



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



**Date:** January 3, 2013

**Board Meeting Date:** January 29, 2013

**Special Notice / Hearing:** None

**Vote Required:** 4/5ths

**To:** Honorable Board of Supervisors

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

**Subject:** San Mateo County FY 2011-12 STARS Awards

**RECOMMENDATION:**

- A) Adopt a Resolution approving STARS Awards recipients and Honorable Mention
- B) Presentation of Resolutions and Commendations honoring STARS Awards recipients
- C) Approve an Appropriation Transfer Request in the amount of \$73,500 from Non-Departmental and Health System to various program accounts to appropriate STARS Awards (4/5th vote required)

**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 six week period during the summer/early fall of 2012. There were eleven program entries submitted by six departments. The review process included two teams comprised of County representatives evaluating entries based on set criteria. The programs with the highest score in each category have been recommended for a STARS Award. These programs were presented to Executive Council on November 26<sup>th</sup>.

In addition, to receiving program entries, twenty-two employee suggestions were received via the County's budget ideas site. Each suggestion was reviewed by respective department to determine feasibility and possible implementation.

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

### **CUSTOMER SERVICE AWARD**

**Office of Consumer Family Affairs, Health System/Behavioral Health and Recovery Services (\$5,000)** - The Office provides support services to Behavioral Health and Recovery Services' (BHRS) clients and family members. This innovative program is staffed with consumers and family members that have experience with the services provided by BHRS. Specifically, the OCFA has successfully increased efficiency by aiming to resolve the grievance process within a 30 day time period, which is far below the State's recommended 60 day timeframe. In fact, the average number of days to resolve grievances has decreased from 36.1 days to 22.9 days over a five year period, reflecting a 37% reduction. The OCFA was recently recognized by the California External Quality Review Organization as a "consumer and family engagement model for other California counties."

*Honorable Mention:* **Medical/Surgical Patient Experience Improvement (\$3,500)**

### **PROGRAM PERFORMANCE AWARD**

**Volunteer Forces, Sheriff's Office (\$20,000)** – The Sheriff's Office Volunteer program has continually contributed over 33,000 hours of service each year in the County, reflecting a minimum savings of \$1,000,000 per year (through the hours donated by volunteers). These programs include: Search and Rescue, Mounted Search and Rescue, Bay Area Mountain Rescue, Cliff/Dive/Marine Rescue, Air Squadron, Communications, Reserve Deputy Sheriff's, Volunteers in Policing, and Explorer Post 810 and 830. From volunteering at graduation ceremonies to Millbrae and San Carlos' Art and Wine Festival, the Sheriff's Volunteer Forces assist throughout the County. Over 300 volunteers have contributed to community engagement and reduced crime (due to extra patrols in the community).

**Employee Wellness Program, Human Resources Department (\$20,000)** - The Employee Wellness program recognizes that a healthy, productive workforce is critical to ensuring organizational success. The program offers wellness screenings, online health assessments, onsite and online wellness activities, and cash incentives. Nearly 40% of the County's workforce has participated in wellness screenings, allowing them to become more aware and improve their overall health. Of the individuals that participated in health screenings, 85% indicated satisfaction with the program. Another major initiative during 2012 was the Thrive Across America, a Kaiser sponsored web-based physical activity program – 1,500 employees participated in this team based program that encouraged

them to exercise at least 30 minutes a day for a 10-week period. Overall, 97% of participants indicated that they would enroll in the program again.

*Honorable Mentions:* **Get Healthy San Mateo County, Health System** (\$10,000) and **Pathways Mental Health Court Program, Health System/Probation** (\$10,000)

### **GREEN AWARD**

**Foodware Ordinance, Health System/Environmental Health (\$2,500)** – This initiative was established to reduce plastic litter and address concerns related to storing and re-heating food in petroleum-based plastics that release styrene, a suspected carcinogen. By having restaurants switch from Styrofoam to disposable foodware (e.g., containers), consumers, restaurant owners, the general public, and participating jurisdictions have benefited from this project. To-date 11 cities have adopted the County's ordinance and four cities have adopted their own similar ordinances.

**Paperless Office Initiative, Agricultural Weights & Measures (\$2,500)** – This project involved converting paper files into electronic format, which addressed space demands, office supply expenditures, and the cost of labor. Benefits included increased response time to customer inquiries as data is more readily available. Other "green" efforts included printing documents two-sided, utilizing Century Gothic Font (which results in 30% reduction in toner), and streamlining State reporting process through automation.

### **EMPLOYEE SUGGESTION AWARD**

**Employee:** Garrett Dunwoody, Information Services Department

**Suggestion (Recommended for Further Review):** Explore the feasibility of implementing an "Innovation Day" to allow employees autonomy to work on self-selected projects that contribute to the organization's success.

**Award Amount:** \$100

In an effort to encourage additional employee suggestions in the upcoming year, it is anticipated that the Employee Suggestion Award program will be refined. The Employee Engagement Committee/Center for Continuous Improvement will review the program in an effort to identify opportunities for enhancement.

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:**

Appropriations (\$100,000) for the STARS Program are included in the FY 2012-13 Adopted Budget. Based on recommendations noted above, the cost of the program this fiscal year totals \$73,600 (\$60,000 Program Performance, \$8,500 Customer Service, \$5,000 Green and \$100 Employee Suggestions). The program award costs are reflected in the Appropriation Transfer Request (ATR).