, but it won't replace the 24-hour Crime Solvers hotline — 540-665-TIPS — advertised throughout the Northern Shenandoah Valley on the sides of taxis, at bus stops, in schools and football stadiums, and via print, social and broadcast media outlets.

For people who aren't comfortable with the phone line but don't want to install an app on their cellphone, P3 also offers a website, [p3tips.com](http://p3tips.com), where users can submit tips and supporting attachments. However, the site will not allow ongoing dialogue with Crime Solvers.

As for those who are not comfortable dealing directly with police, Watson said the local Crime Solvers is not a law enforcement agency.

“It is an organization that teams up with law enforcement, but it is civilians and volunteers that are truly what make it run,” he said.

Watson said he is thrilled Crime Solvers added P3 to its arsenal of crime-fighting tools.

“It affords people the ability to combat crime while remaining safe and anonymous, without fear of retribution by those involved,” he said. “It’s been great.”

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— Contact Brian Brehm at [bbrehm@winchesterstar.com](mailto:bbrehm@winchesterstar.com)

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**Brian Brehm**

Reporter

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## Entertainment

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Remembering their service

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Krampus coming to Winchester tonight

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Clarke public hearing on towers slated this morning



TV Listings