



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
County Manager's Office/Human Resources



Date: December 12, 2014
Board Meeting Date: January 27, 2015
Special Notice / Hearing: None
Vote Required: 4/5th

To: Honorable Board of Supervisors

From: Reyna Farrales, Deputy County Manager – Administrative Services
Donna Vaillancourt, Human Resources Director

Subject: San Mateo County FY 2013-14 STARS Awards

RECOMMENDATION:

Presentation of Commendations honoring STARS Awards recipients:

- A. Resolution approving STARS Awards recipients and Honorable Mention; and
- B. Authorizing an appropriation transfer request in the amount of \$62,500 from Non-Departmental and Health System to various program accounts to appropriate STARS Awards

BACKGROUND:

The San Mateo County STARS Awards, a performance incentives program, was established in 2006 to recognize County programs that demonstrate exceptional service delivery and performance. The program was expanded in 2008 to also recognize sustainability projects and viable employee suggestions that contribute toward improved County operations/services. The program currently includes four award categories: Customer Service, Program Performance, Green, and Employee Suggestions.

DISCUSSION:

This year's STARS Awards program was open for a seven week period during the summer/early fall of 2014. Sixteen (16) program entries were submitted by 10 departments. In addition, 20 employee suggestions were received.

The review process included two teams comprised of departmental representatives and the CMO's Office of Sustainability. The review teams evaluated entries based on set criteria, and the programs with the highest score in each category are recommended for a STARS Award. These programs were presented to Executive Council on November 24, 2014.

Employee suggestions were received online and then reviewed by appropriate departments to determine viability. There are four suggestions that are being considered for possible implementation.

The following includes a description of this year's STARS Awards honorees:

Program Performance Award

Health System/SMMC's Depression Screening for Diabetics (Award Amount: \$20,000) – The “Depression Screening for Diabetics” program, administered through SMMC's Innovative Care Clinic (ICC), assists patients in managing their chronic disease by seeking to address their depressive symptoms most commonly associated with diabetes. At ICC, 22% of patients have diabetes (more than twice the national average) and when these patients experience depression they often struggle with managing their diabetes care. During FY 2013-14:

- 780 diabetic patients were screened for depression (representing 50% of the diabetic patients at ICC), of which 23% (180 patients) of those patients screened positive;
- 51% of those who screened positive (92 patients) received services from Medical Psychiatry Service (MPS), an integrated behavioral health unit embedded into ICC; and
- Percentage of patients with moderate to severe depression who were treated by MPS dropped from 61% to 35%.

ICC and MPS staff worked collaboratively to refine the screening process and institute a “warm hand-off” for patients who screened high for depression, with an MPS staff person on-call to provide an in-person consult within 30 minutes for those patients, capitalizing on the opportunity to engage the patient with mental health services during the existing medical appointment. During the pilot period, patients who received a “warm hand-off” were twice as likely to remain in therapy when compared with those who received an electronic referral. The program has received \$1.5M in incentives through a federal pay-for-performance quality improvement program, and SMMC plans to increase screenings at ICC and expand the program model to other SMMC clinics to continue to improve patient health outcomes and reduce emergency department visits and costs for diabetic patients.

Countywide/Human Resources' County Wellness Committee (Award Amount: \$20,000) – The County Wellness Committee oversees implementation and monitoring of the County Wellness Policy by engaging employees as partners in their health and well-being, providing a supportive work environment, committing organizational resources, and making the healthy choice the easy choice. The Committee increased visibility for wellness activities and healthy choices through Countywide Initiatives that include: promoting Wellness Screenings (increasing from 433 employees receiving wellness screenings in 2010 to nearly 2,500 in 2014); making stairwells more appealing with banners and signs; offering healthier food choices at vending machines and cafeterias; increasing the number

of lactation rooms; and improving wellness communication. In addition, the Committee developed a “Culture of Health” Checklist and Wellness Grants for departments. In 2014, twenty-one (21) County departments/divisions completed their “Culture of Health” Checklists and Wellness Plans, covering 54 work locations and affecting 4,200+ employees. Participating divisions/departments received wellness grants to support their wellness plan activities throughout the year. The Wellness Committee will continue to recruit new departments to participate in the program in 2015, with the goal of increasing engagement for all employees through wellness opportunities.

Honorable Mention: Housing’s Moving to Work Online Pre-Application Program (\$7,500).

Customer Service Award

Health System/Behavioral Health Recovery Services/Human Services Agency’s Service Connect (Award Amount: \$10,000) – Service Connect is an award-winning, multi-disciplinary service model that provides wrap-around services for AB 109 realignment offenders and other moderate-to-high-risk reentry populations. A collaboration between the Probation Department, Sheriff’s Office, Human Services Agency, and Health System, Service Connect aims to engage the realignment population with services and support to break the cycle of recidivism and creating successful reintegration in the community. Individual engagement begins early and prior to release, with assessments, program referrals, and release planning. Upon release, Correctional Health provides a “warm hand-off” to the Probation Department and then to Service Connect. This has reduced the number of bench warrants and has enhanced the engagement. Service Connect offers ongoing and as-needed support in addressing substance abuse, mental health, medical health, housing, and employment support needs through a menu of services that are evidence-based and tailored to the needs of the realignment population. The collaborative partners jointly track data to see how effectively the program is guiding its clients towards stable reentry to the community.

Green Award

Health System’s Way2Go Program (Award Amount: \$2,500) – Way2Go is a Health System initiative to promote employee health, encourage sustainable transportation, and address parking constraints on the Health System Main Campus in San Mateo. The initiative offers free custom commute planning, access to County cars for work duties, and assistance with planning carpools and vanpools. An annual 511 transportation survey of Health System employees establishes a baseline and informs the Way2Go efforts for the year, and allows Way2Go to measure progress year over year. For example, in 2013 the percentage of employees solely driving to work had decreased by 17% since the Way2Go initiative was started, and all non-driving transportation modes had increased considerably due to increased awareness and education about alternative commute options. Due to its successes so far, Way2Go is being expanded to a year-round program, with plans to

launch a Way2Go intranet page with resources and establish a bike share fleet to allow employees to commute between campuses by bike during work hours.

Sheriff's Office Activities League Clean Team (Award Amount: \$2,500) – The Sheriff's Activities League (SAL) Clean Team/Green Team is a group of youths and young adult mentors from the North Fair Oaks unincorporated area of San Mateo County that provided both litter pick-up and community outreach and education in North Fair Oaks twice a week for eight weeks in summer 2014. Along with educating businesses and community members about the litter pick-up project, the team invited community members to join them in their efforts. The team logged and reported all illegal dumping and graffiti they discovered during their clean-up days, and they received education about ecology, recycling, pollution prevention, and other key environmental topics from local experts. During the eight week program the youth team collected 3,360 gallons of litter from North Fair Oaks neighborhoods. The program offered the youth of North Fair Oaks a summer job that also provided them the chance to learn that they can make a difference in their community. SAL plans to continue the program twice a month on weekends.

Employee Suggestion Award

Suggestion (Recommended for Further Review)	Employee/Department	Amount
Expand County's Internship Program to include panel series with County Executives.	Alison Logia Human Resources	\$100
Create a Skin Cancer Awareness Initiative.	Heather Oda Public Works	\$100
Explore expanding voluntary benefits such as pet insurance for employees to purchase at discounted rates.	Julie Goebel Human Resources	\$100
Enhance the County's recruiting efforts by posting job openings on departmental webpages (in addition to the County's employment webpage).	Marissa King Human Resources	\$100

The San Mateo STARS Awards Program contributes to Shared Vision 2025 of a Collaborative Community by recognizing County programs and employees that improve County effectiveness and efficiencies.

FISCAL IMPACT:

The FY 2014-15 Adopted Budget includes \$100,000 for the STARS Awards Program. This year's actual costs (based on the current recommendations) total \$62,900 (\$47,500 Program Performance, \$10,000 Customer Service, \$5,000 Green, and \$400 Employee Suggestions).