



COUNTY OF SAN MATEO
Inter-Departmental Correspondence
County Manager



Date: June 26, 2014
Board Meeting Date: July 1, 2014
Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors

From: John L. Maltbie, County Manager

Subject: County Manager's Report #12

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

Workgroup Studies Mental Health Intervention

The Sheriff's Office, Behavioral Health and Recovery Services and the County Manager's Office have been conferring on a plan to provide both pro-active and reactive responses to those suffering from a mental health crisis.

The coordinated effort contemplates a program that includes a joint response by police and a mental health clinician to incidents where a subject suffering from mental illness is barricaded or threatening to harm him/herself or others. In the near future we will be convening a group of stakeholders to develop protocols and possible implementation plans for this joint venture. The plan will be presented to your Board for approval later this summer or in early fall.

Health and Human Services

Veterans Needs Assessment Update

The County has selected Applied Survey Research to conduct the needs assessment and convening to identify service gaps and priorities for veterans in San Mateo County. The findings from the assessment, which will include research, interviews and focus groups, will be presented at a convening on Friday, October 3, at the Human Services Agency offices on Harbor Boulevard in Belmont. Please save the date. More details will be provided in the near future.

Independent Living Program (ILP) Graduation

San Mateo County provides a multi-disciplinary independent living services program (ILP) to assist foster youth, ages 14-24. On June 13, thirty-nine youth graduated from the Independent Living Program. Of those, seven are entering a four-year college, 15 are entering a two-year community college and four are entering vocational school, or 26 in all.

The program consists of youth in Probation, Family Reunification, and Long Term Foster Care. Overall, San Mateo County foster youth are on par with the general public, with enrollment into a 2- or 4-year program at about 67 percent.

Children's Fund and SSF Youth Recipients of Donated Bikes

The non-profit Turning Wheels for Kids, in coordination with Genentech and the South San Francisco Fire Department, donated 150 new bicycles to the Human Services Agency. Genentech volunteers assembled the new bikes out of the box during their 2014 Genentech Gives Back week of volunteering.

The South San Francisco Fire Department inspected the assembled bicycles and is assisting with the distribution. Human Services will distribute 120 bicycles to South San Francisco children who are identified through HSA program referrals. The remainder will be distributed during the Children's Fund Holiday Drive.

Affordable Care Act Enrollment

On June 12, Covered California released data ranking the community-based entities that provide in-person enrollment assistance to help Californians enroll in health insurance coverage. The San Mateo County Health System's results during the Affordable Care Act Open Enrollment period (October 1, 2013 through April 15, 2014) place it as the 16th highest Covered California community-based enrollment entity in the State, and the highest ranking government entity serving in this function. Covered California has certified a total of 831 entities to perform this work across the state.

Representatives of the Health System's Health Coverage Unit and Behavioral Health and Recovery Services division were recognized by your Board on June 3.

Community Services

Grant for North Fair Oaks Forward

The North Fair Oaks Forward Team has received a \$25,000 grant from the Kaiser Foundation to support ongoing outreach work in the community. The project title is, “North Fair Oaks Forward to Wellness.” The grant will supplement Measure A funding for wellness outreach, illegal dumping prevention and education and outreach related to the redesign of Middlefield Road.

Over the past month, the North Fair Oaks Forward Outreach team has presented the Middlefield Road community input results to the Atherton and Menlo Park city councils and the Redwood City Elementary School Board. Presentations to the East Palo Alto Council and the Sequoia Union High School District are scheduled for July. On June 24, the presentation was given at a meeting for business owners (over 110 personal invitations to this meeting were hand delivered), community organizations and other interested groups.

Performance

Performance Dashboards Update

Department Performance

Performance reports for all County departments and programs are now available on <https://performance.smcgov.org>. Thank you to all departments for making improvements to performance measures this year, and for telling their story behind performance on the County’s SMC Performance dashboard site.

Shared Vision 2025 Dashboard

This work-in-progress dashboard will be completed in September-October of this year. It will track 30 indicators that have been identified for the nine Shared Vision community impact goals. Together with department and program performance data, this dashboard will help guide the County in setting priorities and allocating resources in the future.

Measure A Dashboard

This public dashboard on <https://performance.smcgov.org/> tracks the progress of Measure A-funded initiatives and is updated on a quarterly basis. The next Measure A Oversight Committee meeting to review year-end receipts and performance results, and present Board-approved Measure A adjustments for FY 2014-15 is scheduled for Thursday, October 23, at 6 p.m. at the College of San Mateo.

Sustainability, Safety Net, Process Improvement Dashboards

These dashboards will be completed in July-September of this year to track results of these major County initiatives to reduce greenhouse gas emissions, conserve natural resources, assist vulnerable populations toward self-sufficiency, and make processes more efficient through application of lean methodologies.

SMCSAVES Grant Program

SMCSAVES is a competitive grant program to fund County department projects that reduce costs. The program provides one-time grant funds for projects that save money by improving performance or generate revenue that offset the costs of high priority on-going programs.

Letters of intent that briefly describe proposed projects were due from departments on June 30. Upon Executive Committee review of all submissions, selected departments will be asked to submit applications. The next step will be for the County Manager to appoint staff to a screening committee that will review all proposals against selection criteria. Proposals that pass the screening will be recommended to Board of Supervisors for final selection.

Grant recipients must attend quarterly SMCSAVES workgroup meetings to share progress, get peer input on challenges and report back on outcomes to date. A final “case study” must be prepared by each grantee as well to share knowledge.

News, Events and Updates

Human Services Launches Facebook Page and Twitter Account

Our Human Services Agency is the latest to go live on Facebook. You can find the page at <https://www.facebook.com/SMCHumanServicesAgency>.

What news and information will you find? Here is a recent post: “HSA has good news to share! Thanks to the 5% increase in State funding to the CalWORKs Program, approx 2,300 San Mateo County households receiving assistance will see this rise in their benefits, beginning in April 2015.”

Human Services is also now on Twitter. You can find them @smchsa.

San Mateo County Civics 101

We are pleased to announce the return of San Mateo County Civics 101, a free course that allows residents a first-hand look at the array of County programs and services. The course also allows participants to ask questions about the budget and to meet their local officials.

The course will be held over a number of weeknights starting this fall. Weekend field trips will also be scheduled. The course will be open to anyone 18 years of age or older who lives or works in San Mateo County. Look for additional information in an upcoming County Manager’s Report.

Updates to Emergency Plan for Redwood City Government Center

After the power outage on April 14, County departments and the Courts convened to review the existing Government Center Emergency Plan, which was last revised in May 2010.

The plan has been updated with new command posts and evacuation assembly areas which will be communicated to all employees over the next several weeks. An Emergency Coordinator Committee will be formed with department representatives. This group will work with the Sheriff's Office of Emergency Services to receive emergency response training, conduct drills, and strengthen the County's overall response to emergency events.

Thank you to Alicia Kellie (HR Risk Management), Christina Corpus (Countywide Security Sergeant), Gary Behrens (Public Works) and the Sheriff's Office (Jeff Kearnan, Donald Mattei, John Quinlan, Brian Molver) for working together to review and update the RWC Campus Emergency Plan to ensure employee and public safety, security and preparedness for all levels of emergency events.

Social Media Coordinator

I am pleased to announce that we have hired Christa Bigue as our first Social Media Coordinator.

Christa comes to us with a background in journalism that involved the extensive use of social media to engage readers. She impressed the interview panel by producing a clear and concise "Social Media Strategy in 8 Steps" that includes setting goals, analyzing the audience's needs and tracking metrics.

Christa will work with the communications team in my office to lead in the development of an organization-wide social media strategy, create original, engaging and useful content, mentor other County employees and help to build an online community.

She holds a bachelor's degree from Emerson College in Boston and a master's degree from Sonoma State University. She lives in San Mateo County with her husband and their two children.

You will see Christa around the office and, more important, out in the community.

New Addition to Budget, Policy and Performance

I am also pleased to announce that Matthew Chidester will be joining Budget, Policy and Performance as an analyst.

Matthew comes to the office more than 10 years of County experience, including as the Airport Business Manager and, most recently, as a Real Property Agent with Real Property Services.

Matthew holds a bachelor's degree in business from Hawaii Pacific University. He grew up here in San Mateo County and currently lives in San Mateo.

He will transition to the office this August. As analyst, he will work with many of the Community Services departments.