

## **Attachment: Description of 2020-21 STARS Awards**

### **PROGRAM PERFORMANCE**

#### **Access to Programs and Services to Inspire Reentry and Empowerment (ASPIRE) Program - Sheriff's Office**

Description: The Sheriff's Office jail programming initiative, (ASPIRE) Program aims to provide evidence-based programs and case management services to men and women who are incarcerated at the Maple Street Correctional Center (MSCC) and the Maguire Correctional Facility (MCF). The ASPIRE Program offers four key services to justice-involved individuals. First, In-Custody Case Managers (ICCMs) conduct service needs assessments of inmates. Second, the ICCMs provide individual case management to inmates during their incarceration. Third, the Sheriff's Office provides targeted programming including educational, vocational, cognitive behavioral, and activity-based programs, and fourth, the ICCMs work with inmates to develop reentry plans prior to their release.

Results: Program performance is assessed with budget performance measures; by tracking program offerings, program attendance, the number of inmates in each program, and by calculating the percent of inmates who are eligible that enroll in a program. The program also relies on the case management database and the CMO-led/managed software system, Effort-to-Outcome (ETO). The Program Services Bureau (PSB) took 4 specific actions during the year to improve performance measure results. First, the PSB identified efficiencies in its daily workflow that provided services to more people who have a shorter time to release. Second, the ASPIRE Program worked with Service Connect to adopt a Warm Intake to increase the number of inmates registering with the out-of-custody program by starting the orientation prior to an inmate being released from custody. Third, the Sheriff's Office approved and supported the PSB, which allowed providers to teach classes via a Zoom platform. And fourth, the PSB worked with the County Manager's Office and its outside consultant to add a new data section in the (ETO) database that will allow for the collection of more data points, and for tracking and reporting. Capturing additional data and analyzing the data from reliable reports will enhance the ability to make data-driven decisions and changes as needed.

In addition to implementing steps to improve performance measures, the Sheriff's Office has been able to sustain a high level of performance by staying committed to the collaborative partnerships across the County including Correctional Health, Probation, Human Services Agency, Behavioral Health and Recovery Services, the County Manager's Office, other justice agencies such as parole, and many community-based organizations.

## CUSTOMER SERVICE

### **California Children's Services Medical Therapy Unit (CCS-MTU) - County Health, Family Health Services**

Description: CCS-MTU provides free physical and occupational therapy services to kids and young adults age 0-21 years with qualifying lifelong disabilities including diagnoses such as cerebral palsy, muscular dystrophy, spina bifida, spinal cord injury, traumatic brain injury as well as other chronic conditions. The program coaches and instructs parents and caregivers on activities so that the children reach their potential.

Results: Through the pandemic, San Mateo County CCS-MTU has been able to provide uninterrupted care for the most vulnerable children in the community. The whole work group has worked tirelessly as an amazing team to do their part in providing excellent care, from answering phones and doing symptom screens, cleaning treatment spaces and toys, doing laundry, coordinating appointments that may change last-minute due to COVID-related obstacles. The addition of a telehealth option for appointments including ones with community doctors who come to the clinic to see special needs kids have just broadened the program reach to serve these children. CCS-MTU now has a robust contingency plan and more tools to provide quality service.

In addition to the primary role of teaching movement including ability to progress from possibly a feeding tube to eating by mouth, the CCS-MTU have been a trusted healthcare worker in these kids' lives and have direct access to provide important health information including information about COVID testing and vaccinations and talk with families who have been vaccine hesitant. The work group uses reflective evaluation as well as the annual customer satisfaction survey as a factor for new ideas and improvement. The department also fosters a strong team with solid interpersonal relationships among the staff, which allows the team to work easily to implement new processes.

## GREEN

### **Elections Wait Time Widget Tool - County Clerk-Recorder & Elections (ACRE)**

Description: The Registration and Elections Division implemented the Wait Time Widget Tool (Widget Tool) to track wait times at Vote Center locations. The Widget Tool is an additional feature provided by ePollbook vendor Tenex. There was no additional cost from the vendor, however there were staff costs associated with implementing the feature such as configuration of the site, loading of the Vote Centers, UA testing, etc.

Results: Visitors to the website could easily identify the wait times at all Vote Centers across the County, identify the Vote Center nearest to them, and thus reduce carbon footprint by visiting the location most convenient for them. Voters did not have to visit

multiple locations to figure out where they could vote the soonest; they simply received that information from the website. The Registration & Elections Division will continue to offer the Widget Tool and Vote Center location site for all countywide and special elections.

## DIVERSITY, EQUITY & INCLUSION

### **Equity and Inclusion Initiatives in SMC Elections - County Clerk-Recorder & Elections (ACRE)**

Description: San Mateo County was one of the first Election departments in the state to formally establish community-based citizen advisory committees, such as the Language Accessibility Advisory Committee (LAAC), Voting Accessibility Advisory Committee (VAAC), and Voter Education and Outreach Advisory Committee (VEOAC), with the primary goal of substantially increasing voter participation and engagement amongst communities that traditionally have experienced low voter turnout in local, state, and federal elections.

Results: The Voter Education and Outreach Program for the 2020 presidential elections faced several challenges resulting from the emerging COVID-19 pandemic. In this environment, the VEOAC proposed a new and innovative approach to Voter Education and Outreach. The recommendation was to contract with the Silicon Valley Community Foundation (SVCF) to leverage the use of public grants to contract with CBOs as trusted messengers to deliver election materials and information to hard-to-reach communities.

These programs focused on reaching out to ethnic and linguistic minority communities, students, and first-time voters. In the November 3, 2020 Presidential General Election, the program initiated more than 16,000 social media contacts, 72,000 brochure handouts and 36,000 were directly contacted via phone or text. Approximately 95,000 persons were contacted through newsletters. Nearly 100,000 households in areas with low voter registration received postcards with registration information in four languages, and over 400,000 of the County's registered voters received one or more informational postcards. Local groups also coordinated through the SVCF to leverage their existing partnerships with local organizations to distribute multilingual information at local markets serving the Tongan, Samoan, Hispanic, Hindi, Filipino, Chinese, Japanese, Korean, and other ethnic communities. The success from using the SVCF and CBOs as trusted messengers, will be used in future elections as it resulted in impressive increases in voter participation and turnout in targeted communities.