

Green Award

Program Purpose

Recognize leadership, initiative and creativity by County staff in "greening" their facilities, operations and/or programs and increasing the visibility of climate change actions by San Mateo County government.

Selection Criteria

Selected programs must do the following:

- ☆ Reduce the County's carbon footprint by addressing one or more of the following areas: waste reduction, energy conservation, water conservation, mass transit and/or low or no emissions vehicles, climate change education, or other related areas.
- ☆ Demonstrate leadership, innovation and/or resourcefulness in "greening" a County facility, program or operation
- ☆ Have quantifiable environmental benefits such as pounds of CO2 reduced, tons of waste diverted, or gallons of water saved.
- ☆ Demonstrate collateral benefits such as improved customer service, reduced costs and/or improved program performance

Submission Requirements

- ☆ Description of department, program or individual(s) that initiated the project and the facility, environment and/or population affected by greening project
- ☆ Statement of pre-greening situation and problem addressed
- ☆ Description of greening activities
- ☆ Measurement of direct environmental benefits
- ☆ Description and measurement of all collateral benefits
- ☆ Plan for sustaining the project
- ☆ Potential to replicate project in other County or public facilities, programs or services

Award

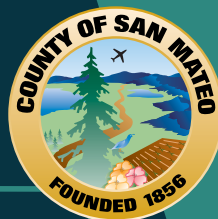
- ☆ Selected program/project will be awarded up to \$5,000
- ☆ Honorable mention programs/projects will be awarded up to \$1,500
- ☆ Countywide recognition for all selected programs including recognition by the Board of Supervisors, in the Climate Action Plan, on the web page and in press releases
- ☆ Monetary award is based on the impact of the project and may be used for further green projects including, but not limited to, materials, labor and/or staff and client outreach and education



San Mateo COUNTY

S T A R S

*excellence in service
and performance*



County of San Mateo
455 County Center

Redwood City, CA 94063

Phone: 650-363-7844 Fax: 650-363-4822

STARS Workgroup

Peter Bassett
Dorothea Curtin
Anita Galang

Rocio Kiryczun
Bob Livengood
Brenda Santos

Donna Vaillancourt
Carolyn Welch

Award Background

Outcome Based Management (OBM) was initiated in 1999 to track the progress of all County programs toward achieving the long-term commitments and goals identified through the Shared Vision 2010 community-wide process. A STARS Workgroup was formed in 2004 to strengthen the OBM process. The workgroup recommended the development of awards for County programs that demonstrate outstanding customer service and program performance. In 2008, the County added STARS awards for outstanding Employee Suggestions and Green projects.



Process for Receiving an Award

Call for entries takes place annually in the Summer for the prior fiscal year ending June 30th. For the Customer Service, Program Performance and Green awards, departments self-select programs to submit for recognition. An eligible program is one that provides an ongoing service to the public or internal customers. For the Employee Suggestion award, employees submit the suggestions for recognition.

Entry Steps:

1. Fill out the official entry form located on the County STARS Intranet site: <http://intranet.co.sanmateo.ca.us/countystars>
2. Notify your department head and/or appropriate staff.
3. Construct your entry based on the criteria and submission requirements found in this brochure as well as online.
4. **Customer Service, Program Performance** and **Green** entries should be no more than two 8.5x11 pages and must be emailed to stars@co.sanmateo.ca.us by due date; **Employee Suggestion** entries must be submitted online at www.co.sanmateo.ca.us/hr/EmployeeSuggestions
5. A STARS Award Committee will evaluate the entries and make a recommendation on selected programs to the Executive Council. Selected programs will present their entries at an Executive Council meeting and Finance and Operations Committee meeting.
6. Awards will be presented at a Board of Supervisors meeting.

Customer Service Award

Program Purpose

To recognize County programs that demonstrate outstanding customer service and to provide a mechanism for elevating and communicating successful customer service strategies countywide.

Selection Criteria

Program must:

- ☆ Have a clear and measurable goal for outstanding or improved customer service
- ☆ Develop and implement specific customer service improvement strategies
- ☆ Demonstrate innovation and/or resourcefulness in providing outstanding customer service
- ☆ Demonstrate correlation between customer service improvements and program outcomes

Submission Requirements

The following information is required for each entry:

- ☆ Description of program, services provided, and population served
- ☆ Statement of customer service challenge and solution
- ☆ Methods used to measure and monitor customer satisfaction
- ☆ Impact of customer service improvements on program effectiveness
- ☆ Plan for sustaining high levels of customer satisfaction

Awards

- ☆ Selected program will be awarded up to \$10,000*
- ☆ Honorable Mention programs receive up to \$2,500*
- ☆ Countywide recognition for selected programs
- ☆ Recognition by Board of Supervisors
- ☆ Recognition in County budget book
- ☆ Individual letter of recognition

**: Award is based on the number of program employees. Award may be used for any event/training that benefits the selected program's employees.*

Program Performance Award

Program Purpose

To recognize County programs that show significant improvement in performance measure results or that sustain a high level of performance over a period of time.

Selection Criteria

Program must:

- ☆ Show significant improvement in performance measure results or a high level of performance over a period of time
- ☆ Demonstrate significant impact on outcomes
- ☆ Demonstrate innovation, resourcefulness and/or collaboration in achieving goals
- ☆ Demonstrate alignment with County goals and Shared Vision 2010

Submission Requirements

The following information is required for each entry:

- ☆ Description of program services, goals and objectives
- ☆ Methods used to measure performance
- ☆ Specific actions taken to improve performance measure results
- ☆ Impact of program results on department level outcomes and County goals
- ☆ Plan for sustaining high performance

Awards

- ☆ Selected program will be awarded \$10,000 - \$50,000*
- ☆ Honorable Mention programs receive \$1,000 - \$10,000*
- ☆ Countywide recognition for selected programs
- ☆ Recognition by Board of Supervisors
- ☆ Recognition in County budget book
- ☆ Individual letter of recognition

**: Award is based on strength of the entry. Award must be used for direct program enhancement which could include any event/training that benefits the selected program's employees.*

Employee Suggestion Award

Program Purpose

To encourage and reward employee input that improves efficiency and effectiveness of County government.

Selection Criteria

Suggestion must contribute to the efficiency, economy or improvement of County operations or services.

An eligible suggestion might:

- ☆ Reduce costs, duplication, time, waste, or accidents
- ☆ Generate new revenue or increase existing revenue
- ☆ Improve procedures, service, working conditions, security, safety, or workflow
- ☆ Increase productivity
- ☆ Save time, materials, labor, energy, or money

Ineligible:

- ☆ Suggestions within the submitter's own authority to implement
- ☆ Suggestions part of the employee's specific assignment
- ☆ A duplication of an idea previously received or under development prior to receipt of suggestions

Submission Requirements

- ☆ Description of a problem or issue in your department or program
- ☆ Suggestion for addressing the problem or issue
- ☆ Impact of your suggestion on efficiency and effectiveness of County government
- ☆ Plan for sustaining the effectiveness of your suggestion

Awards*

All awards are approved at the discretion of the STARS Award Committee. There is no limit to the number of employee suggestions that can be recognized by the Committee. The award may include a letter of recognition and/or cash award as follows:

Direct Awards are for implemented suggestions that increase revenue or result in cost avoidance, a savings in the cost of supplies, equipment, materials or budgeted expense. The increase in revenue and/or reduction in costs must be reflected in the department's requested budget in April as a separate funding adjustment, or as a mid-year Appropriation Transfer Request (ATR) if the suggestion can be implemented in the current fiscal year. *Maximum award: 5% of first year savings not to exceed \$5,000*

Indirect Awards are for benefits that cannot be calculated in dollars, including an improvement in a procedure or service to the public; increased efficiency or simplification of work. *Maximum award: \$50*

**: Awards are considered taxable income*

