

Attachment: Description of 2022-23 STARS Awards

PROGRAM PERFORMANCE

Service Connect Criminal Justice Realignment Program - County Health - Behavioral Health and Recovery Services (BHRS)

Description: San Mateo County Service Connect Program was established in 2012 to provide re-entry support to individuals entering the community post incarceration. A dual system collaboration between Human Services Agency (HSA) and Behavioral Health and Recovery Services provides the day-to-day services. Service Connect is part of a larger County initiative that also includes the Sheriff's Office, Correctional Health Services, and Adult Probation Department. The initiative resulted from the passage of Assembly Bill 109 – Public Safety Realignment in 2011. The departments work together to provide services for individuals both in and out of local custody or prison. The Service Connect program has built-in resources and support systems to help reduce the recidivism rate in San Mateo County. The goal is to prevent re-arrest and re-incarceration of individuals who meet criteria under AB 109 and unified re-entry by providing emergency resources, treatment, and case management. Service components include: Biological/physiological/social assessment, treatment and recovery plans, therapy, supportive housing, referrals for co-occurring substance use, and employment services and support. HSA provides job development services once individuals are job ready. Service coordination includes linkage to health care services, peer support/mentoring, groups for rehabilitation and socialization, and therapy. When a client is released from custody, it is Service Connect's goal to provide a one-stop shop for clients so they can receive clothing, emergency food kits, employment support, shelter, benefits, Medi-Cal, mental health services, and substance abuse treatment.

Results: During the pandemic, Service Connect had to close its doors. Service Connect staff had to explore new ways to continue to provide services and support clients, which led to offering field-based services, providing virtual mental health therapy, virtual visits to the jail with the help of in-custody partners, and working with prison staff to coordinate phone calls with individuals being released to coordinate care. Providing services virtually and by phone has expanded the program's ability to provide services to clients. The no-show rate has decreased, and service contacts have increased. Service Connect reopened its doors March 1, 2023, and now continues to offer services in the field and onsite. In the last two years, staff have supported over 20 clients in receiving permanent housing vouchers. Some clients have also started their own business with the assistance of the employment team. Since July 1, 2017, the total number of clients released from jail or prison referred for treatment is 3,000; Service Connect has provided over 22,000 services that include therapy, case management, crisis intervention and substance abuse support.

CUSTOMER SERVICE

WIC Program-Breastfeeding - County Health - Family Health Services

Description: The mission of the WIC program is to serve low-income women throughout pregnancy and postpartum and their children up to age 5. The program provides nutrition and breastfeeding education to start families on the best track and greatly improve their life trajectory. This evidence-based program has been proven after numerous studies that mothers who participate in WIC have better pregnancy outcomes and fewer low birth weight babies. Additionally, families who participate in WIC have access to more healthy fruits and vegetables during times of food insecurity. By providing nutrition education and access to healthy food, families inevitably have better health outcomes than they would have without that support. Another primary goal of the WIC program is to educate mothers on the benefits of breastfeeding. The program provides hands-on breastfeeding education via classes and individual counseling. First time moms also have access to a Peer Counselor who was previously a WIC participant to provide them support up to 6 months postpartum on their breastfeeding journey. Lastly, WIC offers breast pumps and supplies, encouraging moms to continue breastfeeding as they return to school and work. Not only is WIC an education program, but it is also a gateway for San Mateo County residents to access resources such as Medi-Cal, home visiting services, connections to a primary care provider and mental health services.

Results: The Regional Breastfeeding Liaison program, a subset of the WIC program, strives to improve community health outcomes by bridging the gaps between WIC and external clinics and collaborating to increase access to quality breastfeeding support. Many of the external and internal providers expressed difficulty and lack of follow up when they needed to refer their patients to the WIC program. As a result, the WIC team looked to find an innovative, easy solution to help any partner streamline the referral process. In partnership with the Family Health Quality Assurance team, WIC created a referral link that collected basic, yet pertinent information. On the other end, a WIC team member would then enroll the participant within 48 hours and a follow up would be completed by a breastfeeding educator. The timely and warm hand-off between provider to the WIC program helped ensure a stronger continuation of care while also ensuring a mother had higher success of breastfeeding rates during her journey. Since the start of the new referral process at the end of 2022, there were 1,349 referrals that came through the system. WIC has reduced the time a participant has to wait for a follow up appointment after their initial contact from almost a month to less than 9 days. The streamlined referral process has helped the WIC program sustain a breastfeeding rate that is higher than the state average (53% versus 36%) and helped increase equity metrics by increasing black breastfeeding rates to 48%. Pre-pandemic, the WIC breastfeeding program caseload averaged 76% of the allocated potential caseload. Now, the caseload has increased to serving over 12,000 individuals, which is 96% of the allocated caseload.

GREEN

GIS Division - Information Services Department

Description: The County of San Mateo's Geographic Information Systems (GIS) team has been instrumental in deploying technology for the betterment of the community, aligning perfectly with ISD's mission to strengthen connections and support a healthy, safe, environmentally conscious, and collaborative community. The GIS team's diverse project portfolio, including the SMC HOME (Homeless Outreach and Mobile Engagement) app, COVID-19 and CZU fire responses, Water Quality Monitoring, the Property Map Portal, and the Open Data Portal, collectively demonstrate a commitment to leveraging technology for social good and environmental sustainability. These initiatives address various community needs, from improving public safety and government transparency to enhancing environmental monitoring and property management.

Results: The Open Data Portal, with its GIS functionality, allows for visualizing data on maps, offering invaluable insights for Public Works and Public Safety. The recent upgrade of the Property Information Portal streamlines access to property information, tax data, and documents, contributing to greater transparency and efficiency. The Water Quality Monitoring project supports County Health in ensuring safe water conditions for the community, exemplifying the GIS team's role in environmental stewardship. The SMC HOME app's efficient dispatching system has significantly reduced the need for unnecessary travel by County staff and community-based organizations. By strategically assigning requests based on location, the app minimizes the distance traveled for outreach operations. This optimization leads to a notable reduction in fuel consumption, which lowers greenhouse gas emissions. By facilitating more efficient homeless outreach, the app indirectly supports environmental cleanliness and sustainability. Lastly, the transition from paper-based reporting and tracking to a digital platform has resulted in a substantial decrease in paper consumption. This not only saves trees but also reduces the waste generated from paper products, contributing to a more sustainable and environmentally friendly operational model.

DIVERSITY, EQUITY and INCLUSION

Oral Public Health Program – County Health - Family Health Services

Description: The purpose of the county's Oral Public Health Program is to work with community partners to improve the conditions for oral health in San Mateo County, particularly for those facing historical and systemic barriers to oral health. The KOHA (Kindergarten Oral Health Assessment) process is a screening tool that helps build the relationship between dentists and families. It is the school's responsibility to remind parents to complete the KOHA screen at the beginning of their kindergarten year. The Oral Public Health Program's (OPHP) responsibility is to educate schools on the importance of this screening tool and its benefit in reducing the risk of dental issues in the future. The OPHP made a significant effort in contacting all school districts within the county for the 2022-2023 school year, prioritizing those schools in high impacted areas and with the greatest percentage of students eligible for free and reduced-price meals, and educating their nursing/office staff on how to encourage parents to take the form to their dentists, as well as entering returned data in the database. These efforts began prior to the school year with heavy work in the summer to start off the school year. As a result, the number of schools reporting KOHA data in the System for California Oral Health Reporting (SCOHR) for the 2021-2022 school year (95 schools, 90%) more than tripled from the previous four years' average of 24 schools. Additionally, all 33 priority schools (schools where more than 50% of enrolled students are eligible for free and reduced-price meals) reported their data. The number of completed KOHA screenings more than tripled to 2,804 kindergartners from a previous 704 completed screenings.

Results: The Oral Public Health Program intentionally worked to improve services and support to an underrepresented/at-risk group in San Mateo County by prioritizing efforts on schools that include the largest number of higher poverty families. Thanks to creating and building on partnerships with Sonrisas Dental Health, Ravenswood Family Dentistry, and Healthier Kids Foundation, a total of 1,291 public school kindergartners received on-site KOHA screenings in 2022-23, compared to 572 in 2021-22, a 126% increase. On-site screenings were provided at 29 public elementary schools (28%), compared to 14 schools in 2021-22, and at 8 districts (40%), compared to 7 districts in 2021-22. In the 2022-23 school year, 3,475 completed KOHA screenings were returned and reported, (est. 56% of all public-school kindergartners) compared to 2,804 in 2021-22 (47%), a 24% increase. 100% of schools and districts reported their KOHA data in 2022-23, compared to 90% in 2021-22.