



SAN ANTONIO POLICE DEPARTMENT GENERAL MANUAL



Procedure 913 – Employee Recognition Programs

Office with Primary Responsibility:	COP	Effective Date: Prior Revision Date:	July 11, 2018 June 26, 2015
Office(s) with Secondary Responsibilities:	PSC, PNC, TEC, FDC, IDC, SSB	Number of Pages:	5
Forms Referenced in Procedure:	EnCORE Card; Form 53-FM	Related Procedures:	310, 913

.01 INTRODUCTION

- A. This procedure establishes a process whereby all members of the Department, both sworn and non-sworn, are recognized for exemplary, meritorious, and exceptional service contributions that bring credit to the member and to the Department.

.02 POLICY

- A. It is the policy of the Department to recognize and honor both sworn and non-sworn members who, through their daily activities, incorporate the City’s Core values of Teamwork, Integrity, Innovation, and Professionalism while performing exemplary, meritorious and exceptional service for the Community.
- B. The Department has the following programs dedicated to employee recognition:
 1. The **Creating Opportunities to Recognize Employees (C.O.R.E.)** program recognizes employees and teams for meaningful contributions of Teamwork, Integrity, Innovation, and Professionalism, observed by customers, peers, and the management team, that go above and beyond the normal job duties.
 2. The Merit Program allows Supervisors to recognize employees for excellence in the performance of job duties.
 3. Commendations are issued by the Chief of Police for exceptional job performance and service to the Community.
 4. Awards for Officer of the Month and Civilian of the Month, selected by the Chief of Police, recognize employees who go far beyond the parameters of the job.
 5. A Retirement Open House event, hosted by the Department, is held the third Wednesday of every month, schedule permitting, to recognize those employees with a scheduled retirement date during a given month.

.03 C.O.R.E. PROGRAM

- A. The **C.O.R.E.** Program was developed by the City to provide a vital resource for COSA Departments to promote, celebrate, reward, and recognize meaningful employee contributions.
- B. The overall goal is for the rewards to be **Sincere, Meaningful, Adaptable, Relevant, and Timely (SMART)**.
- C. The program includes four categories of awards modeled on the City’s Core Values to recognize employees whose actions embody the following values:
 1. **Teamwork:** We work together to make San Antonio better.
 2. **Integrity:** We model ethical behavior.
 3. **Innovation:** We are driven by continuous improvement.
 4. **Professionalism:** We are qualified, skilled and committed.



SAN ANTONIO POLICE DEPARTMENT GENERAL MANUAL



Procedure 913 – Employee Recognition Programs

.04 LEVELS OF AWARDS AND RECOGNITIONS

- A. The **C.O.R.E.** Program consists of three (3) levels of award and recognition:
1. Instantaneous Peer-to-Peer and Customer Recognition – This recognition is intended to provide near instantaneous opportunities for top-down, bottom-up, peer-to-peer, and public-to-employee recognition through EnCORE cards. As a result, these award cards are provided directly to the employees, with a copy to the Department’s C.O.R.E. Ambassador, and not scored by the Selection Committee.
 2. COREterly Award(s) – Department Director Recognition – Recognizes individuals or teams who over the respective quarter demonstrate outstanding commitment to the City’s Core Values. The Department can recognize employees or teams per quarter, in each of the **C.O.R.E.** award categories.
 3. City of San Antonio Excellence Award – Presented yearly by the City Manager in front of City Council, this award recognizes employees and teams for exceptional contributions to City government and to public service. This award honors those who have reached the top level of performance.

.05 INSTANTANEOUS RECOGNITION

- A. The EnCORE card is an easy to use peer-to-peer and customer-to-employee recognition card intended to provide immediate feedback to employees. EnCORE cards are available in both hard copy and electronic format (SAPD EnCORE Certificate in Forms Library).
1. When using the hard copy EnCORE card, the top copy of the card is presented to the employee; the bottom copy must be routed through the Office of the Chief to the Department’s C.O.R.E. Ambassador.
 2. When using the electronic EnCORE card, the card shall be emailed to the employee who is being recognized and to the Department’s C.O.R.E. Ambassador at SAPD Recognition in Outlook.
- B. All sworn and non-sworn members of the Department are eligible for participation; non-employee volunteers and contractors are not eligible to receive EnCORE cards.
- C. The C.O.R.E. Department Ambassador will track the submitted EnCORE cards and coordinate the activities of the Selection Committee for the COREterly Department Director Recognition.

.06 CORETERLY AWARD(S) – DIRECTOR RECOGNITION

- A. The COREterly Award, presented by the Department Director (Chief of Police), is based on nominations submitted through the EnCORE Card process. The Department Ambassador will lead the Selection Committee through a review of all EnCORE Cards for the quarter. The focus will be on selecting an employee or team whose accomplishments best represent the City’s Core Values of Teamwork, Integrity, Innovation, and Professionalism.
- B. Quarterly recognition awards will be announced in March, June, September and December. The Selection Committee will consider EnCORE cards received by the 15th of the above named months. Cards submitted beyond that date will be considered for the following quarter.
- C. The COREterly Award honoree(s) will be provided with a C.O.R.E. pin related to the category or recognition. Individuals receiving recognition in each of the four categories will be provided with an Elite C.O.R.E. pin.





SAN ANTONIO POLICE DEPARTMENT GENERAL MANUAL



Procedure 913 – Employee Recognition Programs

.07 CITY OF SAN ANTONIO EXCELLENCE AWARD

- A. The City of San Antonio Excellence Award, presented by the City Manager in front of City Council, recognizes employees and teams for exceptional contributions to city government and to public service, honoring those who have reached the top level of performance.
- B. Eligibility – All City of San Antonio full-time and part-time paid employees or teams can be nominated. A team can be a task force, crew, or any combination of people who worked together either within their department or among several departments. These members should have had a significant impact on the success of the team.

NOTE: Employees who received the Elite C.O.R.E. pin are recommended to be nominated for this recognition/award.

- C. Nominations –Nominee accomplishments must embody at least one of the City’s Core Values of Teamwork, Integrity, Innovation and Professionalism. The outstanding act or accomplishment should take place in the 12 months prior to the nomination period. A Selection Committee of City Executives appointed by the City Manager will review nominations. Some examples of nomination categories include:
1. Successfully implemented an innovative idea, where outstanding results were achieved, or an efficiency that resulted in cost savings to the organization.
 2. Solved an extraordinary problem or achieved a significantly difficult goal.
 3. Demonstrated kindness to customers, working to provide the best possible service to residents and guests of the City.

Nomination forms are available in hard copy and electronically on the City’s website. Completed forms shall be submitted to the Department Ambassador.

- D. The Selection Committee will only review nominations that meet the following qualifying criteria:
1. Nominations are limited to regular full-time or part-time paid staff employed by the City of San Antonio; non-employee volunteers and contractors are not eligible.
 2. The work for which the individual or team (no more than 20 members) is being nominated for must be directly related to the City of San Antonio.
 3. The entire work performance history of all nominated individual and team members will be considered.
- E. Nomination Deadline: Nominations are due by March 31 of each year; nominations submitted after March 31 will not be accepted.
- F. The Selection Committee will determine the winners. Final results will be announced through a letter to all nominees and nominators. Winners will be recognized in May of each year.

.08 DEPARTMENT CERTIFICATE OF MERIT

- A. A Certificate of Merit is presented to members who, by their exemplary actions, distinguish themselves at a particular incident. Examples of exemplary actions include judgment, initiative, courage, teamwork, investigative skills, and immediate recognition and response to law enforcement activity, all the while embodying the City’s Core Values of Teamwork, Integrity, Innovation and Professionalism.
- B. Nominating supervisors who witness or otherwise learn of an exemplary act by a member, citizen, group, or business may draft a merit and submit it, through their Chain of Command, to the Office of the Chief through SAPD Recognition. Merits shall be prepared on Form 53-FM, found in Forms Library, and emailed to SAPD Recognition.



SAN ANTONIO POLICE DEPARTMENT GENERAL MANUAL



Procedure 913 – Employee Recognition Programs

- C. The submitted merits will be proof read and edited, as needed, before being printed and presented to the appropriate Division Commander for signature. Unless otherwise instructed, printed merits will be returned to the nominating supervisor who will then obtain the remaining signatures.
- D. Once all required signatures have been collected, a color scan of the merit shall be emailed back to SAPD Recognition. The scan shall be uploaded to SAPD Activity and made available for viewing by anyone with access to SAPD Activity.
- E. Requests for merits may be submitted at any time. However, nominating supervisors should make every effort to present this award to the recipient soon after the qualifying event or action, so that the award remains relevant.

.09 DEPARTMENT COMMENDATIONS

- A. Department Commendations are issued by the Chief of Police to those members who exceed expectations while performing their duties. Examples of commendable performance include:
 - 1. Extreme actions of valor on-duty or off-duty;
 - 2. Exemplary law enforcement service;
 - 3. Community Service; and
 - 4. Distinguished service throughout career.
- B. Nominations shall be submitted to the Office of the Chief at SAPD Recognition, a resource mailbox located in Outlook.

.10 EMPLOYEE OF THE MONTH

- A. *Officer of the Month Award* - This award is presented to any San Antonio police officer, regardless of rank, who has provided the most outstanding service to the Department during the month.
- B. *Civilian Employee of the Month Award* - This award is presented to any San Antonio Police Department civilian employee who has provided the most outstanding service to the Department during the month.
- C. Any supervisor who wishes to nominate a sworn or civilian member for Employee of the Month shall submit the nomination in writing to the Office of the Chief. Nominations are to be prepared on an interoffice memo and routed through the nominating supervisor's Chain of Command. Nominations may be bin mailed to the Office of the Chief – Attn: SAPD Recognition or emailed to SAPD Recognition, a resource mailbox in Outlook.
- D. Nominations must be received in the Chief's Office no later than the third (3rd) Monday of every month. Awards will be presented by the Chief of Police or his designee to the monthly winners.
- E. Employee of the Month recipients will receive a certificate, along with eight (8) hours (five-day work week) or ten (10) hours (four-day work week) of Administrative Duty leave. The awarded leave must be used prior to the end of the fiscal year in which it was issued.

.11 RETIREMENT OPEN HOUSE

- A. An Open House event will be held each month to honor those members who have or will be retiring during a given month. This event provides an opportunity for Retirees to be recognized by anyone who wishes to acknowledge lengthy careers and friendships formed over many years of dedicated service.



SAN ANTONIO POLICE DEPARTMENT GENERAL MANUAL



Procedure 913 – Employee Recognition Programs

- B.** The Open House will be held at the Public Safety Headquarters Building (PSHQ) on or about the third Wednesday of every month.
- C.** Any member who has or is planning to retire in good standing may R.S.V.P. to attend a Retirement Open House. R.S.V.P.s shall be submitted to SAPD Recognition when the member determines their official retirement date.
- D.** The Daily Bulletin will announce the date, time and event location, as well as those Retirees who will be honored each month.