



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



Date: December 10, 2015
Board Meeting Date: January 26, 2016
Special Notice / Hearing: None
Vote Required: 4/5th

To: Honorable Board of Supervisors

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

Subject: San Mateo County FY 2014-15 STARS Awards

RECOMMENDATION:

Adopt a resolution:

- A. Approving STARS Awards recipients and honorable mentions; and
- B. Authorizing an Appropriation Transfer Request in the amount of \$65,000 from Non-Departmental and Health System to various program accounts to appropriate STARS Awards.

BACKGROUND:

The San Mateo County STARS Awards was established in 2006 to recognize County programs that provide exceptional service delivery and performance. The program was expanded in 2008 to recognize sustainability projects and viable employee suggestions that contribute toward improved County operations. The current program includes four award categories: Customer Service, Program Performance, Green and Employee Suggestions.

DISCUSSION:

This year's STARS Awards program was open for a seven week period during the summer/early fall of 2015. Sixteen (16) program entries were submitted by eight departments. The review process included two teams comprised of departmental representatives and the County Manager's Office/Office of Sustainability. The review teams evaluated entries based on set criteria, the programs with the highest score in each category are recommended for a STARS Award.

This year the Employee Suggestion awards took the form of an Innovation Event held at the San Mateo County Event Center on November 19, 2015. A total of 22 cross-departmental teams representing 13 departments came together to generate innovative

solutions in the categories of process improvement, sustainability, workforce engagement, and service delivery. The judging panel evaluated the three minute presentations and the three highest scores were presented with awards as well as the honorable mentions.

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

PROGRAM PERFORMANCE AWARD

Library's Summer Learning Camps (Award Amount: \$35,000) – The San Mateo County Library (SMCL) designed and launched a summer learning program in the form of free, library camps at five cross-jurisdictional libraries to engage socioeconomically disadvantaged, reluctant readers going into the 2nd and 3rd grades. Usually low-income children lose more than two months in reading achievement in the summer, although during the summers of 2014 and 2015, all 300 children participating in the eight week Monday-Friday camps were able to retain their existing literacy skills. In addition, an astonishing 43% increased their instructional reading level by one or more grade levels and 80% of the youth said they like to read more as a result of the camp. Other than high quality learning experiences, the youth were also provided with healthy meals during camp to help fuel their minds and received an average of 17-20 books to take home so that the learning continued past camp. SMCL plans to collaborate with local organizations to expand the current program with a focus on continuous quality improvement, develop a way to share data in an integrated fashion to track outcomes, and continue to work towards the ultimate goal of Healthy and Prosperous Communities.

Honorable Mentions: Health System's Integrated Medication Assisted Treatment (MAT) (\$7,500) and Health System's WIC High Risk Screening and Home Visiting Referral Program-Health System (\$7,500)

CUSTOMER SERVICE AWARD

Sheriff's Activities League Healthy Kids Programs (Award Amount: \$5,000) – The Sheriff's Activities League (SAL) exhibits their commitment to customer service through the Healthy Kids Program. This year-long program was created to address the issue of childhood obesity and promote healthy lifestyles through nutrition education, physical fitness, and mentorship to the youth and families of San Mateo County. The 600 youth participants and their families are provided with the tools needed to achieve and maintain a healthy body and mind. The Healthy Kids program collects customer satisfaction and program performance data through pre and post assessments; they use the findings to further improve upon its program. By providing nutrition classes, sports leagues, wellness fairs, and preventative health mentoring, SAL offers opportunities for families who are or at risk of becoming overweight or obese to access quality services and get them on the path to leading a healthier lifestyle.

Honorable Mention: Health System's Coastside Telepsychiatry Program (\$2,500)

GREEN AWARD

Health System's SMMC Green Team (Award Amount: \$5,000) – The San Mateo Medical Center took on several impactful initiatives to contribute to the efforts to make San Mateo County a healthy and environmentally-friendly place to live. SMMC's Green Team underwent a comprehensive 6-month peer-learning program to help improve upon the way they do business by helping embed sustainable practices. Some of these sustainable projects include (1) a compost program and elimination of food waste (2) the adoption of a paperless RFPs (3) removal of the sometimes toxic ethylene oxide sterilizer for a greener machine and (4) removal of 2,250 square feet of grass and reduction of water use. The benefits of these initiatives are many: composting of 2 tons per week, recycling of 1.26 tons of cardboard and 5,100 pounds of paper per week, saving of 15,000 pieces of paper per year or 30 cases of paper and removing of toxic cleaning products which results in reduced exposure of toxic chemicals to staff and the environment. The SMMC Green Team plans to continue their commitment to green practices.

Honorable Mentions: Department of Public Works (DPW) 555 - 5th Floor Diversion Pilot (\$2,500)

EMPLOYEE SUGGESTION AWARD

High-Tech Commuter Buses for County Employees (1st Prize Award Amount: \$2,500) – Introduce a San Mateo County Commuter Service (Buses/Shuttles) for employees to reduce emissions, increase employee productivity and reduce parking needs. Team Members: Harshil Kanakia and Matt Slaughter (Controller's Office); Michael Bolander (County Manager's Office)

Water Hydration Stations (2nd Prize Award Amount: \$1,500) – Retrofit existing water fountains with hydrations stations to promote wellness and reduce reliance on bottled water. Team Members: Tony Crapo (Human Resources/Procurement) and Jeff Weaver (Parks)

Accounts Payable Dashboard (3rd Prize Award Amount: \$1,000) – Modernize the Accounts Payable process by utilizing new software that offers an invoice tracking dashboard for departments and vendors. Team Members: Tamara Muccia, Gary Iem, Megan Becker and Angela Sajuthi (Health System)

Honorable Mentions (\$100 for each team member):

- Pop-up WIC/CalFresh Clinic-FoodHUB - Team Members: Jennifer Najarro and Rosavida Cruz (Health System)
- VRS Community Technology Center - Team Members: Jeremiah Platon and Ryan Capasso (Human Services Agency)
- Employee Podcast – Team Members: Jenifer Logia (County Manager’s Office); Jason Escareno (County Manager’s Office/Human Resources), and Kristin Barrera (Health System); Clara Kim (Human Resources)

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 (in the amount of \$100,000) are included in the FY 2015-16 Adopted Budget. Based on the recommendations noted above, the cost of the STARS program awards this fiscal year totals \$77,000 (\$50,000 Program Performance, \$7,500 Customer Service, \$7,500 Green and \$12,000 Employee Suggestions). The ATR reflects the costs of the program awards (Program Performance, Customer Service, and Green). The costs associated with the Employee Suggestions/Innovation Summit (for event, awards and associated costs) have posted to the Human Resources Department budget and will be offset by Non-Departmental prior to year-end.