

NEWS

From the County of San Bernardino
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For more information, contact
David Wert, Public Information Officer
(909) 387-5412
dwert@sbcounty.gov

County honored with 12 national achievement awards

Programs and services created by the County of San Bernardino received 12 2007 Achievement Awards from the National Association of Counties. The Board of Supervisors recognized and honored the people and departments responsible for the programs and services during today's Board of Supervisors meeting.

"The employees of San Bernardino County work hard to constantly find new and better ways to serve the people of this county," said Board of Supervisors Chairman Paul Biane. "It's very gratifying to see them awarded for their efforts on a national stage."

The NACo Achievement Awards Program recognizes counties for improving the services they deliver to the public. The awards focus on innovation and the use of technology. The county is particularly proud because only nine of California's 58 counties received Achievement Awards this year. The following are San Bernardino County's winning programs:

- **"Helpful Numbers for Seniors" Pamphlet/Board of Supervisors Chairman Paul Biane** – This pamphlet contains contact information for county services and nonprofit programs available to Second District residents aged 55 or older. Services include law enforcement, fire, the county Department of Aging and Adult Services, animal control, housing assistance, home repair, transportation, legal aid, and health care. The pamphlets were mailed to 33,125 seniors.
- **Teach a Man to Fish/County Administrative Office** – Based on a model created by Chairman Biane now being expanded to the rest of the county by Fifth District Supervisor Josie Gonzales, this is a coordinated grant-management system supporting county programs and community partners seeking grant funding. County employees and community partners have used the system to view approximately 5,500 funding opportunities.
- **Service FIRST/County Administrative Office & Performance, Education and Resource Centers** – A countywide customer service training program consisting of training sessions, a customer service element to employee evaluations, a "Mystery Shopper" program, and rewards and recognition. Approximately 85 percent of the county's approximately 19,000 have attended Service FIRST sessions, and all new employees undergo training before starting work.

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- **Standard of Dress and Grooming Policy/County Administrative Office & Human Resources** – A policy adopted by the Board of Supervisors requiring all employees to present a professional appearance, promoting a positive image to the public. The policy covers everything from suitable attire to tattoos and piercings. The policy has been popular with most employees and members of the public, and government agencies from around the country have contacted the county about plans to emulate the program.
- **Jail Information Management System Web Front End/Information Services & Sheriff** – A much-needed modernization of the computer system used by jail staff to process and manage inmates. Users have given the program outstanding reviews.
- **My Health Matters!/Human Resources** – An initiative to make county employees more aware and accountable in terms of their own health. The main features have been wellness expos at which employees are screened in a number of areas, and individual conversations with health coaches. About 38 percent of employees with computer access have completed an on-line health course.
- **Sex Offender Supervising Program/Probation** – A program that trains Probation officers on the most effective methods of apprehending repeat sex offenders and educates parents and children on how to protect themselves from sex offenders. During the year prior to the formation of the program, 19 sex offenders were arrested for probation violations. During the first year of the program, 167 sex offenders were arrested for probation violations.
- **GIS Client Mapping for Disaster Preparedness/Human Services Administration** – This program uses geographic information system software to identify elderly, disabled, and other at-risk residents in the event of a disaster to assist with evacuations and the provision of other emergency services. During the September 2006 Pinnacle Fire in the Victor Valley, the county used this system to identify and contact 772 In-Home Supportive Services clients and ascertain that they had evacuation assistance available to them.
- **Educational Supportive Services Program/Children's Services** – This program helps ensure that foster children receive proper educations by linking an array of educational programs, trains staff, and improves the collection of educational data. Using this system, the county has been able to provide better support to foster parents, and as a result, the number of foster children graduating from high school has increased.
- **Court Video and PowerPoint Orientation Program/Children's Services** – This program was designed to educate and support the families that become involved with the Department of Children's Services and the Juvenile Dependency Court. Families are shown a 20-minute video that explains the court process and encourages participation and cooperation. In addition to the video, a social worker leads a PowerPoint presentation that provides information about the court, staff, and what to expect when working with social workers and the court.
- **Children's Crisis Response Team/Behavioral Health** – This program provides evaluation, crisis intervention, education, and relapse prevention for children at risk of acute psychiatric hospitalization in the least obtrusive manner. Since the program began, 1,885 calls have been received from group homes, schools, and families, with 1,664 calls requiring a mobile crisis response. These were calls that otherwise would have been handled by law enforcement with visits to hospital emergency rooms. Hospitalization was avoided on 67 percent of these responses.

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- **Breast Management Pathway Program/Arrowhead Regional Medical Center** – This program provides improved follow-up care for patients requiring breast biopsies who show up in the emergency room. The program ensures that patients who have been found to have an abnormal breast exam and do not have a primary care physician will be assigned to a doctor, enabling them to receive the vital follow-up care they need to determine the cause of the abnormal breast exam results.