



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
County Manager



Date: July 2, 2015
Board Meeting Date: July 7, 2015
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: John L. Maltbie, County Manager

Subject: County Manager's Report #13

RECOMMENDATION:

Accept this informational report.

BACKGROUND:

This report will provide you with updates on a variety of County initiatives focusing on Public Safety, Health and Human Services, Community Services and Performance, in addition to reports on legislation and issues that require your action. We also will keep you and the public informed about new services, upcoming events and general updates.

DISCUSSION:

Public Safety

New SMC Alert vendor selected

The County Office of Emergency Services selected a new vendor, Everbridge, for its existing SMC Alert emergency and non-emergency notification system. The new provider began July 1, and is funded by the Bay Area Urban Areas Security Initiative. This coordinated approach means the County and the counties of Alameda, San Francisco, Monterey and Marin can broadcast regional alerts also as needed. All San Mateo County cities and school districts can also join at no added cost.

Prior to OES solidifying the contract with Everbridge, the County's Communications Department surveyed the community to learn more about why residents did or did not use SMC Alert and any preferred changes. For instance – are there too many mountain lion warnings? The survey drew hundreds of responses and the data will be used to craft the relaunched SMC Alert. Existing users will transfer to the new system seamlessly but will eventually receive a link to update their profile to take advantage of the new components.

Health and Human Services

HSA welcomes two familiar faces

The Human Services Agency welcomes two current County employees to the department this month. Mike Wentworth, the deputy director of administrative services and airports in the Public Works Department, joins as director of technology and administration. The second newcomer is a very familiar face to the County Manager's Office. Jessica Silverberg, most recently a management analyst in the Budget, Policy and Performance Unit of my office, is the new program manager for the Center on Homelessness.

Congratulations to them both and to HSA for the great additions to its team.

Human Resources

New management fellowships start

The County's inaugural Management Fellowship Program is off to a strong start with three fellows installed in the North Fair Oaks Forward team, the LEAP Institute and, in a shared capacity, the Parks Department/Budget Office. The masters graduates will work on high-level, complex assignments for one to three years — for example, the Parks/Budget fellow track Measure A-funded projects for Parks and help with program evaluations for Budget— and also participate in an array of management classes, forums and networking events.

The County benefits from the fellows' skills and knowledge but also by forging long-lasting partnerships with Bay Area universities and establishing a talent pipeline for the County's workforce for years to come. The fellowship program is another way the County strives to be an "Agile Organization" by maximizing and diversifying its staffing resources.

Performance

Three County programs vying for state innovation honors

The County submitted three applications to the 2015 Challenge Awards, the California State Association of Counties' annual recognition of county governments that deliver programs and services in an innovative and creative way.

The County's entries are the community engagement program used for the redesign of Middlefield Road in predominantly Hispanic North Fair Oaks; the Open Data Program used to track Measure A spending and improve performance; and, the Supported Training and Employment Program (STEP) which pairs foster youth with County department mentors for paid work experience and life skills training.

We certainly prize these original programs and the County employees that brought them to fruition. We will learn in September if any or all have won these coveted bragging rights, which also come with the chance to serve as a template for other jurisdictions to emulate.

News, Events and updates

Twitter verifies County account

Twitter recently labeled the County of San Mateo a “verified account,” a distinction that labels our profile with a white check mark in a blue cloud and essentially means the company confirmed our authenticity. Followers and visitors to our Twitter account can feel certain they are hearing the “real” County’s message. This also puts us in the good company of what Twitter calls “highly sought users” in a variety of fields including politics, government, media, sports and business. And on a related note, the County’s followers now total more than 1,240.