



County of San Mateo

Inter-Departmental Correspondence

Department: HUMAN RESOURCES

File #: 20-628

Board Meeting Date: 9/15/2020

Special Notice / Hearing: None
Vote Required: Majority

To: Honorable Board of Supervisors
From: Michael Callagy, County Manager
Subject: Team of the Month for September 2020

RECOMMENDATION:

Honor the Health-Correctional Health Services and Sheriff's Office Custody Staff as Team of the Month for September 2020 and authorize the President of the Board to sign the commendations.

BACKGROUND:

The Team of the Month program was established in September 2018 to recognize and honor County teams who consistently demonstrate an outstanding level of performance.

Our Team of the Month for September 2020 are from Health-Correctional Health Services and the Sheriff's Office. Team members include: Michael Del Rosario, Becky Arredondo, Leilani Chua, Ericka Letona, Manuela Porras, Sonia Varela, Monita Naicker, Denise Chu, Captain Alma Zamora, Captain Kristina Bell, Lt. William Fogarty, Lt. Mark Myers, and Lt. John Kovach.

DISCUSSION:

The Health-Correctional Health Services and the Sheriff's Office Custody staff have effectively collaborated to carry out great quality work in health and behavioral health care at the Maple Street Correctional Center and Maguire Correctional Facility. The innovations and improvements introduced to the inmates over the last few years, was recently acknowledged by an outside agency.

The team received the affirmation of outstanding quality as a result of the two-year accreditation from the Institute of Medical Quality (IMQ) for both the Maguire Correctional Facility and Maple Street Correctional Center. The IMQ conducted a survey of the Maple Street Correctional Center and Maguire Correctional Facility on February 27, 2020 and February 28, 2020. The following statement mentioned below is an excerpt from the report, which was the most superlative report they have ever received from the IMQ.

"The Sheriff's Office custody management and their custody staff, as well as Correctional Health Services (CHS) staff are very passionate about the quality of healthcare provided at both facilities.

This was evident by the level of communication, cohesiveness and mutual respect between healthcare and custody staff. The dental department was state of the art, and the medical and forensic mental health departments were thorough, pro-active, and responsive. The CHS medical and administrative staff were exceptionally responsive and reactive to the COVID-19 outbreak. Communicable and Infectious disease standards were identified, specific policies and procedures were written, resources allocated, and staff educated. Overall, this facility provides high quality healthcare to the incarcerated population and should be modeled by other organizations”.

The CHS administrative and leadership staff is proud of the work that the medical and forensic mental health staff are conducting in partnership with the Sheriff’s staff and are looking forward to applying for the National Commission of Correctional Health Care accreditation for 2023. Though many people are responsible for the overall quality of care provided in our jails, the team brought together today were most involved in the IMQ audit.

San Mateo County is fortunate to have the Health-Correctional Health Services and Sheriff’s Office Custody Staff as an outstanding team in the County.