



**Recommended Budget Hearings Schedule  
Fiscal Year 2013-15 Budget  
September 16, 17 and 18, 2013**

<b>MONDAY SEPTEMBER 16, 2013</b>	
<b>9:00</b>	<p><b>Opening Remarks</b></p> <p>John L. Maltbie, County Manager</p> <p><b>Community Services</b></p> <p>Agricultural Commissioner / Sealer – Fred Crowder, Director  County Library – Anne-Marie Despain, Director (Information Only)  Public Safety Communications – Jaime Young, PSC Manager  Structural Fire, CSA #1, Fire Protection Services – Scott Jalbert, Chief CAL FIRE  Department of Parks – Jim Nantell, Director  Department of Public Works – Jim Porter, Director  Capital Projects – Jim Porter, Director  Department of Housing – William Lowell, Director  Planning and Building Department – Jim Eggemeyer, Director</p> <p><b>BREAK</b></p>
<b>1:30</b>	<p><b>Health System</b></p> <p>First 5 Commission – Kitty Lopez, Executive Director (Information Only)  Health System – Jean Fraser, Health System Chief</p> <p><b>Administration and Fiscal</b></p> <p>Treasurer-Tax Collector – Sandie Arnott, Treasurer-Tax Collector  Department of Human Resources – Donna Vaillancourt, Director  SamCERA – David Bailey, Chief Executive Officer</p>



## First 5 San Mateo County

Recommended  
FY 2013-14 & FY 2014-15  
Budgets

### WHO WE ARE

- **PROPOSITION 10**  
1998 - California voter approved ballot initiative,  
"The California Children and Families Act"
- **SAN MATEO COUNTY ORDINANCE**  
In 1999, First 5 San Mateo County was established as  
an Agency of the County
- **FIRST 5 SAN MATEO COUNTY COMMISSION**  
Nine member Commission appointed by the Board of  
Supervisors representing:
  - Board of Supervisors, Health System, Human  
Services Agency, Superintendent of Schools; and
  - Five publicly appointed members



## WHAT WE DO

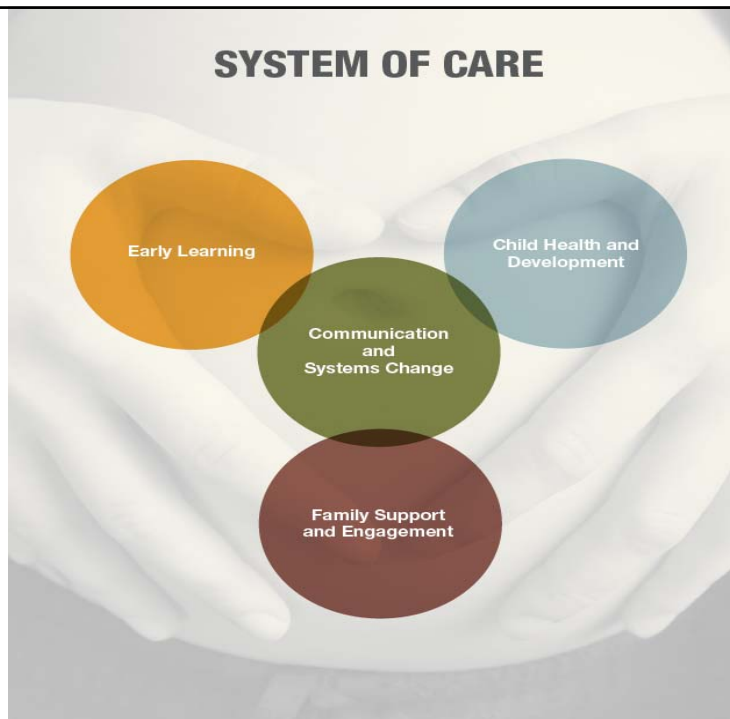


First 5 San Mateo County invests in programs that support...

- Early Learning
- Child Health & Development
- Family Support & Engagement
- Communications & Systems Change



## SYSTEM OF CARE



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## FOCUS AREAS

- **FAMILY SUPPORT & ENGAGEMENT**

Parent Education – Kit for New Parents  
Home Visiting & Care Coordination

- **CHILD HEALTH & DEVELOPMENT**

Health Insurance / Oral Health Preventative Care  
Special Needs Screening & Services

- **EARLY LEARNING**

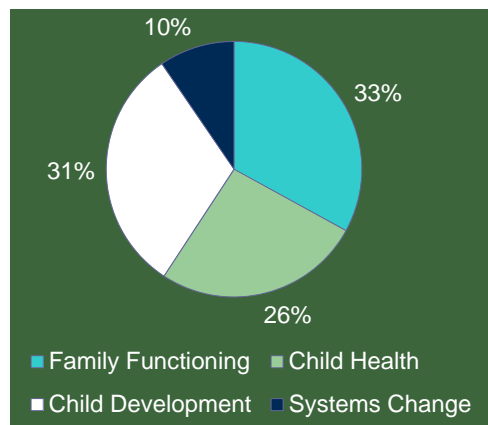
High Quality Preschool /School Readiness Programs  
Early Learning Workforce Development

- **COMMUNICATION & SYSTEMS CHANGE**

Public Education & Outreach  
Collaboration & Integration



## Focus Area Funding Allocations FY 11-12



- Family Functioning: \$2,484,595
- Child Health: \$1,978,418
- Child Development: \$2,351,220
- Systems Change: \$719,598



## DATA TO REMEMBER

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- FY 2011-12: Invested over **\$7.5M** in direct services to support:
  - 6,934 children prenatal to age five
  - 6,288 parents/guardians and expectant parents
  - 1,944 service providers who work with children ages 0-5 and their families



- **Child Health & Development**
  - F5SMC Funded programs screened 1,146 children for developmental delays or other disabilities.
- **Family Support & Engagement**
  - 5,853 parents and children received home visiting or care coordination services
- **Early Learning**
  - 3,850 children and 3,518 parents or other family members participated in family literacy activities to boost early math and reading skills.



## First 5 San Mateo County

- FY 2013-14 Summary of Budget and Position Changes

	FY 2012-13 Revised	FY 2013-14 Recommended	Amount Change	Percent Change
Total Sources	30,353,011	28,915,535	(1,437,476)	(4.7%)
Total Requirements	30,353,011	28,915,535	(1,437,476)	(4.7%)
Net County Cost	0	0	0	0
Total Positions	10	9	(1.00)	(10%)

## First 5 San Mateo County

- FY 2014-15 Summary of Budget and Position Changes

	FY 2013-14 Recommended	FY 2014-15 Recommended	Amount Change	Percent Change
Total Sources	28,915,535	28,915,535	0	0%
Total Requirements	28,915,535	28,915,535	0	0%
Net County Cost	0	0	0	0%
Total Positions	9	9	0	0%

## WHAT'S NEXT

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- **STRATEGIC PLANNING**
- **FY 2015-18 COMMUNITY INVESTMENTS**
- **ADVOCACY & OUTREACH**
- **EFFECTING POLICY CHANGE  
BENEFITING CHILDREN AND FAMILIES**



## OUR CHILDREN ARE OUR FUTURE!

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# Health System

Recommended

FY 2013-14 & FY 2014-15 Budgets

Jean S. Fraser, Chief

September 16, 2013

1

## Health System Mission

To build a healthy community and increase San Mateo County residents' longevity and quality of life by:

- **Preventing** health issues before they occur
- **Protecting** the public from environmental and disease hazards
- **Providing** services to vulnerable populations
- **Partnering** with others to accomplish our mission

2



## Health System Divisions

- Aging and Adult Services
- Behavioral Health and Recovery Services
- Correctional Health Services
- Emergency Medical Services
- Environmental Health Services
- Family Health Services
- Health Coverage Unit
- Health Information Technology
- Public Health, Policy and Planning
- San Mateo Medical Center

3

## Health System

- FY 2013-14 Summary of Budget and Position Changes

	FY 2012-13 Revised	FY 2013-14 Recommended	Amount Change	Percent Change
Total Sources	498,817,004	518,002,839	19,185,835	3.70%
Total Requirements	613,566,890	619,602,797	6,035,907	.97%
Net County Cost	114,749,886	101,599,958	(13,149,938)	(12.94%)
Total Positions	1,980	2,069	89	4.30%

## Health System

- FY 2014-15 Summary of Budget and Position Changes

	FY 2013-14 Recommended	FY 2014-15 Recommended	Amount Change	Percent Change
Total Sources	518,002,839	503,320,811	(14,682,028)	(2.92%)
Total Requirements	619,602,797	610,453,806	(9,148,991)	(1.50%)
Net County Cost	101,599,958	107,132,995	5,533,037	5.16%
Total Positions	2,069	2,072	3	.14%

### FY 2012-13

#### We responded to a diversity of needs

- **1,280** Adult Protective Services cases opened
- **2,900** restaurants inspected
- **2,970** mentally ill jail inmates served
- **4,400** Healthy Kids enrolled
- **17,100** Behavioral Health and Recovery Services clients served
- **21,000** WIC clients
- **31,000** ACE clients enrolled
- **39,000** birth and death records recorded
- **42,000** SMMC ER visits received
- **43,200** 9-1-1 EMS calls handled
- **76,600** SMMC patients treated

## We reached our FY 2012-13 goals

### **Complete transition of Burlingame Long-Term Care**

- **EXCEEDED** - Saved 281 nursing beds and 200 jobs

### **Adopt plastic bag ban by County + 50% of cities**

- **EXCEEDED** - Adopted by County + 85% of cities in San Mateo County and 5 cities in Santa Clara County

### **Develop Duals implementation plan**

- **DELAYED** - because State/Feds delayed implementation

7

## We reached our FY 2012-13 goals

### **Meet federal quality and performance requirements at SMMC to earn incentive pay**

- **MET** – 165/167 milestones to earn \$14.5 million

### **Sign agreements with 50% of school districts for special education mental health services**

- **EXCEEDED** - 95% of school districts contracted with us

8

## We did other good things too in FY 2012-13

- **Reduced** waitlist for new appointments at SMMC by 40%
- **Expanded** Coastside Clinic to accommodate 70% more visits
- **Implemented** three electronic health records on budget and on time

9

## We did other good things too in FY 2012-13

- **Reduced** time from EMS arrival to treatment for patients with heart attacks
- **Implemented** Family Assertive Support Team (FAST) to go to homes to help families with loved ones with deteriorating mental health
- **Launched** Nurse-Family Partnership to improve pregnancy outcomes and child health for first-time parents

10

## We did other good things too in FY 2012-13

- **Celebrated** ten years of universal coverage for children through Children's Health Initiative
- **Created** smoke free environment at Cordilleras mental health facility
- **Implemented** Service Connect in partnership with HSA and Probation

11

## We did other good things too in FY 2012-13

- **Assisted** 8 cities to adopt Complete Streets policies to promote walking and biking
- **Launched** *Drink Water* campaign to eliminate sugary drinks in schools
- **Collaborated** with police in East Palo Alto to implement *Fit Zones* in parks to reduce crime and improve health

12

## Challenges and opportunities in the next two years

- Expansion of coverage through Affordable Care Act
  - More of our patients will have coverage
  - But many will remain uninsured
  - We may have competition for Medi-Cal patients
  - Financing for public hospitals, clinics and mental health services will become even more complicated and more uncertain

13

## Challenges and opportunities in the next two years

- Rebuilding our facilities to reflect advances in care
  - Opening of mental health respite facility
  - Planning for replacement of Cordilleras mental health facility
  - Opening of new health center in Fair Oaks

14

## South County Health Center at Fair Oaks



15

## Challenges and opportunities in the next two years

- Making the healthy choice the easy choice
  - Promoting active transportation to increase physical activity, increase social engagement, improve air quality and prevent even worse climate change
  - Reducing access to sugar-loaded beverages

16

## Challenges and opportunities in the next two years

- Improving our quality and our efficiency
  - Using LEAN to honor our patients and staff by eliminating wasteful steps, delays and errors
  - Becoming the employer of choice for mission-driven employees in the Bay Area
  - Aggregating and mining our data to more effectively monitor and improve our services

17

## Measure A funded projects will help us meet these challenges

- More medical services will be provided to farmworkers via the additional mobile clinic
- Youth will have their mental illness identified earlier and be referred into effective treatment faster via the expansion of mental health training and services for schools and youth
- Families struggling with loved ones with deteriorating mental illness can get help and respite before a crisis occurs

18



## Our goals for FY 2013-15

- Transition 10,000 Health System patients into Affordable Care Act coverage
- Provide 8,000 more primary care visits annually at the new health center and mobile van
- 180 people diverted from jail/hospital thru use of mental health respite facility

19

## Goals for FY 2013-15

- Implement mobile solutions for field-based staff
- Convert to performing 100% of mammograms digitally at SMMC
- Pilot telemedicine for inmates thru Correctional Health/SMMC partnership

20

## Goals for FY 13-15

- Be “shovel ready” for replacement of Cordilleras with modern facilities
- Persuade 50% of cities to adopt comprehensive wellness policies
- Train 40% of Health System staff in LEAN methodology

21

## Our ultimate goal

Create an environment  
where all San Mateo  
County residents  
can thrive!

22



## Treasurer-Tax Collector

Recommended  
FY 2013-14 & FY 2014-15  
Budgets

## Treasurer-Tax Collector

- FY 2013-14 Summary of Budget and Position Changes

	FY 2012-13 Revised	FY 2013-14 Recommended	Amount Change	Percent Change
Total Sources	\$9,260,231	\$8,856,489	(\$403,742)	(4%)
Total Requirements	\$9,904,683	\$9,564,716	(\$339,967)	(3%)
Net County Cost	\$644,452	\$708,227	\$63,775	10%
Total Positions	61	61	0	0%

## Treasurer-Tax Collector

- FY 2014-15 Summary of Budget and Position Changes

	FY 2013-14 Recommended	FY 2014-15 Recommended	Amount Change	Percent Change
Total Sources	\$8,856,489	\$7,747,585	(\$1,108,904)	(13%)
Total Requirements	\$9,564,716	\$8,482,146	(\$1,082,570)	(11%)
Net County Cost	\$708,227	\$734,561	\$26,334	4%
Total Positions	61	61	0	0%



## Performance

### Tax Collector Accomplishments:

- eGovDirectory -taxpayers may sign up to receive email or text updates of Secured/Unsecured due date reminders; property tax publications; Treasurer-Tax Collector news and property tax auction information.



## Performance

- Lockbox – Property tax payments are received and processed by County bank
- Live Chat connects taxpayers directly to Tax Collector staff during normal business hours



## Performance

- Property tax payments are accepted in our satellite offices located in South San Francisco (year-round) and Half Moon Bay (seasonally)
- Property Tax bills include informational insert from various County departments to keep taxpayers informed on issues such as animal licensing and health services



## Performance

### Treasurer Accomplishments:

- Recovered 14.88% of Lehman Loss through Lehman bankruptcy plan as of April 4, 2013
- Withdrew from Lehman bankruptcy plan and liquidated remaining holdings resulting in a total recovery of \$61,602,307
- Pool earnings for FY 2012-13 was .82%



## Performance

### Revenue Services Accomplishments:

- Collected \$ 18,141,087 surpassing the collection goal of \$15,500,000
- Revenue Services payments are accepted in our satellite office located in South San Francisco (year-round)



## Performance

### Future Goals:

- Research and develop business process analysis, requirements analysis, logical system architecture and implementation planning for replacement of aging property tax system



## Performance

### Future Goals:

- One Stop Shopping – Centralized cashiering available to all County Departments that provide services with fees. Public may pay any fees due to the County through the Treasurer's Office or on the website



## Performance

### Future Goals:

- E-Bill will be introduced September 2014. Taxpayers may request their tax bill via email by contacting us at [TaxMaster@smcgov.org](mailto:TaxMaster@smcgov.org) to indicate interest



## Two-Year Plan

- Continue efforts to create efficiencies in how we provide customer service – consolidated cashiering and e-bill
- Research and develop a needs assessment to create an RFP for a new consolidated Property Tax System





## Major Budget Issues

- In collaboration with the Assessor and Controller – purchase a new Property Tax System to replace the current in-house legacy system



## San Mateo County Treasurer-Tax Collector

Sandie Arnott

Thank You

**Board of Supervisors  
County Manager's Office**



## Human Resources Department

Recommended  
FY 2013-14 & FY 2014-15  
Budgets

### Mission

- Maximize Individual Potential
- Expand Organizational Capacity
- Position San Mateo County as an Employer of Choice



## Services

Personnel  
Services

Employee &  
Labor Relations

Equal  
Employment  
Opportunity

Risk  
Management/  
Procurement/  
Mail Services

Employee  
Benefits &  
Wellness

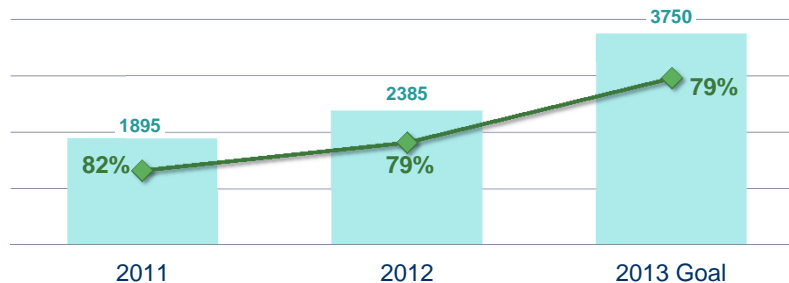
Training &  
Development

### Support for Commissions

- Civil Service Commission
- Domestic Violence Council
- Commission on the Status of Women

## Key Accomplishments & Results: Employee Engagement

### Employee Engagement Survey Results



% of Employees that would recommend San Mateo County as a great place to work

% of Employees responding to survey

## Key Accomplishments & Results: Employee Engagement



### Employee Engagement

# of Highly Engaged Employees

# of Supervisors Attending  
Supervisory Training

# of Employees with Performance Plans

## Key Accomplishments & Results: Employee Engagement

### Essential Supervisory Skills Program

Coaching

Feedback

Goal Setting

Performance

## Key Accomplishments & Results: Succession Management

- Internship Programs
- Leadership Development
- Recruitments

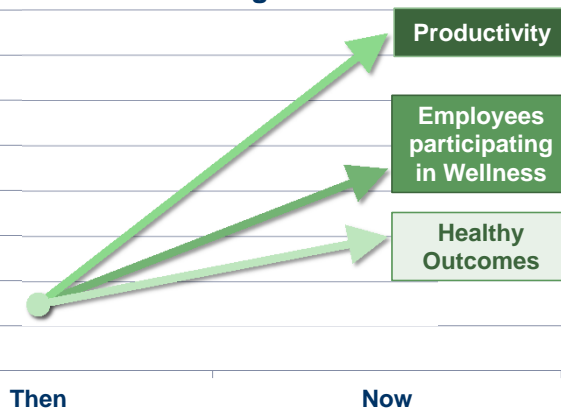
### • Promotion Rate 2011-12



## Key Accomplishments & Results: Wellness Program



### Wellness Program



## Human Resources – Year 1 Budget

- FY 2013-14 Summary of Budget and Position Changes

	FY 2012-13 Revised	FY 2013-14 Recommended	Amount Change	Percent Change
Total Sources	5,925,433	6,224,873	299,440	4.8%
Total Requirements	10,646,981	11,097,675	450,694	4.1%
Net County Cost	4,721,548	4,872,802	151,254	3.1%
Total Positions	64	64	0	0%

## Human Resources – Year 2 Budget

- FY 2014-15 Summary of Budget and Position Changes

	FY 2013-14 Recommended	FY 2014-15 Recommended	Amount Change	Percent Change
Total Sources	6,224,873	6,046,779	(178,094)	(2.9%)
Total Requirements	11,097,675	10,970,638	(127,037)	(1.2%)
Net County Cost	4,872,802	4,923,859	51,057	1.0%
Total Positions	64	64	0	0%

## Key Budget Changes

### Year 1:

- HR Reorganization
- Classification Studies
- ADA Capital Projects
- Agile Organization

### Year 2:

- Agile Organization

## Key Initiatives:

Agile  
Organization  
Pilot

Workday  
Human  
Resources/Payroll  
Information  
System

Affordable  
Care Act

Procurement  
System

## Key Initiatives: Agile Organization Pilot

Creating  
an  
**Agile**  
Organization



Regular



Term



Temp/ Extra-  
Help/ Fellows/  
Paid Interns



Contractor



Volunteers/  
Unpaid Interns



Self-Help/  
Connected  
Community



Shared Services



## Key Initiatives: Workday Human Resources/ Payroll Information System

United States (Change +) Login Search

workday. Applications Why Workday Customers Services Resources Company

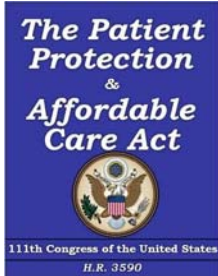
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## Key Initiatives: Affordable Care Act



- County must offer coverage to all employees who work an average of 30 hours/week; including extra help
- Coverage must be “affordable”
- Penalties for not offering affordable coverage
- Regulations continue to be issued
- Meet and confer with employee groups

## Key Initiatives: Procurement System



Questions?

*Thank You!!!!*