

Attachment: Description of 2019-20 STARS Awards

PROGRAM PERFORMANCE

Medical Health Operational Area Coordination (MHOAC) - County Health, Emergency Medical Services

Description: The San Mateo County Medical Health Operational Area Coordinator (MHOAC) Program is authorized by the California Health and Safety Code Section 1797.153 and is the backbone of the County's medical health response to emergencies, operating the medical health branch of the County's emergency operations center. The MHOAC Program facilitates communications, operations, and strategy development/implementation amongst a variety of stakeholders and has played a critical role in managing multiple large-scale emergencies.

Results: This year, the MHOAC Program responded to the largest and most protracted incident in its history: COVID-19. To best serve vulnerable individuals medical/health needs, the Care Site Outreach Support Team (CSOST) was created. In addition, an ethical resource allocation program was implemented to provide resources to those most at risk, and statistically underserved. Notable communities served include congregate care settings such as long-term care facilities, shelters, jails, and farm worker communities. Through the CSOST alone, over 10,918 COVID-19 tests were administered, over 500,000 PPE resources were effectively deployed, and 626 facility visits and 403 assessments were performed at congregate care sites. This was one of the first initiatives, of this scale in California, created in response to COVID-19 specifically to identify and assist underserved, vulnerable populations. Additionally, an Alternate Care Site (ACS) was operationalized within the construct of a vacated hotel on a 24/7 basis. The ACS delivered specialized care to highly contagious patients, which required extensive cross-collaboration with various agencies at the County, State and federal levels. Through the Alternate Care Site (ACS), 197 patients were supported, with ages ranging from 2 through 89 for 19 weeks from March 25, through August 6, 2020. Lastly, over 2300 medical/health resource requests from healthcare system stakeholders in need have been processed through the MHOAC Program.

San Mateo County statistically remains one of the safest and best prepared Counties to respond to medical health emergencies. The MHOAC Program continues to develop and improve its processes and strategies, in ensuring quality and equitable care for all.

CUSTOMER SERVICE

Women, Infants & Children (WIC) - County Health, Family Health Services

Description: The mission of the WIC program is to serve low-income women throughout pregnancy and postpartum and their children up to age 5. The program provides nutrition and breastfeeding education to start families on the best track and greatly improve their life trajectory. Not only is WIC an education program, it is a gateway for San Mateo County residents to access resources such as Medi-Cal, home visiting services, connections to a primary care provider and mental health services.

Results: The COVID-19 crisis heightened the need for nutrition and breastfeeding education/services.

The WIC program had to quickly adjust how services were provided. With quick adaptation, the WIC model was able to change to a remote operation and leveraged modern technology to adjust how services were delivered. The WIC team provided education via phone, text and an online platform. They also changed some of the group education to be done virtually using Doxy.Me. In addition, the team pivoted the main phone line, utilizing 5 lines, to be answered virtually using Teams Voice. Again, this ensured the safety of staff by minimizing in-person contact, but it also allowed staff on that team to easily back each other up and ensured all calls coming into the WIC main line were answered in an efficient and timely manner.

Fortunately, with recent adaptations to the WIC software, the WIC team was able to issue food benefits remotely as well. For those moms needing a breast pump in order to maintain their milk supply, the breastfeeding team members were able to do a contactless drop off to the moms. The impact of adapting how services are delivered has led to an increase of 16% more families in San Mateo County participating in WIC. The percentage of unissued benefits also went down over the last 12 months from 35% to a 9% unissued rate, indicating that more eligible participants received and used the services. Changing the way, the WIC operation provides resources ensures that families have access to quality health care in a seamless and convenient manner that does not impact their already impacted lives.

GREEN

Assessor Building Plans Portal Assessor – County Clerk-Recorder & Elections (ACRE)

The Assessor-County Clerk-Recorder and Elections (ACRE) Department initiated a modern and efficient process for receiving and reviewing building plans based on electronic architectural drawings rather than using the archaic method of drawing and delivering building plans on paper. A key element in reducing the building permit processing time was to replace the old paper-based sequential plan review process with an electronic-based simultaneous plan review system. To reduce environmental impact, ACRE developed and launched the Building Plans Submission Portal (Portal).

ACRE's 2020 Strategic Plan made streamlining the building permit process a priority for homeowners, businesses, and design professionals. The Portal is available 24/7 whenever an internet connection is available. The Portal enables the 30+ government agencies who issue building permits, to submit digital copies of their approved building plans to the department, thereby reducing carbon footprint and improving efficiency. Each year, the department is responsible for assessing new construction for property tax purposes and receives over 16,000 building plans. The Portal allows the department to move away from hard-copy submissions, reducing the costs imposed on building permit applicants required to print an additional copy for the department. Additionally, hard-copy submittals increase the overhead costs to retrieve, process, scan, and store these large building plans. Finally, the Portal allows Appraisers to perform their tax assessment duties while working remotely. Thus, providing easier use and faster County review turnaround times.

Results: The Portal allows City and County Building Departments and other permitting agencies the ability to create individual user accounts to upload plans to the Portal. Appraiser mark-ups are made directly on the building plans to provide direction and clarity as to any items which require correction. Users can also view the history of their past uploads and be notified when plans fail virus scanning. All building plans get cross-referenced with the Appraisers assessment software, EZ-Access and the archival system, Filenet. Appraisers can access, view and rename plans with ease of use.

EV Charge Up! Program - Office of Sustainability (\$2,500)

Description: The EV Charge Up! Program began in October 2016 to provide resources for employees and the public to promote and learn about electric vehicles and to avail charging for their vehicles at county facilities. The Program was created to drive and meet the increasing demand for electric vehicles. A noteworthy statistic is that the number of registered plug-in vehicles in San Mateo County increased by 36 percent in 2018.

Results: Employees receive discounted charging rates so that they can “fuel” up while at work, supporting the County’s goals to reduce greenhouse gas emissions from employee-commute-related sources. The Program secured funding for a \$1 million charging infrastructure project through the Pacific Gas & Electric (PG&E) EV Charge Network program. Program staff also helped secure a \$75,000 grant from PCE to support the purchase of electric vehicles and bikes for departments. The County was awarded funding to install 64 electric vehicle charging ports in the Middlefield Road Parking Garage, which can be used by employee or fleet vehicles.

The Program has also provided many learning opportunities to employees and the public. This includes employee Lunch and Learns and popular Ride and Drive events so that both employees and the public can test out the newest models of electric vehicles. Achievements by the EV Charge Up! Program help to implement the recently adopted reach code. The reach code requires new construction office buildings, including County facilities, to ensure that 10 percent of available parking spaces are equipped with Level 2 Electric Vehicle Charging Stations, an additional 10 percent of spaces are at least Level 1 Electric Vehicle Ready Spaces, and another 30 percent of spaces are at least EV Capable. By helping people to fuel up their electric, rather than gas-powered vehicles, operation of the existing county charging stations helped avoid over 160 metric tons of carbon dioxide emissions to date, the equivalent impact of planting over 4,000 trees and letting them grow for 10 years.

DIVERSITY & INCLUSION

Bilingual Behavioral Health Groups in Primary Care - County Health, San Mateo Medical Center

Description: The Latinx population faces disparate challenges to accessing high-quality mental health care. Moreover, the coronavirus pandemic has exacerbated the mental health burden in this population and including the Latinx population in the provision of high-quality mental health care is a critical response not only to mental health disparities but to the COVID-19 pandemic. San Mateo Medical Center (SMMC) is the main provider of care for the most vulnerable amongst the Latinx population. As most of these patients seek mental health care in primary care, SMMC's Integrated Behavioral Health (IBH) program of behavioral health specialists embedded in primary care is at the front lines of equity and inclusion efforts for this population.

Results: To increase access to behavioral health care for Latinx patients, in 2017 IBH began offering linguistically and culturally informed in-person workshops and groups at San Mateo Medical Center (SMMC) and Fair Oaks Health Center (FOHC) in both English and Spanish with a live interpreter. By 2018, IBH offered a unique and ultimately effective model of in-person interpretation in groups and workshops: audio transmitters to each participant and the interpreter. This allowed bilingual groups with simultaneous interpretation. Since then, this innovative and inclusive process has been deployed in numerous traditional psychotherapy groups and "wellness workshops."

From the end of 2017 to November 2020, approximately 191 workshops were scheduled. In 2018, the average number attendees in a workshop per month was 18 – approximately 216 patients per year. In 2019 this number increased to an average of 24 patients per month – i.e. approximately 288 patients per year. In January to March 2020 a total of 24 patients attended workshops. Since June, IBH re-initiated workshops and groups virtually and have scheduled 8 workshops and 8 groups. A total of 57 patients have participated in the workshops either using the online platform or calling in. By focusing on strategies of inclusion, IBH's bilingual workshops and groups are reducing the disparities present within the Latinx population that have since widened because of the pandemic.