

## **County of San Diego Awards & Recognition Fiscal Year 2006-2007**

During Fiscal Year 2006-07, the County of San Diego again received numerous awards and recognition from local, state and national organizations, as well as by a variety of industry, civic and professional organizations, for excellence and innovation. Three of the more high-profile awards are described below, with a comprehensive list of all other recognition following, listed by County business group.

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### **County Wins Taxpayers Association's Grand Golden Watchdog Award (5/07)**

The Board of Supervisors was awarded the 2007 Grand Golden Watchdog Award from the San Diego County Taxpayers Association (SDCTA) for their "unprecedented action of approving a proposal to control retiree health care costs." In addition, the Board of Supervisors and District Attorney Bonnie Dumanis were Regional Golden Watchdog Award Finalists for the Identity Theft Risk Assessment Program.

The Golden Watchdog Award honors good government practices and efficient use of public money. This year, SDCTA reported that they received the most nominations in its history from individuals and organizations throughout the region.

### **San Diego County Again Leads Nation in Award-Winning Programs**

#### **41 Programs Win 2007 NACo Achievement Awards**

For the third consecutive year, the National Association of Counties (NACo) selected 41 San Diego County programs to receive 2007 NACo Achievement Awards – again giving San Diego County more awards than any other US county. The winning programs, which span all five County business groups, were recognized for being innovative and successful, and for promoting high-quality, efficient, responsive county government. Los Angeles County received the second-most recognition, winning 28 Achievement Awards.

NACo started the Achievement Awards program in 1970 to recognize superior and innovative county government programs. This year, 97 counties in 27 states participated.

### **San Diego County Receives Three CSAC Merit Awards**

In 2006, the California State Association of Counties (CSAC) selected three County of San Diego programs for their prestigious Merit Awards. The programs include the:

- Housing & Community Development Department's Dorothy Street Learning Center – a County partnership with non-profit community organizations to give residents of public housing on-site access to computers and Internet resources for career development and advancement.
- HHSA's Health Care Savings Program – a program that helps agencies and programs provide health services to high-risk clients who might otherwise not receive care.
- San Diego County's Mental Health S.H.A.R.I. Project (Special Help for At-Risk Individuals) –a partnership between the County, mental health providers and local hospitals that helps clients receive the care they need while reducing unneeded hospital visits.

#### **Community Services Group**

### **Purchasing & Contracting Wins Sixth Achievement of Excellence Award (10/06)**

In 2006, the San Diego County Department of Purchasing and Contracting received the Achievement of Excellence in Procurement award from the National Purchasing Institute, for the sixth year in a row. Out of thousands of eligible government agencies nationwide, 42 agencies were considered for the award. The County of San Diego is the only government agency to receive this prestigious award six times.

In 1995, the National Purchasing Institute established a program to recognize organizational excellence in public procurement. This prestigious award is earned by those organizations who demonstrate excellence in innovation, professionalism, productivity, e-procurement and leadership. The evaluation criteria changes annually to keep pace with technology and innovative practices. For example, a relatively new criterion is the use of electronic reverse auctions to purchase goods and services. The County of San Diego is in the top 10% of all successful entries that utilize electronic reverse auctions.

The award is sponsored by the National Purchasing Institute, the California Association of Public Purchasing Officers, the Institute for Supply Management, the Florida Association of Public Purchasing Officers, the National Institute of Governmental Purchasing, the National Association of State Procurement Officials and the National Association of Educational Buyers. Associate sponsors include the Airport Purchasing Group, the Texas Purchasing Management Association, the Innovation Groups and U.S. Communities.

**Library Wins Second Consecutive PR Excellence Award (11/06)**

County Libraries has won the 2006 California Library Association's (CLA) Public Relations and Information Committee Association PR Excellence Award, for the second consecutive year. The award was in recognition of the library's "Youth Service Exchange" staff development newsletter.

Library staff is the primary audience for "Youth Services Exchange," which is a monthly, internal digest of news covering such topics as youth services in libraries, practical hints and fun projects to utilize with young clientele and upcoming training opportunities.

The PR Excellence Awards are presented annually during the CLA Conference. Materials are judged within categories based on the library's budget (less than \$5 million, \$5-10 million, and \$10 million and above).

**County Fleet Manager Recognized as Best in Nation by Peers (5/07)**

Department of General Services Fleet Manager John Clements was named the national 2007 Fleet Manager of the Year by *Government Fleet Magazine*. The County fleet Clements manages consists of 3,800 vehicles used by 36 departments.

What is especially significant is that, in 1998, Clements led the County fleet unit through one of the organization's first managed competitions processes, in which the department bid against private vendors to provide the County's fleet services. Under Clements' leadership, DGS was able to provide the most competitive proposal and has saved the County \$8.5 million over the past 10 years.

**Finance and General Government Group**

**County Recognized for Continued Excellence in Financial Reporting (10/06 and 6/07)**

The Auditor and Controller received notice that the County's Comprehensive Annual Financial Report (CAFR) for fiscal years 2004-2005 and 2005-2006 qualified for Certificates of Achievement for Excellence in Financial Reporting from the Government Finance Officers Association (GFOA). This achievement is the highest form of recognition in governmental accounting and financial reporting and its attainment represents a significant accomplishment for the County of San Diego.

The GFOA is a nonprofit association serving approximately 16,000 government finance professionals in the United States and Canada. Established in 1945, the CAFR Certificate Program recognizes and encourages excellence in financial reporting by state and local governments. In awarding these certificates, the GFOA stated that the County's CAFRs were judged by an impartial panel to meet the high standards of the program and demonstrated a

constructive spirit of full disclosure, clearly communicating the County's financial story and motivating the public and stakeholders to read the CAFRs.

#### **County Auditors Audited- Top Rating Earned (2/07)**

The Auditor and Controller's Office of Audits and Advisory Services (OAAS) has been awarded the highest rating by the County of Los Angeles' auditors.

The Quality Assessment Review (QAR) report stated that the OAAS "fully complies" with the Institute of Internal Auditors' *International Standards for the Professional Practice of Internal Auditing*. The LA auditors also found that OAAS operates, and is perceived to operate, as "independent, objective, proficient and able to render impartial and unbiased judgments." The Office was found to be well managed, to have effective relationships with other departments in the organization and to be well respected and supported by County management.

The County's internal audit activity is mandated to undergo external quality assessments every five years. The QAR, or "peer review," fulfills this requirement.

#### **County Receives "Thumbs Up" From Auditors for Use of Federal Funds (5/07)**

The Auditor and Controller received an "unqualified" opinion from external auditors Macias, Gini & O'Connell LLP for its Single Audit, a process that validates the County's compliance with requirements for major Federal programs. The County completed the audit of all federal funds for Fiscal Year 2005/2006. The external auditors found that the County complied, in all material respects, with the requirements for the use of Federal funds.

The County conducts a Single Audit to comply with the Single Audit Act adopted by Congress to promote sound financial management, including effective internal controls, of Federal awards administered by non-Federal entities. The process also includes compliance with the uniform requirements established by the President's Office of Management and Budget for audits of Federal awards administered by non-Federal entities.

#### **Treasury Report Earns National Recognition**

The Certificate of Achievement for Excellence in Financial Reporting has been awarded to San Diego County Treasury for its Comprehensive Annual Financial Report (CAFR). The nationally recognized certificate is awarded annually by the Government Finance Officers Association of the United States and Canada (GFOA). It is considered the highest form of recognition in the area of governmental accounting and financial reporting and its attainment represents a significant accomplishment by a government and its management.

The Treasury CAFR met the high standards of the program by demonstrating a constructive "spirit of full disclosure" to clearly communicate its financial story, motivating potential users and user groups to read the CAFR.

#### **Outstanding Cash Handling Program Receives National Certification (6/07)**

The Treasurer-Tax Collector has received national certification from the Association of Public Treasurers of the United States and Canada (APT) for its Cash Handling Training Program. In its message to the Treasurer-Tax Collector, APT described the program as exemplary and noted that the reviewers made no suggestions for improvement. The Treasurer-Tax Collector will receive formal certification at the APT convention, being held in San Diego in August.

The Cash Handling Training Program was designed to increase efficiency in processing and safeguarding cash, to protect employees from inappropriate charges of mishandling funds by defining their responsibilities in the cash collection process, and to strengthen internal controls for cash collection to prevent mishandling of County funds and reduce the number of errors and costs.

### **County Work Safe/Stay Healthy Program Receives Regional Award for Excellence (5/07)**

The County's Department of Human Resources received an award in May 2007 from the International Public Management Association for Human Resources (IPMA-HR), Western Region for the County's Work Safe/Stay Healthy program, which has significantly reduced the County's workers' compensation costs at a time when most organizations' costs are escalating.

Since the WS/SH program was implemented in Fiscal Year 2003-2004, County employees have reduced the number of injuries in the workplace, as well as the amount of time they're off the job. The program also promotes good health by offering healthy dining events, exercise activities and health-related information.

### **Health and Human Services Agency**

### **HHSA Wins Silver Award from Healthcare Communicators for 2006 School Fitness Summit (2/07)**

HHSA, working in collaboration with HealthLink North County and the Coalition on Children and Weight San Diego, hosted the School Fitness Summit in March 2006. The Summit, which exemplified how public/private partnerships can address the community-wide issue of childhood obesity, was recognized by the San Diego Healthcare Communicators in February 2007 with a Silver Finest Award.

### **Nick Macchione & Mobile Remote Workforce Win 2006 Digital Government Awards (11/06)**

The San Diego County Health and Human Services Agency and Nick Macchione, Agency Deputy Director, both received awards from the Center for Digital Government in November 2006 for the County's innovative Mobile Remote Workforce project – which streamlined and improved the way County public health nurses receive, process and manage their cases.

The Center for Digital Government recognized the County for Innovative Use of Technology, while Macchione was cited for Demonstrated Leadership in Project Delivery.

The Mobile Remote Workforce project uses cutting-edge technology to improve the accuracy of client referrals for Public Health nurses in the field, speeds their ability to visit at-risk clients and helps them manage their case files more efficiently. To design and implement this new system, County staff collaborated with local hospital staff, county nurses and Information Technology specialists. The new system will improve health care service for thousands of at-risk clients throughout San Diego County.

### **County Executive Wins National Information Technology Award**

A national magazine has selected Nick Macchione, San Diego County Health and Human Services Agency (HHSA) Deputy Director, as a winner of its highly competitive **Federal 100** award.

The award is presented annually by Federal Computer Week magazine to 100 top executives throughout the nation from government, industry and academia, who've had a significant impact on the government IT community in 2006.

Macchione was chosen for his innovative work in leading business process reengineering in the delivery of health care to women and children. He led a county team to develop the Mobile Remote Workforce (MRW) initiative, a cutting-edge Web-based referral system that uses new methods of information technology to streamline the day-to-day work of case managers and nurses serving at-risk families. Also, significant cost-savings was accomplished with this project.

The Federal 100 Awards are chosen by an independent panel of judges. According to Christopher Dorobek, Editor in Chief, Federal Computer Week, Macchione was selected "because of the difference (he) made in the way agencies and companies develop, acquire, manage and use information technology."

Last year, Macchione won the Rising Star award from Federal Computer Week, and two “Best of California” awards for project leadership and IT innovation from the Center for Digital Government.

Mobile Remote Workforce, initiated in February 2005 as a business process re-engineering project, was designed to improve and modernize the work that San Diego County public health nurses do, using web-based technology and electronic tablets. MRW makes it possible for public health nurses to spend more time with clients, which benefits pregnant women, and infants at risk of health complications.

**Innovative Public Health Program Wins Third National Honor (03/07)**  
***Mobile Remote Workforce Recognized by E-Gov Institute “Knowledge Management” Awards***

The San Diego County Health and Human Services Agency (HHS) has won another award for the Mobile Remote Workforce (MRW) project.

The E-Gov Institute chose MRW for Successfully Using Innovative Knowledge Management Practices in a Knowledge Management Solution. The award will be presented to Nick Macchione, Agency Deputy Director, at E-Gov Institute’s annual Knowledge Management Conference and Exhibition, April 3 – 5 in Washington, D.C.

MRW uses cutting edge technology to improve accuracy of client referrals for Public Health nurses in the field, among other things. MRW was a pilot project for Business Process Re-engineering, introduced by the County Chief Administrative Officer as a method of achieving operational excellence by improving workforce productivity. The Mobile Remote Workforce pilot took shape in February 2005, designed to make the county workforce more efficient and improve the effectiveness of existing operating systems, while maintaining the same high level of customer service.

Every year, the E-Gov Institute hosts a series of conferences and exhibitions focused on important issues and technology solutions in government.

**AIS Wins Awards for Call Center and Aging Summit (09/06)**

Two Aging and Independence Services (AIS) programs were recently honored for outstanding innovation and achievement. The AIS Aging Summit and AIS Call Center both received awards at the 2006 Aging Innovations and Achievement Awards Annual conference held in August 2006 in Chicago.

The AIS Aging Summit was developed by Supervisors Pam Slater-Price and Dianne Jacob to provide a yearly public forum for strengthening services and enhancing the lives of seniors and the disabled. Implemented in 1999, the concept for the AIS Call Center was developed at an earlier Aging Summit using input from community stakeholders. The Call Center handles some 65,000 calls from the community each year, provides information on senior programs, and receives elder abuse, case management and in-home care referrals.

**AIS Programs Garner Cash Awards (12/06)**

The popular Cool Zone program initiated by Supervisor Dianne Jacob and Aging and Independent Services’ (AIS) Matter of Balance program was chosen in December 2006 to receive an American Society on Aging/Pfizer 2007 Healthcare and Aging Award.

The Cool Zone program offers locations throughout the county where the public can “beat the heat” during the summer-time months. The Matter of Balance program is a collaboration between

Silver Age Yoga and AIS. The program focuses on developing yoga/exercise routines to decrease falls among the senior population.

The innovative programs were highlighted at the American Society on Aging/National Council on Aging Joint Conference in Chicago. These honors include a cash award of \$2,500, which will be utilized to aid the Adults in Crisis Program.

#### **Land Use and Environment Group**

#### **Planning and Land Use Receives Fire Safe Council of San Diego County Award (11/06)**

The Department of Planning and Land Use (DPLU) has received the Distinguished Service Partner Award from the Fire Safe Council of San Diego County. The award, which was presented at the October Forest Area Safety Taskforce (FAST) meeting, was received in recognition of DPLU's assistance towards the preparation of Community Wildfire Protection Plans (CWPPs) for 14 communities within the County. San Diego County now leads the state, with more approved Plans than any other county.

DPLU staff developed a CWPP template for communities to utilize. The template and associated map products were approved by a committee made up of County, United States Forest Service, Bureau of Land Management, California Department of Forestry and Fire Safe Council staff. The template has expedited the otherwise daunting process. In addition to the template, inter-agency support and local communities' recognizing the importance of wildfire protection has contributed to the successful completion of the Plans.

#### **DEH Awarded 2006 NACCHO for Food Safety Program (07/06)**

The Department of Environmental Health (DEH) was awarded the 2006 National Association of City and County Health Officials (NACCHO) Model Practices Designation for food safety programs. This award cites DEH's Housing Division Food Safety Program as a model for other cities and counties to emulate when developing or reengineering their own food safety programs.

#### **Consumer Confidence Protection Act Ordinance Wins National Award (07/06)**

Agriculture, Weights and Measures won an Achievement in Consumer Education (ACE) Award from the National Association of Consumer Agency Administrators (NACAA). The award recognized San Diego County's efforts to post consumer rights information at every commercial/retail scanner, to post failed scanner inspection notices at businesses and the optional posting of successful scanner inspection notices.

#### **Local Firm Wins Engineering Award for Partnership with County on San Marcos Landfill Closure (Dec. 2006)**

In November 2006, Kleinfelder, Inc. was selected to receive a Merit Award in CELSOC's 2007 Engineering Excellence Award Competition for the role they had in the County's successful and timely completion of the San Marcos Landfill Closure project. Because the \$25 million project involved sensitive political and environmental issues, the County selected Kleinfelder to perform Construction Quality Assurance (CQA) to help assure risks were well managed throughout the construction of the highly complex project. The project required importing, mixing and placing 440,000 tons of soil from multiple locations, and achieving specific physical and chemical characteristics. Re-vegetation included collecting and imprinting native seeds and planting approximately 25,000 container plants.

Consulting Engineers and Land Surveyors of California (CELSOC) is a 50-year old non-profit organization comprised of private engineering consulting and land surveying firms.

#### **Otay Valley Regional Park Habitat Restoration Plan Award (5.07)**

The Department of Parks and Recreation received an award for Outstanding Resource Document from the State Association of Environmental Professionals for the Otay Valley Regional Park (OVRP) Habitat Restoration Plan and Non-native Plant Removal Guidelines.

The goals of the plan are to remove populations of non-native vegetation and to manage and minimize the expansion of non-native species within OVRP. The County coordinated with the cities of Chula Vista and San Diego in the preparation of this project.

**Public Safety Group**

**Department of Child Support Services Collects Sixth Award in FY 06/07**

On June 10, the San Diego Broadcasters Association presented the Department of Child Support Services with an "Excellence in Advertising in Radio" award for its "Child Support Dad" radio campaign. The campaign was among a limited number of commercials chosen by a panel of 22 San Diego radio professionals. The award acknowledged the campaign's effectiveness, creativity and quality of production. The campaign aired from March to June 2006 on FM stations 93.3, 96.5, 97.3, and 98.1. During its run time, phone requests for child support applications increased by nearly 13% and online requests increased by 21%. In addition to the San Diego Broadcasters Association award, the campaign has been acknowledged with a National Association of Counties (NACo) Achievement Award.

During the past fiscal year, the department has won award the Most Improved Performance Award for Current Support Collections from the State Department of Child Support Services, the Award of Excellence in Program Awareness from the Western Interstate Child Support Enforcement Council and NACo Achievement Awards for their Court Calendar Tool and Drug Court Program.

**Child Support Radio Campaign Wins Award for Excellence (Dec. 2006)**

The Department of Child Support Services (DCSS) received the Award for Excellence in Program Awareness from the Western Interstate Child Support Enforcement Council (WICSEC) for its "You're Not Alone" radio advertising campaign and its success in increasing awareness of the child support program among custodial parents in the County.

During the four months of the radio campaign, phone requests for child support applications increased by nine percent and online requests increased by 20 percent.

WICSEC is an organization of public and private child support professionals from the states west of the Mississippi committed to improving child support enforcement for children and parents. DCSS Director, Jeffrey Grissom, received the award at WICSEC's annual training conference in November.

**Department of Child Support Wins Prestigious State Award**

For the second consecutive year and the third time in the past four years, the Department of Child Support Services (DCSS) has been honored by the State of California with the 2006 Most Improved Performance Award for Current Support Collections among the state's "very large" counties. The award was presented at the Child Support Director's Association membership meeting on January 25, 2007.

"San Diego has made dramatic improvement over the years," said Greta Wallace, Director of the California Department of Child Support Services. "San Diego staff are to be commended for their continued performance improvement."

San Diego DCSS improved its rate of collection for current support to 49.8% in 2006, a 7.3% increase over the previous year and the largest improvement among the "very large" designated counties including Los Angeles, San Bernardino, Orange, Riverside and Sacramento. San Diego was the only county among that group whose total amount of child support payments distributed increased from 2005 to 2006. Collections totaling \$164,382,688 were distributed by San Diego DCSS during Federal Fiscal Year 2006. San Diego is one of only 12 of the 52 county child support agencies in the State of California that attained an increase in distributions in 2006.

**Department of Child Support Services Wins “Most Improved” Honor (5/07)**

The Department of Child Support Services (DCSS) was recently honored by the State of California with the “Most Improved Performance Award for Current Support Collections ”among the state’s “very large” counties, which include Los Angeles, Orange, Riverside, Sacramento, and San Bernardino. The award was presented to DCSS Director, Jeff Grissom by California DCSS Director, Greta Wallace, at the Child Support Directors Association annual meeting in Sacramento.

This is the second consecutive year DCSS has won the award and third in the past four years. DCSS improved its rate of collection for current support to 49.8% in 2006, a 7.3% increase over the previous year. Furthermore, DCSS was the only “very large” county to increase its distribution of child support payments from Federal Fiscal Year 2005 to 2006, totaling \$164,382,688. DCSS is one of only 12 of 52 county child support agencies in the state that attained an increase in distributions in 2006.

**Homeless Court Program Garners Award (6/07)**

Deputy Public Defender Steve Binder accepted the California Public Defender Association’s “Defender Program of the Year” award for the Homeless Court Program. Binder, the Veterans Village of San Diego and St. Vincent de Paul, started the first Homeless Court Program in the nation in San Diego County 18 years ago.

The program is a special Superior Court session held at local homeless shelters for homeless defendants to voluntarily resolve outstanding misdemeanor criminal cases. The award was presented on May 18, 2007 at the Association’s annual conference in San Francisco. The program was nominated by public defenders in Arizona, Colorado, Tennessee and Alameda Counties.

**Sheriff’s Department Honored for Traffic Safety Protocols**

On June 20, the Sheriff’s Department received a National Law Enforcement Challenge Award from the International Association of Chiefs of Police. The Law Enforcement Challenge is a competition between similar sizes and types of law enforcement agencies, which recognizes and rewards the best overall traffic safety programs in the United States. The Sheriff’s Department was recognized for their ability to combine officer training, public information and enforcement efforts to reduce motor vehicle accidents and injuries.

Additionally, the Sheriff’s Department has been notified that they will be awarded a California Law Enforcement Challenge Award from the California Highway Patrol for its traffic safety accomplishments.

**2007 National Association of Counties (NACo)  
41 SD County Programs Selected for Achievement Awards**

<b>Community Services Group</b>
Public Purchasing: Changing Times, Changing Ways (P&C)
Facilities Planning Board (DGS)
Bonita-Sunnyside Branch Library and Bonita Museum Complex (DGS)
Read for a Reason (Lib/DAS)
Inside Anne Frank's House (Lib)
<b>Finance and General Government Group</b>
Local Banking Initiative (TTC)
Exception Processing (TTC)
2006 Retirement Dreaming Fair (TTC)
A Wedding Day to Remember (ARCC)
San Pasqual Academy Youth Ethics Program (CAO/OIA)
See the Light, Be the Light: The Process of Ethical Decision Making (CAO/OIA)
<b>Health and Human Services Agency</b>
Adult Protective Services Financial Abuse Training (AIS)
"Get Off Meth" Brochure (HHS Media/PA)
HHS Audit Response Program (Finance Dir)
Volvo "Keys to Success" (Children & Youth)
Child Health & Youth Clinic Drug Endangered Children II Medical Evaluation (Public Health)
Project KEEP Implementation (Child Welfare)
<b>Land Use and Environment Group</b>
Fire Services Program (DPLU)
Business Process Reengineering of the Land Use Permit Application Process (DPLU)
Undercover Test Sale Program (AWM)
San Diego Pest Detection Outreach (AWM)
Private Oversight Program (POP) (DEH)
Southern California Vector Education Cooperative (DEH)
Team Excellence Performance Measurement System (DEH)
Agroterrorism Response Training (DEH)
Asbestos Awareness Campaign (APCD)
Mixed Construction & Demolition Technical Assistance Grants (DPW)
Remote Confined Space and Video Pipeline Inspection Program (DPW)
Regional Permit Enhances Flood Control Capabilities (DPW)
<b>Public Safety Group</b>
Citizen's Academy (DA)
Consumer Protection Day (DA)
Identity Theft Project (DA/PSG)
Court Calendar Tool (DCSS)
Department of Child Support Services Drug Court Program (DCSS)
"You're Not Alone" Radio Campaign (DCSS)
Youthful Offender Program (Prob)
Tele-Psychiatry Program (Prob)
In-House Training Program (Prob)
GPS Sex Offender Monitoring Program (Prob)
DUI Enforcement Unit (Prob)
Family Disaster Plan/Public Awareness Campaign (OES)
<b>TOTAL: 41 winners</b>

