



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



DATE: January 20, 2011
BOARD MEETING DATE: February 8, 2011
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 Awards recipients and Honorable Mentions
- (2) Presentation of Resolutions and Commendations honoring STARS Award recipients
- (3) Approve an Appropriation Transfer Request transferring \$70,000 from Non-Departmental and Health System to various program accounts to appropriate STARS Awards

BACKGROUND:

The STARS Awards consists of four award categories: Program Performance, Customer Service, Green and Employee Suggestions. In 2006 your Board approved the San Mateo County STARS Awards to recognize exceptional program performance and customer service strategies in alignment with County goals. In 2008, the program was expanded to recognize outstanding sustainability projects and employees that submit viable, cost-effective suggestions that contribute to improved efficiencies.

DISCUSSION:

In the Fall of 2010, 17 program submissions were received for the 5th annual STARS Awards: 10 for the Program Performance award category, 3 for the Customer Service award category and 4 for the Green award category. Attached is a complete listing of all the submissions.

The review process included two teams comprised of County representatives assigned with evaluating entries based on established criteria, including sustained performance, significant impact on services and customers, and alignment with Shared Vision 2025. The programs with the highest score in each category are being recommended for a STARS Award. In addition, the review teams identified Honorable Mentions.

Employee suggestions were received via the County's Budget Ideas site, with the 27 top ranked suggestions referred to respective departments for review. Departments identified feasibility/viability of implementing suggestions and identified any long-term savings or new revenues. There are 5 employee suggestions that are being considered for a feasibility study or implementation.

On December 20, 2010 the County's Executive Council approved the STARS Award selections and submitted them for your Board's approval.

Below are the program entries receiving recognition. Representatives from each of the selected programs (not including Honorable Mentions) will make a brief presentation to your Board summarizing the information contained in their STARS entry.

PROGRAM PERFORMANCE AWARD		
<i>Award Recipient</i>	<i>Description</i>	<i>Award Amount</i>
Ambulatory Electronic Medical Records, Health System	A system to improve chronic disease management by facilitating communication between providers and patients, reducing potential for medical errors, and providing real-time tracking of patient records. The program was implemented without any loss of data, reduced the cost of medical transcription, and has improved the overall quality of care.	\$35,000

Honorable Mentions / Award Amount - \$5,000 per program

- Moving to Work, Department of Housing
- Green Jobs Academy, Human Services Agency
- Workers' Compensation Program, Human Resources
- Medical Psychiatry Clinic, Health System

CUSTOMER SERVICE AWARD		
<i>Award Recipient</i>	<i>Description</i>	<i>Award Amount</i>
BHRS Quality Management, Health System	Provides diverse services to improve the quality of all Behavioral Health & Recovery Services programs, educate and train staff, offer technical support, and resolve client complaints and grievances. The Program also develops new and creative ways to make staff communication and training more easily accessible, efficient, and effective.	\$5,000

Honorable Mentions / Award Amount - \$2,500 per program

- Palliative Care Consultative Services, Health System
- Latent Print Processing Technician Program, Sheriff's Office

GREEN AWARD		
<i>Award Recipient</i>	<i>Description</i>	<i>Award Amount</i>
Sign Shop, Department of Parks*	Parks staff has reused more than 500 pounds of old signs and other materials to make new signs for County Parks. Staff regularly salvage a variety of materials, including wood and wood products, magnets, plastics to make new products. The cost to produce items is about half the cost of contracting with a private firm. The Sign Shop also creates products for other county departments, cities in the County, and non-profits.	\$2,500
Cordilleras Vegetables Garden, Health System	In 2007, Cordilleras clients and staff "Green Team" planted a fruit, vegetable, herb and flower garden. During the harvest season, the garden often generates enough produce for one meal a week at the facility. The garden has also encouraged healthy eating habits and raised environmental awareness among residents in addition to helping residents develop social skills, improve their self-esteem and assist with overall recovery.	\$2,500

** originally submitted for consideration of a Program Performance Award*

The County Staff Green Team, which evaluated the Green STAR submissions this year, felt that

all the Green STAR proposals deserved an award. However, due to limited funds, the Team recommended that the monetary award be split between two projects that could reinvest the award to expand their programs.

EMPLOYEE SUGGESTION AWARD			
<i>Employee(s) / Department</i>	<i>Suggestion</i>	<i>Type of Award</i>	<i>Award Amount</i>
Heather Oda Public Works	Receive, review, approve invoices for payment electronically	Indirect (Feasibility Study)	\$100
Marina Yu Housing	Conduct Green audits to generate energy savings	Indirect	\$100
Dr. Anand Chabra Health System	Change Email font (to Century Gothic) to reduce paper costs	Indirect	\$100
Karen Rodgers Coroner's Office	Public Records - Increase cost of copies	Indirect	\$100
Linda Gunn Health System	Conduct all voting by absentee ballots to reduce costs at polling sites	Indirect	\$100

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 the FY 2010-11 Budget for the STARS Awards. Based on the current recommendations, the cost of the program this fiscal year is \$70,500 (\$70,000 for program awards: \$55,000 Program Performance, \$10,000 Customer Service, \$5,000 Green; and \$500 Employee Suggestions).

Attachments:

- 1) Listing of FY 2009-10 STARS Award Entries (Program Performance, Customer Service, Green)
- 2) STARS Award recipients entries (not including honorable mentions) – Ambulatory Electronic Medical Records, BHRS Quality Management, Sign Shop, Cordilleras Vegetables Garden

FY 2009-10 STARS Entries

Program Performance Award (10 entries)

- Ambulatory Electronic Medical Records, Health System-SMMC
- Green Jobs Academy, Human Services Agency
- Juvenile Institutions Division, Probation Department
- Maple Street Correctional Complex – Men and Women’s Transitional Facilities, Sheriff’s Office
- Medical Psychiatry Clinic, Health System-SMMC
- Moving to Work – Tiered Subsidy Initiative, Department of Housing
- Office of Diversity and Equity-Pacific Islander Parenting Project, Health System
- Risk Management-Workers Compensation Program, Human Resources Department
- Sign Shop, Department of Parks
- Training and Development Program, Human Resources Department

Customer Service Award (3 entries)

- Behavioral Health and Recovery Services Quality Management, Health System
- Latent Print Processing Technician Program, Sheriff’s Office
- Palliative Care Consultative Service, Health System-SMMC

Green Award (4 entries)

- Cordilleras Vegetables Garden, Health System
- Greenprint Strategies, County Manager’s Office
- Hillcrest Juvenile Hall Deconstruction and Demolition, Public Works
- Paperless Office Initiative, Agriculture/Weights & Measures