



San Mateo County STARS Awards FY 2010-11

The STARS Awards consist of four award categories: Program Performance, Customer Service, Green and Employee Suggestions. In 2006, the Board of Supervisors 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. Below are the program entries and employee suggestions that received recognition:

Program Performance Award

<i>Description</i>	<i>Award Amount</i>
Housing's Moving to Work Program – Tiered Subsidy Initiative - Develops affordable housing and self-sufficiency strategies for low-income families by permitting exemptions from certain public housing rules. The program reduces the time-line from homelessness to stable housing, supports increased savings, and empowers participants to make clear and informed decisions regarding their housing solutions.	\$20,000
Benefits/Wellness Program - The County's Benefits/Wellness Program has implemented several innovative and cost-saving initiatives during the last several years including 1) new online benefits system, which provides employee self-service benefits enrollment, helps to effectively manage employee health plan eligibility, and reduces overall County costs, and 2) comprehensive Wellness Program that improves employee health while controlling rising healthcare cost. A County Wellness Policy was recently adopted by the Board of Supervisors with the intent of providing healthy and supportive work environments, and encourages employees to make healthier decisions.	\$20,000
<i>Honorable Mention:</i> San Mateo Medical Center (SMMC) Teledermatology Program - The SMMC Teledermatology Program offers timely access to dermatology consultations, resulting in the reduced number of patient trips, appointment waiting times, and overall program costs through the use of digital technology.	\$10,000

Customer Service Award

<i>Description</i>	<i>Award Amount</i>
Health Coverage Unit (HCU) Hotline - The HCU Hotline has expanded its service to assist uninsured residents in finding affordable health insurance coverage through telephone assistance while continuing to improve operation effectiveness and efficiency and maintain positive customer experience and retention rates through staff training, coaching, and the use of technology. The program also develops new strategies to enable quicker response times and simpler communication to allow for higher quality customer service.	\$10,000

Green Award

<i>Description</i>	<i>Award Amount</i>
Sheriff's Green Jails - Efficient Portion Control Staff Meals - The Corrections Division transitioned their meal service from "Buffet" style to "Portion Control" style, resulting in cost savings and decreased waste from excess food and paper products. This new style of food service also has added health benefits for staff by providing nutritionally balanced and portion appropriate meals.	\$5,000

Employee Suggestion Award

<i>Employee(s) / Department</i>	<i>Suggestion</i>	<i>Type of Award</i>	<i>Award Amount</i>
Julie Goebel, Human Resources Department	Implement an internal Management Talent Exchange Program (pilot)	Indirect	\$100
Coleen Leong, Controller's Office	Explore inviting food trucks (with healthy and diverse options) to sell food near County facilities	Indirect	\$100
Marina Yu, Housing Department	Explore solar facility systems for existing and newly acquired facilities	Indirect	\$100