

## Fiscal Year 2010-11 Awards

### Recognition of Excellence

The continuing economic downturn continues to challenge area governments to find innovative ways to deliver services and meet program objectives with limited resources. The County of San Diego continues to meet this challenge, striving for excellence and innovation, preparing for the future and receiving numerous awards and recognitions from local, state and national organizations, as well as industry, civic, and professional organizations. The County of San Diego works hard to maintain its standing as a best practices organization, offering programs that improve the lives of San Diego County residents in ways that are relevant and measurable. The County is proud that its leadership in these areas has been recognized for the following:

- The County of San Diego continues to be one of the leading recipients of **National Association of Counties (NACo) Achievement Awards**. Twenty-nine County programs were recognized for excellence in 2010. The award-winning programs operate within all five County business groups and include programs that serve children, youth and seniors, as well as those that promote environmental protection, public safety and efficient, effective county administration.

In 2010, the **San Diego Taxpayers Association** presented the County of San Diego a **Regional Golden Watchdog Award** for the recently completed Medical Examiner and Forensic Center. The Taxpayers Association recognized the County for saving \$140 million in potential financing costs by cash financing the project, completing the project on schedule and under budget, and using the most current technology available in creating the energy-efficient complex, which has an 80-year life cycle. The new complex also received a **Citation Award** for architectural design from the **American Institute of Architects (AIA) San Diego Chapter**.

- The Department of Purchasing and Contracting (P&C) received its tenth consecutive **Achievement of Excellence in Procurement** award from the **National Purchasing Institute** recognizing organizational excellence in public procurement. The County of San Diego is one of only 38 government agencies in California and one of only 34 counties in the United States to receive this award. The award's criteria measures innovation, professionalism, e-procurement, productivity and leadership attributes of the procurement function.

Detail of recognitions of excellence received by San Diego County that highlight the County's progress in meeting its strategic goals include:

### Strategic Initiative - Improve opportunities for children and families

- The **National Child Support Enforcement Association** honored the Department of Child Support Services with the **2010 Excellence Award for Program Awareness** based on their effective use of media relations and public outreach in dissemination of child support program information and public awareness. The department was also honored by the **California Child Support Director's Association** with the **2010 Outstanding Program Award**, in recognition of the department's quality services to the community.
- **National Association of Counties (NACo) Achievement Awards - 2010**
  - *El Arte* - an event created to meet the critical need for Spanish-speaking caregivers in the San Diego region, supported by the County's Aging and Independence Services and the Caregiver Coalition.

- *San Diego Stand Down 2009, Department of Child Support Services* - a pilot project created in conjunction with the San Diego County Superior Court and Thomas Jefferson School of Law Veteran's Clinic to give homeless veterans access to court services in relation to their child support cases.
- *Self Service Kiosks, Department of Child Support Services* - a program that places kiosks in convenient places for walk-in customers to make child support payments, complete forms and access information related to their child support cases.
- *Service Learning @ Your Library* - a program that engages teens in providing direct service within their own communities, helping them to develop interests and work skills while establishing meaningful relationships with adult mentors.
- *District Attorney's "4 or 40" Program* - a short film created through a partnership between the San Diego County District Attorney's Office and its Youth Advisory Board (YAB) at Lincoln High School. The film's theme centered on the concept that the choices youths make during the four years of high school will affect the next 40 years of their lives.

### Strategic Initiative - Manage the region's natural resources to protect quality of life and support economic development

- The **Women's Transportation Seminar** selected County Airports for their **Annual Award for Innovative Transportation Solutions** for the McClellan-Palomar Airport Terminal Redevelopment Project. The terminal was built with consideration of energy and environmental design criteria and sustainable design principles.
- The **National Association of Counties (NACo)** presented an **Achievement Award - 2010** to the County of San Diego for the *San Elijo Nature Center*, a new environmentally friendly facility built on the banks of the San Elijo Lagoon to educate the public and encourage thoughtful exploration of the surrounding wetland preserve.

### Strategic Initiative - Promote safe & livable communities

- The **Department of Housing and Urban Development (HUD) Los Angeles Office of Public Housing** awarded the Department of Housing and Community Development with the **"Up and Up Campaign" award** for *Achievement in Housing Choice Voucher Utilization* for their hard work and best practices that ultimately increase the number of families served under the Housing Choice Voucher Program.
- The Department of Parks and Recreation won an **Award of Excellence** from the **California Parks and Recreation Society** for the planning and design of Clemmens Lane Park. The park includes a soccer field, volleyball court, two play structures and picnic area.
- The **National Association of Area Agencies on Aging** awarded Aging and Independence Services with two of nine national **Aging Innovation Awards** for the "TEAM San Diego" project and the "Workforce Academy for Youth" program. TEAM San Diego works with health and social service providers to coordinate needs in those areas for aging and disabled populations. The Workforce Academy for Youth is an intergenerational program that pairs youth with senior life skills coaches who support their future employment goals.
- The **Institute of Transportation Engineers - San Diego Section** awarded **Transportation Project of the Year** to the Department of Public Works for using High-Risk Rural Road funds to install rumble strips on South Grade Road at Palomar Mountain to reduce collisions. The rumble strips make the road bumpy and loud when tires cross the centerline. Since installation of the strips, collisions have reduced dramatically.

- **Health Care Communications** presented Behavioral Health Services with the **Gold Award** for their "Network of Care" website, which provides local information on behavioral health as part of a national network system.
- Guajome Regional Park was named **Best of Family Attractions - Oceanside California** by **UpTake.com** based on customer reviews and expert ratings from across the Web.
- The County won **Emmy Awards** in six categories from the **National Television Arts & Sciences Pacific Southwest Chapter**. The awards recognized the "Oxy Abuse Kills" public service announcement series; "Water Babies", a story about the benefits of water safety training for toddlers, and "Tsunamis: Know What To Do!", an animated educational video designed for children.
- **National Association of Counties (NACo) Achievement Awards - 2010**
  - *Disaster Food Stamp Program Protocol Guide* - a program developed by the Health and Human Services Agency to assist local residents displaced by disasters. Based on experience gained through wildfire response, this program is now being replicated in other California counties and the US Department of Agriculture Food & Nutrition Service.
  - *Code Enforcement Storefronts* - a program created to place County personnel in remote areas to address local disputes that arise among neighbors over boundary lines, litter, land uses and other issues that strike citizens on a personal level.
  - *Animated Tsunami Preparedness Video* - Using a grant from the National Oceanic and Atmospheric Administration and the California Emergency Management Agency, San Diego County's Office of Emergency Services (OES) produced a multiple award-winning video for children grades K-12 entitled "Tsunamis: Know What to Do!".
  - *District Attorney/City Attorney Prosecution System Collaboration Project* - a project designed to share usage of the County District Attorney's internally developed criminal case management system with the San Diego City Attorney's Office, resulting in savings for the City and the beneficial sharing of case and defendant data between the two agencies.
  - *Free Foreclosure Prevention HOME Clinics at Neighborhood Library Branches* - a collaboration between the County Library system and Housing Opportunities Collaborative (HOC), Home Owner Mobile Education (HOME) clinics offer homeowners advice on legal, credit, and mortgage issues from skilled professionals.
  - *H1N1 Vaccine Distribution Tracking and Resource Management* - a successful vaccine distribution program designed by Health and Human Services in response to a massive delivery of H1N1 vaccine doses from the California Department of Public Health.
  - *High Tech Mental Health Solutions* - a walk-in assessment center designed in collaboration with Exodus Recovery, Inc., serving the north San Diego County region. The program provides screening and triage for appropriateness of hospitalization to reduce escalation of crisis mental health situations and minimizes unnecessary inpatient treatment.
  - *Lindo Lake Park Americans with Disabilities Act (ADA) Fitness Walkway* - a tree-shaded, stroller and ADA-accessible walkway on a peninsula surrounded by water, including 17 universal outdoor exercise stations for people of all ages and abilities.
  - *MAYSI-2 & Early Intervention Project, Probation Department* - a project designed to address the critical need for effective early mental health screening and interventions for youth 12-17 years old. Massachusetts Youth Screening Instrument - Second Version (MAYSI-2) refers to the screening tool utilized in the program, which is designed for use with minors in detention facilities.

- *ReadySanDiego Business Alliance, Office of Emergency Services* - a partnership program that focuses on creating a coalition of businesses that can contribute resources and expertise needed in times of crises or emergencies.
- *Senate Bill (SB) 618 San Diego County Prisoner Reentry Program* - a comprehensive, evidence-based, multi-agency program designed to assist, educate, treat addictions and transition nonviolent parolees from prison into the community.

## Operational Excellence Awards

The awards listed below pertain to programs or accomplishments that support the County's Required Disciplines as outlined in the General Management System:

- The **Center for Digital Government** honored the District Attorney's office with a national ***Digital Government Achievement Award*** for 3-D computer animated courtroom exhibits used by prosecutors to present evidence during trials.
- The **Government Finance Officers Association (GFOA) of the United States and Canada** recognized the County's Management Control Initiatives (MCI) with honorary mention in its ***2010 Awards for Excellence in Government Finance***. The MCI identifies and mitigates financial risk through the assurance that key business objectives are achieved.
- The **California Counties Facilities Services Association** presented the County of San Diego the **2010 Award of Excellence** for agencies who demonstrate facilities excellence through best practices, process innovation, staff development, automation, energy program improvements and customer service.
- The Department of Agriculture Weights and Measures received an award from **Accela, Inc.** for ***Outstanding Achievements in Mobile Inspections***. This mobile technology places inspectors in the field nearly 100% of the time, which eliminates transit time from office to field, improves customer service, boosts productivity and reduces fuel and maintenance costs.
- **National Association of Counties (NACo) Achievement Awards - 2010**
  - *Advanced Human Resources (HR) Certificate Program* - a low-cost, innovative training program that broadens the business knowledge of both HR generalists and specialists. By focusing on Human Resources theory and practicum, participants learn critical skills needed to manage day-to-day human resources responsibilities.
  - *Centralized Procurement Financial Evaluation* - a streamlined process by which HHSA reviews more than 200 annual proposals from community providers in response to open procurements for HHSA services.
  - *Citizens Advisory Board Application (CABA) System* - a new online application that automatically calculates terms of new County Boards, Commissions, and Committees (BCC) members and automates generation of routine correspondence, such as nomination letters, Board Letters, and appointments.
  - *Deferred Compensation Provider Transition Plan* - an outreach program implemented to help County employees smoothly transition through the County's first major change in deferred compensation providers in 26 years.
  - *E Forms* - Using Adobe Acrobat software, HHSA employees can now complete electronic forms for approval of purchases, requests to hold or cancel checks, requisition goods and services, general claim forms, nontravel reimbursement requests, and many others.

- *Government Without Walls* - a County initiative that promotes a mobile workforce through the use of technology. The Department of Agriculture, Weights and Measures (AMW) implemented a wireless fleet management program that combines Automatic Vehicle location (AVL) and Global Positioning System (GPS) technologies.
- *Management Controls Initiative* - a program launched by the County Office of Audits and Advisory Services (OAAS) and HHSa to focus on financial reporting, compliance, and operational risk management.
- *Quality Assurance Review of Contracting Practices* - an oversight program created by HHSa to include development and management of contract policies, development and provision of contract training, and monitoring of program division adherence to policies and standards. HHSa is responsible for monitoring more than 500 contractors, 900 contracts, and \$400 million in annual contract costs.
- *Seamless Systems Synchronization* - a project, which integrates the County's, records management software (Documentum) with the County's third party offsite records storage vendor (Iron Mountain) inventory tracking software.
- *Service First Initiative* - a plan consisting of 67 separate tasks designed to improve every aspect of the Department of Planning & Land Use's (DPLU) customer service, from walk-in counter service to management structure.
- *Treasurer-Tax Collector Bond Administration Database* - a centralized and accessible repository for tracking all debt payment information related to more than 100 debt issuances and \$300 million in annual debt service payments.
- *Treasurer-Tax Collector Public Auction Tax Sale Booklet* - a publication that attracts a pool of prospective bidders and provides them with information and instruction on what is being offered at the sale, how to participate as a bidder, and the requirements of successful purchasers.