



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



Date: October 27, 2014
Board Meeting Date: November 4, 2014
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: John L. Maltbie, County Manager
Subject: County Manager's Report #17

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 will also keep you and the public informed about new services, upcoming events and general updates.

DISCUSSION:

Health and Human Services

2014 Veterans Summit

The San Mateo County 2014 Veterans Summit will be held on November 5th from 9:30 a.m. to 4:00 p.m. in Foster City. The purpose of the meeting is to share the initial results of a needs assessment and gather input from stakeholders, as well as to convene a conversation on how the County can work with its partners to address the identified needs. The results of the summit will help us better understand the needs of veterans in the community and determine what specific programs, supports, and service delivery systems may help to improve their lives.

The County partnered with Applied Survey Research (ASR) to conduct a needs assessment to learn more about the needs of approximately 33,000 veterans in the County, the services currently available, and any gaps on services. ASR has collected and analyzed primary and secondary data from more than 25 different sources, including interviews and focus groups. The feedback received at the summit will be included in the final needs assessment report.

Public Safety

David Lewis Community Reentry Center

The David Lewis Community Reentry Center officially opened as local reentry center under the auspices of County on October 15th. Serving as the first satellite office of the County's state recognized Service Connect Program, the center will offer a unique model of service that merges the existing resources of the County with the established reputation of the David Lewis Community Reentry Program focused on reducing recidivism among the area's AB 109 populations. This new partnership will provide an array of evidence-based services, including task-oriented case management, supplemental case management, peer counseling, and support groups targeted to the needs of formerly incarcerated persons.

An open house is planned for later in the year. We will provide you with a date for this event in a future report.

News, Events and Updates

Great ShakeOut Earthquake and Evacuation Drill

On October 16 at 10:16am, County employees participated in a Drop-Cover-Hold On earthquake drill, after which many departments with locations in different parts of the county, proceeded to evacuate to their designated assembly areas.

There were many lessons learned, including: (1) the need for all employees to sign up for the SMC Alert notification system as disaster service workers and first responders; (2) reconfiguration of assembly areas to ensure there is adequate space for all staff and public to safely evacuate during an emergency; and (3) the need for all Emergency Response Coordinators to update their department's emergency plans and be supplied with the necessary gear and equipment to do their jobs effectively.

Many thanks to all the Department Emergency Response Coordinators who have raised our level of readiness by helping us practice, and who keep the public and our staff safe and prepared for a real emergency. Special thanks to Sheriff Office of Emergency Services, HR Risk Management and Public Works Facilities staff for their leadership and support.

Please mark your calendars for next year's Great ShakeOut on October 15, 2015 at 10:15am!

Countywide Employee Engagement Survey

The annual Employee Engagement Survey will be distributed on November 3rd and will remain open until December 1st. All employees are encouraged to complete the survey.

Feedback from the survey is used to identify areas where we are doing well and areas for improvement. In the last four years survey feedback has influenced the development of new programs ([Essential Supervisory Skills Training Program](#)),

resources ([Supervisors Online Support Website](#)), and guides ([Employee Engagement Guide](#)). It has also informed how everyone can foster the culture needed for higher levels of engagement.

Charitable Contributions Campaign Kick-Off

The 2014 San Mateo County Charitable Contributions Campaign is underway. I want to thank John Keene, Chief of Probation for serving as the 2014 Campaign Chairperson. This year's theme is "The Power of Giving" and our annual Pumpkin Carving and Pumpkin Pie Contests were held last week on October 30th here at County Center. Thank you to all the prize winners, and to all the charitable organizations that represent all the worthy causes throughout San Mateo County.