

**RESOLUTION NO. \_\_\_\_\_**

**BOARD OF SUPERVISORS, COUNTY OF SAN MATEO, STATE OF CALIFORNIA**

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**RESOLUTION APPROVING STARS AWARDS RECIPIENTS AND HONORABLE MENTIONS**

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**RESOLVED**, by the Board of Supervisors of the County of San Mateo, State of California, that

**WHEREAS**, the Board of Supervisors approved a Performance Incentives Program ("San Mateo County STARS") on December 5, 2006 to recognize and reward County programs that demonstrate outstanding customer service and program performance; and

**WHEREAS**, in 2008 the Green and Employee Suggestion award categories were added to the STARS Awards Program; and

**WHEREAS**, twenty-eight (28) program entries and 14 suggestions were considered for the FY 2012-13 (8<sup>th</sup> Annual) STARS Awards; and

**WHEREAS**, the STARS Review Teams evaluated program entries (for Program Performance, Customer Service and Green award categories) and recommended five STARS Award nominees and six Honorable Mentions for approval to the Board of Supervisors; and

**WHEREAS**, the top ranking employee suggestions were reviewed by County departments and the following employee suggestion will be implemented if determined

viable: Explore the feasibility of having departments establish community service activities for its employees, allowing for enhanced teamwork and volunteerism, while contributing to the greater community (Marina Yu, Housing Department); and

**WHEREAS**, the STARS Awards recipients and amounts for the Customer Service, Program Performance, and Green award categories are: Department of Child Support's Performance Management Program (\$20,000); Health System's Kaizen Promotion Office (\$20,000); Treasurer-Tax Collector's Live Chat (\$5,000); Health System/San Mateo Medical Center's Patient Experience at Willow Clinic (\$5,000); and Public Works' Strategic Energy Master Plan/Hall of Justice (\$5,000); and

**WHEREAS**, the recommended STARS Honorable Mention recipients are: Probation's Veterans Treatment Court (\$7,500); Human Resources' Regional Training Consortium for Public Agencies (\$7,500); Health System/Behavioral Health & Recovery Services' Total Wellness (\$7,500); Health System's Environmental Health's ReUsable Bag Ordinance (\$1,500); County Manager's Board Agenda Process (\$1,500); and Sheriff's Office Maple Street Complex Greening Project (\$1,500).

**NOW, THEREFORE, IT IS HEREBY DETERMINED AND ORDERED** that the Board of Supervisors approve the FY 2012-13 STARS Awards recipients and Honorable Mentions.

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