



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



DATE: December 17, 2009
BOARD MEETING DATE: January 12, 2010
SPECIAL NOTICE/HEARING: None
VOTE REQUIRED: Majority

TO: Honorable Board of Supervisors

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

SUBJECT: San Mateo County STARS Awards

RECOMMENDATION:

- (1) Adopt a Resolution approving STARS Award recipients and Honorable Mentions
- (2) Presentation of Resolutions and Commendations honoring STARS Award recipients
- (3) Approve an Appropriation Transfer Request transferring \$71,500 to various program accounts to appropriate funds for the STARS Awards

BACKGROUND:

In December 2006, the Board of Supervisors approved the San Mateo County STARS Awards Program to recognize outstanding programs that successfully incorporate Outcome-Based Management (OBM) to meet program goals and demonstrate innovation, collaboration, and customer service strategies as well as achieve excellent results. The STARS Awards Program includes four award categories: Program Performance, Customer Service, Green and Employee Suggestion. The Green and Employee Suggestion Awards were added in 2008.

DISCUSSION:

Submissions for the 4th Annual STARS Awards were accepted from August through September 2009. A total of **17** program submissions (9 Program Performance, 3 Customer Service and 5 Green) and **78** Employee Suggestions, with 57 requesting to be considered for an award, were received. A complete listing of entries is attached for your reference.

A review team comprised of representatives from various County departments (representing all five Community Outcomes) met to review the Program Performance and Customer Service entries and to recommend STARS Awards for approval to Executive Council, Board Finance and Operations Committee and the Board of Supervisors. Another team comprised of representatives from City of Redwood City, Alameda County, Joint Venture Silicon Valley, Health System and Sustainable San Mateo County reviewed the Green entries. The Employee Suggestion entries were initially reviewed by departments and then sent to a labor-management committee for final evaluation.

Each program entry was scored according to specific criteria. The programs with the highest scores in each category are being recommended for a STARS Award. It was at the

discretion of the review teams to select Honorable Mentions. Employee suggestions were received via the intranet and then emailed to respective department for initial review. Departments identified feasibility/viability of implementing suggestions as well as conducted a cost benefit analysis to identify any long-term savings or new revenues. Once this was completed, departments prepared evaluation forms, where they identified suggestions for implementation and award consideration.

On December 16, 2009 the Board Finance and Operations Committee approved the recommended STARS Award selections and submitted them for approval to the Board of Supervisors.

Listed below are the entries recommended for awards:

PROGRAM PERFORMANCE AWARD

<i>Award Recipient</i>	<i>Award Amount</i>
Prenatal to Three (Pre-3) Program, Health System	\$35,000

<i>Honorable Mentions</i>	<i>Award Amount</i>
Domestic Violence Firearms Compliance Unit, Sheriff's Office	\$7,500
Pathways, Health System (in collaboration with Probation)	\$7,500
Pharmacy Patient Assistance Program (PAP), Health System	\$7,500

CUSTOMER SERVICE AWARD

<i>Award Recipient</i>	<i>Award Amount</i>
SMMC Pain Management Clinic, Health System	\$5,000

<i>Honorable Mention</i>	<i>Award Amount</i>
Assessment Roll Tracker (ART), Assessor-County Clerk-Recorder	\$2,500

GREEN AWARD

<i>Award Recipient</i>	<i>Award Amount</i>
Drink Hetch Hetchy, County Manager's Office / County Green Team	\$5,000*

<i>Honorable Mention</i>	<i>Award Amount</i>
Green IT: Virtual Servers, Sheriff's Office	\$1,500

* The County's Green Team will be sharing a portion of its award amount with all Green program entries: Planning (\$500); Human Services Agency's Vocational Rehabilitation Services (\$500); and County Library (\$250).

EMPLOYEE SUGGESTION AWARD

<i>Team/Employee/ Department</i>	<i>Suggestion</i>	<i>Type of Award</i>	<i>Award Amount</i>
Jan Manders, Rebecca Downs, Julie Griffiths, Isela Montenegro, Ana Rivera, Yvonne Sylten and Ed Lipton, MD* Health System (Health Redesign)	Initiate an Urgent Care Clinic and Improve Emergency Department Triage.	Indirect	\$100 per County employee
Lawrence Cualoping Health System	Provide formal Spanish language classes for physicians, nurse practitioners, physician assistants, and nurses.	Indirect	\$100
Esther Munoz Human Services Agency	Establish a Child Welfare cross-county social work visitation agreement to cut down on travel and hotel expenses.	Indirect	\$100
Charles Clark Planning & Building	Implement a technology upgrade to allow inspectors to immediately input inspection results utilizing their cell phones from the field right into an automated system.	Direct	\$280
Ray Mogel Public Works	Send invitations for new contracts out for bid electronically (email).	Indirect	\$100

* contract physician

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:

The Board of Supervisors appropriated \$100,000 in Non-Departmental Services to cover this year's STARS Awards Program. The ATR transfers \$71,500 to the recipients of the program awards (Program Performance, Customer Service and Green). The Employee Suggestion awards totaling \$1,180 will be paid directly from the Non-Departmental Services budget.

Attachments:

- 1) Listing of FY 2008-09 STARS Award Entries (Program Performance, Customer Service, Green)
- 2) San Mateo County STARS Brochure
- 3) Recommended STARS Award recipients (not including honorable mentions) – Pre-3, Pain Management Clinic and Drink Hetch Hetchy

FY 2008-09 STARS Entries

Program Performance Award (9 entries)

- Pathways, Health System and Probation
- Prenatal to Three (Pre-3), Health System
- Language Assistance Services Program, Health System
- Financial Empowerment Project (FEP), Human Services Agency
- Domestic Violence Firearms Compliance Unit, Sheriff's Office
- Pharmacy Patient Assistance Program (PAP), Health System
- Health Insurance and Food Stamps Tele-Center, Human Services Agency
- Co-Occurring Initiative, Health System
- Training & Development, Human Resources Department

Customer Service Award (3 entries)

- Access San Mateo County, Information Services Department
- SMMC Pain Management Clinic, Health System
- Assessment Roll Tracker (ART), Assessor-County Clerk-Recorder

Green Award (5 entries)

- Electric Assist Bicycle, Planning and Building
- Green IT: Virtual Servers Project, Sheriff's Office
- Vocational Rehabilitation Services, Human Services Agency
- Drink Hetch Hetchy, County Manager's Office / County Green Team
- CD Recycling, County Library