The Program Performance Award recognizes and rewards County programs that show significant improvement in performance measure results or that sustain a high level of performance over a period of time (at least one year). Selected programs receive a cash award and Countywide recognition.

All programs meeting the first two (2) elements will be evaluated for the following four (4) areas by a panel of senior managers. Please attach narrative (not to exceed three pages) addressing the following:

# Qualifying Criteria

**Program -** The submission meets the following program definition: An established and ongoing set of related measures and activities aimed at accomplishing a clear business objective, with dedicated staff, metrics/an evaluative process, and strategic oversight.

**Time Requirement -** The program had been established for a minimum of one year and has served customers in FY2022-2023.

# Rating Criteria

**Program Performance –** Data is used to measure, evaluate, and improve program performance. Trend data demonstrates stellar improvement and/or exceptional performance.

**Impact & Outcomes –** The program aligns with the County’s Shared Vision 2025 and has significant impact at a program, department, or County level, benefitting a specific population.

**Collaboration –** The program works effectively and collaboratively with stakeholders; the program leverages partnerships to make a greater impact.

**Continuous Improvement** – There are plans in place to measure and sustain high performance.

**The deadline for submission is Friday, October 27, 2023.   
Email your entry to** [**stars@smcgov.org**](mailto:stars@smcgov.org)**.**

**Please enter all information in this form and do not include extra attachments.**Selected programs will be notified. STARS recipients will be expected to present in person before the Board of Directors in January 2024, and Board of Supervisors in February 2024.

**Good luck and thank you for your participation!**

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| --- | --- | --- | --- | --- | --- |
| **Department:** | |  | | | |
| **Program / Project being nominated:** | | | |  | |
| **Contact person:** | | |  | | |
| **Phone:** |  | | | **Email Address:** |  |

Describe the program in 250 words or less. Include the program services, goals, and objectives.

Discuss the program’s performance. Identify the methods used to measure the program’s performance, and the process used to gather data. What specific actions were taken during the year to improve performance measure results or what has been done to sustain a high level of performance?

What is the impact of the program results on outcomes? Include how the program aligns with the County’s Vision 2025. Please include trend information.

Describe how the program leverages partnerships and stakeholders to improve performance and better serve clients/customers.

What is the program’s plan for sustaining high performance? How might other departments learn from or apply the success your program has achieved?

Please list names, PONY, and departments/divisions of program staff.