



Recognition Awards for 2020

Purpose:

The purpose of the TVC awards program is to annually recognize outstanding employees who perform at an extremely high level contributing to the overall success.

Deadline:

COB, July 31, 2020

Nominations received after that date will not be eligible for consideration.

Procedure:

Any member of the Texas Veterans Commission or Veteran County Service Officer (VCSO) may nominate a Texas Veterans Commission employee or VCSO for an award. You do not need to specify which award category, just provide information on the form and submit. VCSOs are eligible for the Rock Star Rookie, Team Impact, and Excellence Awards.

Nomination forms must be sent by email to Gabe Torres, Executive Assistant by the previously mentioned date.

The awards committee will review nominations and propose potential selections to the Executive Director for final approval. Executive leadership will do their very best to present recipients with plaques and/or suitable awards before the end of the calendar year. Delivery of the awards will depend on the COVID-19 conditions to ensure safety.

Each TVC recipient will also receive sixteen (16) hours of administrative leave.

Nomination Form:

A copy of the nomination form, which is the same for all categories, follows.

Nomination Criteria:

All award categories will be based on the information provided in the nomination form as well as any supporting documents provided. TVC employees must be in "good standing" and have received a 3.5 rating or above on their most recent performance evaluation.

Award Categories

(All nominees must be in “good standing.”)

Rock Star Rookie Award:

Eligibility: Any TVC employee and/or VCSO who has less than 18 months with the TVC or the county.

Purpose: Award focuses on recognizing an emerging individual who reflects ongoing and exceptional growth and demonstrates the potential for increased levels of leadership and responsibility. Award also focuses on the individual’s immediate impact on their program and TVC/County ensuring our customers’ needs are met.

Team Impact Award:

Eligibility: Any TVC employee and/or VCSO.

Purpose: Award focuses on individuals who provide exemplary service to TVC programs and initiatives ensuring improved services delivered to the community. Award also focuses on individuals who have gone above and beyond supporting TVC programs outside of their normal scope of responsibilities. This could be in the form of supporting events in their geographical location or other contributions to the overall success of other program(s) outside of their program.

Excellence Awards:

Eligibility: Any TVC employee and/or VCSO.

Purpose:

Award focuses on individuals who provide exemplary service to internal and/or external customers. Excellent service to the community ensuring top notch customer service and performs at the highest level. Provides outstanding service to TVC and/or VCSO employees allowing veterans and their families to receive the best services possible.

Leadership Awards:

Eligibility: Any TVC employee in a leadership position.

Purpose: Award focuses on individuals who emulate TVC’s leadership philosophy.

- Lead by example.
- Effective two-way communication among members. Leaders must communicate clearly to their employees and must give them the opportunity to provide effective feedback.
- Value their employees and promote teamwork by keeping them informed and involved. Allow them to use their initiative and be open to new ideas.
- Develop and mentor their people and help them grow professionally.
- Takes an innovative approach to training. Effective training results in higher proficiency for each employee in their job performance.

Greg White Award:

Eligibility: Any TVC employee who provides direct services to our internal customers.

History: Named after a TVC employee working within the Veteran Employment department who made a strong and very successful contribution to the VES department that remains today.

Purpose: Awarded to someone who has gone above and beyond his/her outlined duties. Someone who is always willing to assist whenever called upon and frequently volunteers for added assignments. Provides services to others that are beyond assigned responsibilities.

Delilah Washburn Award:

Eligibility: Any TVC employee who provides direct services to external customers.

History: Named after a TVC employee working within the Claims department who made a strong and very successful contribution to the CR&C department that remains today.

Purpose: Awarded to someone who has gone above and beyond his/her outlined duties. Someone who is always willing to assist whenever called upon and frequently volunteers for added assignments. Provides services to others that are beyond assigned responsibilities.

The Legacy Award:

Eligibility: Any TVC employee with a minimum of 10 years of service with TVC or a combination of TVC and the State of Texas. This award could be given to a TVC member who was employed anytime during the year in which the award was presented.

Example – A TVC employee retired in February of 2020 is still eligible to receive this award.

Purpose: This award recognizes TVC staff members for their exceptional contributions as they carry forward the agency's mission and core values as part of a rich legacy of all TVC staff, past and present, who share in the ongoing commitment to veterans. Awarded to someone who has and will leave lasting contributions that will continue to stand well into the future.

Texas Veterans Commission

Nomination Form

Name: Felix Rodriguez	Program/Department: Hidalgo County
Title: County Veterans Service Officer	<i>HR Use Only: Most Recent Performance Evaluation Rating (if applicable):</i>
TVC Employment Date:	

Areas of Consideration:

Impact: Service, dedication, professionalism, and compassion in dealing with internal or external customers (Veterans, veteran family members, community, and TVC/VCSO staff). Performing any extra duties beyond those normally assigned.

Effectiveness: Promotion of the TVC's core values and purpose including character, collaboration, respect, and service to the stakeholders and the community. Accomplishments through work assignments that contribute to the success of the TVC in the community either directly or through significant support.

Innovation and Creativity: Contribution toward more efficient or productive operations including efficiency ideas, exceptional processes, and improving service quality. Making creative suggestions resulting in imaginative solutions

Leadership: Emulates the TVC's leadership philosophy by effective two-way communication, promoting teamwork, developing their people, mentoring, and leading by example.

Justification

Impact: Felix's service, dedication and compassion in dealing with veterans, family members, and external stakeholders is second to none. Felix is active at the American Legion and Veterans of Foreign Wars posts in his area and ensures that those veteran patrons are provided updated information from the Veterans Administration. During the COVID National Crisis he jumped at the opportunity to hold Board of Veterans Appeals Hearings and Hearings at the Houston Regional Office leading the way for other County CVSO to follow suit becoming the first CVSO to successfully hold said hearings.

Effectiveness: Felix is respectful of stakeholders and the community in which he is trusted and works assignments to bring great credit to himself, Hidalgo County and the Texas Veterans Commission. When Hidalgo County cut back the Mercedes COE office due to budget concerns, Felix sought additional venues that were more friendly and willing to give up space for a Veterans Service Officer, a true advocate for Veterans and their best interest to provide a convenient location to file claims paperwork to the VA. This resulted in time saving for veterans, cost savings for the veteran and a big cost saving to the County.

Innovation and Creativity:

Leadership: Felix has the largest CVSO staff in the RGV area of operations and has expanded his resources with the recent Grant from the Texas Veterans Commission. Felix is instrumental in the development and training of his service officers. He sets the example for others to emulate and is a consummate professional.

Interesting facts

Example: Favorite sports team, hobbies, most famous person met, favorite super hero, etc.