

**City of Mission**  
**Department Policy Summary**  
**As of July 28, 2025**

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**Boys & Girls Club of Mission Policies and Procedures Manual**

**Boys and Girls Club**

This manual outlines the foundational policies and procedures governing the operation of the Boys and Girls Club. It includes the Club's mission, membership eligibility, and rules for daily operations such as pick-up procedures, attendance, and age requirements. It also addresses member conduct through guidance policies, bullying prevention, and sexual abuse prevention protocols. Health and safety measures are covered, including medication administration, restroom use, accident and property damage procedures, and ADA compliance. Additional sections include visitor and facility rental policies, field trip and one-on-one interaction guidelines, substance use prohibitions, technology and cell phone usage rules, video surveillance practices, and data handling policies. The manual is designed to promote a safe, inclusive, and structured environment for all members and staff.

**Cash Collection Policy**

This policy establishes procedures for the secure and accountable collection of cash at the Boys and Girls Club. It outlines responsibilities for staff handling cash, including proper documentation, use of receipt books, timely deposits, and safeguarding funds. The policy ensures transparency, reduces the risk of loss or theft, and supports accurate financial reporting in alignment with internal controls and audit standards.

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**City of Mission Housing Assistance Program Handbook**

**CDBG**

This handbook provides comprehensive guidance for the administration of the City of Mission's Housing Assistance Program. It outlines the legal authority, key definitions, and operational structure of the program, including financing methods and eligibility guidelines. The document details the scope of allowable costs under the deferred loan program, loan limitations, and the responsibilities of both the property owner and the City. It also sets forth the terms and conditions of deferred loans, appraisal requirements, procedures for determining necessary repairs, contracting processes, and inspection protocols for rehabilitation or construction work. Additionally, it covers provisions for demolition and reconstruction assistance.

**City of Mission Analysis of Impediments**

As required by the U.S. Department of Housing and Urban Development (HUD), this document examines barriers to fair housing within the jurisdiction. It begins with background demographic, income, employment, and housing profile data to provide context. The analysis evaluates the jurisdiction's current fair housing legal framework, identifies impediments to fair housing choice—such as policies, practices, or market conditions—and assesses both public and private fair housing programs and activities. The document supports compliance with federal fair housing requirements and guides strategies to promote equal access to housing opportunities.

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**Community Development Block Grant (CDBG) Program Program Policies and Procedures****CDBG (Continued)**

This document outlines the policies and procedures governing the City of Mission's Community Development Block Grant (CDBG) Program. It includes guidance on meeting national objectives, identifying eligible activities, and ensuring meaningful citizen participation. The policy addresses grant administration, procurement standards, program monitoring, and the implementation of corrective and remedial actions. It also details compliance with other applicable federal, state, and local requirements to ensure effective use of CDBG funds.

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**Petty Cashier Policy****Event Center**

This policy governs the use and management of petty cash funds at the Mission Event Center. It outlines procedures for requesting, disbursing, and reconciling petty cash used for small, incidental expenses. The policy includes documentation requirements, spending limits, and responsibilities of authorized personnel to ensure proper accountability and safeguard public funds in accordance with the City's financial controls.

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**Finance Policy****Finance**

This comprehensive Finance Policy establishes guidelines for key financial operations, including revenue recognition, accounts receivable management, and handling of uncollectible accounts and bad debt write-offs. It also covers reconciliation procedures for accounts receivable, accounts payable, and notes payable to ensure financial accuracy. The policy includes standards for investment practices, asset management, and cash management to safeguard public funds, maintain liquidity, and support responsible fiscal stewardship.

**Debt Management Policy**

This policy sets the framework for the issuance, management, and oversight of all debt obligations undertaken by the City of Mission. It provides guidance to ensure debt is used responsibly, supports financial stability, and aligns with legal and policy requirements. The policy also outlines procedures for evaluating, reporting, and ensuring ongoing compliance with debt-related obligations.

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**Grant Management and Administration Policies and Procedures****Grants & Strategic Initiatives**

This policy establishes a standardized framework for the development, implementation, and oversight of all grants received by the City. It aims to ensure proper coordination, compliance with grant requirements, and accurate administration and accounting of grant funds. The policy is designed to minimize the City's risk of noncompliance, promote transparency, and maintain consistent oversight across all departments managing grant-funded activities.

**City of Mission Procurement Policies and Procedures**

This policy outlines the City of Mission's procurement standards, particularly for purchases involving federal funding. It includes general procurement principles, approved methods of procurement, and requirements to ensure fair and open competition. The policy also addresses bonding requirements and promotes contracting with small businesses, minority-owned businesses, and women's business enterprises. These procedures support compliance with federal regulations and promote transparency, efficiency, and equity in public purchasing.

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<b>Golf Course</b>	<p><b>City of Mission Shary Municipal Golf Course Policies and Procedures for Cash Handling</b></p> <p>his policy provides detailed procedures for the secure handling of cash at the City of Mission’s Shary Municipal Golf Course. It outlines staff responsibilities for collecting, recording, safeguarding, and depositing cash transactions. The policy is designed to ensure accuracy, prevent loss or misuse of funds, and maintain compliance with the City’s internal financial controls.</p>
<b>Human Resources</b>	<p><b>City of Mission Personnel Policy Manual</b></p> <p>The City of Mission Personnel Policy Manual outlines the rules, procedures, and expectations governing employment with the City. It covers topics such as hiring practices, employee classifications, compensation, benefits, conduct, performance evaluations, disciplinary actions, grievance procedures, and workplace policies. The manual serves as a comprehensive guide to ensure fair, consistent, and lawful human resources management across all City departments.</p>
<b>Information Technology</b>	<p><b>Information Security Policy and Procedures</b></p> <p>The City of Mission’s Information Security Policy and Procedures establish the highest directive for the City’s cybersecurity posture, outlining administrative, operational, and technical controls to protect data, networks, and information systems owned by the City. The policy is designed to mitigate both imminent and potential cybersecurity risks that could impact employees and affiliated third parties. It also guides compliance with key privacy and industry standards, including the Health Insurance Portability and Accountability Act (HIPAA), Health Information Technology for Economic and Clinical Health Act (HITECH), Freedom of Information Act (FOIA), Local Government Records Act (LGRA), Texas State Breach Disclosure Laws, Payment Card Industry Data Security Standard (PCI-DSS), Criminal Justice Information Services (CJIS), and American Water Works Association (AWWA) guidelines. Together, these measures ensure a secure, resilient, and legally compliant digital environment across all City operations.</p> <p><b>Information Technology Disaster Recovery Plan</b></p> <p>The City of Mission’s Information Technology Disaster Recovery Plan establishes a comprehensive framework to recover critical systems quickly and effectively following a service disruption. It outlines key phases—including activation and notification, recovery, and reconstitution—and identifies essential activities, resources, and procedures necessary to maintain or resume system processing during prolonged interruptions to normal operations. The plan assigns roles and responsibilities to designated personnel, provides clear guidance for recovery efforts, and ensures coordination with broader contingency planning strategies and external points of contact to support a unified and resilient response.</p>

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## **Policies and Procedures Manual Speer Memorial Library**

### **Library**

This manual governs the operations of Speer Memorial Library and outlines policies across seven core areas. It addresses administrative matters such as safety and security, food and drink regulations, public behavior, restroom use, social media, unattended vulnerable adults, data privacy, internet and Wi-Fi access, volunteer guidelines, and procedures for donations and memorial plates. Circulation policies cover library card processing, loan limits, fines, item returns and renewals, study room usage, phone courtesy, cash handling, staff conduct, and bulletin board usage. Additional sections provide procedures for the Reference Department, interlibrary loans, the Children's and Teen Services Departments, and the use of the Community Room and Computer Lab, ensuring consistent and equitable access to resources and services for all patrons.

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### **Exhibition Policy**

### **Museum**

The Exhibition Policy outlines the guidelines for planning, presenting, and managing exhibitions at the City of Mission. It covers expectations for exhibition content, conservation and preservation of materials, safety and security measures, and allocation of resources. The policy also addresses exhibition development processes, audience engagement, accessibility standards, recognition of speakers or contributors, and the handling of sales related to exhibitions. Additionally, it provides criteria for evaluation and approval to ensure exhibits align with the City's mission, values, and public service goals.

### **Collection Policy**

The Collection Policy governs the management of all collection types held by the City of Mission, including permanent collections, object collections, archives, and library materials. It outlines criteria for accepting and acquiring items, as well as procedures for cataloging, accessioning, and deaccessioning. The policy also addresses outgoing loans, public access to the collection, transferring title from the museum, and provides guidance on the appraisal and authentication of items to ensure the integrity, accountability, and preservation of the City's cultural and historical assets.

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### **City of Mission Procurement Manual**

### **Purchasing**

The Procurement Manual outlines the City of Mission's procurement requirements and procedures to ensure transparency, efficiency, and compliance with applicable laws. It details departmental responsibilities, procurement methods, competitive bidding processes, contract awards, bonding and insurance requirements, change orders, legal obligations, cooperative purchasing, emergency procurements, and sole source purchases. Additionally, it covers contract administration practices, including managing contracts and price agreements, contract renewals, developing bid/proposal specifications, and travel-related procurement procedures.

### **P-Card Program Policies and Procedures Manual**

This manual establishes the policies and procedures for the proper use of the City of Mission's Purchasing Card (P-Card) program. It outlines permitted and restricted purchases, user responsibilities, and the roles of cardholders, supervisors, and program administrators. The policy ensures accountability, promotes appropriate use of public funds, and supports efficient procurement for approved goods and services.

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## Emergency Preparedness Plan

This plan provides a comprehensive course of action for responding to any circumstance that endangers cemetery personnel or visitors, or prevents scheduled interments at the Rio Grande Valley State Veterans Cemetery. Developed in coordination with the Veterans Land Board, the plan outlines procedures to ensure safety, maintain operational continuity, and address emergencies effectively to uphold the dignity and mission of the cemetery.

### **Veteran's Cemetery**

#### **Risk Mitigation and Loss Prevention Policy**

This policy establishes a comprehensive framework to safeguard City and State assets by identifying, assessing, and managing potential risks. It outlines objectives such as asset identification and classification, risk assessments, implementation of preventive and security measures, employee training and awareness, incident response planning, routine audits and inspections, and maintaining adequate insurance coverage. The policy aims to minimize the impact of potential threats and ensure the continued protection and operational integrity of public resources.

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#### **Parks and Recreation Department Policies**

### **Parks and Recreation**

This policy outlines standards for employee conduct, appearance, customer service, and safety within the City of Mission's Parks and Recreation Department. It includes expectations related to attendance, tardiness, time clock procedures, park opening and closing protocols, dress code, mobile phone usage, and general workplace safety. The policy is designed to promote professionalism, accountability, and a safe environment for both staff and the public.

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#### **Policy and Procedures Manual Utility Billing and Collections**

### **Utility Billing and Collections**

This manual governs the City of Mission's utility billing and collections processes. It covers service applications, disconnection procedures, payment options and arrangements, and notifications related to deceased or divorced customers. The policy also addresses short-term or temporary services, billing dates, denial of service, and billing for services rendered. Additionally, it includes dispute resolution procedures, water leak policies, meter management, and regulations concerning Sharyland sewer taps to ensure accurate billing and effective customer service.

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#### **EMS Protocols Standards of Care**

### **EMS**

This document establishes the standards of care for the City of Mission Fire Department's Emergency Medical Services (EMS) clinical practice system. It outlines the role of the medical director and certification requirements, hospital transport and trauma patient classifications, and hospital bypass protocols. The protocol includes foundational practices and detailed guidelines for basic life support, advanced life support, and intensive life support. It covers management of adult and pediatric patients across medical emergencies, cardiac arrest, and trauma situations to ensure consistent, high-quality pre-hospital care.

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**Mission Fire Department Policy Manual****Fire**

This manual outlines the foundational framework for the Mission Fire Department, including its mission, vision, and philosophy. It covers the code of ethics, roles and authority within fire service, organizational structure, and administrative procedures. The manual details general operations, fire prevention efforts, emergency medical services, training protocols, equipment and technology management, records handling, safety measures, and personnel policies. Together, these policies ensure effective, ethical, and safe fire service delivery to the community.

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