

# NEWS

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SAN BERNARDINO COUNTY  
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## County a national leader with 15 achievement awards

The County of San Bernardino has once again distinguished itself among the nation's counties, winning 15 Achievement Awards for 2012 from the National Association of Counties.

Counties from 29 states were recognized nationally with only nine California counties receiving top honors, including Riverside County with two and Los Angeles and San Diego counties each with 39.

The Board of Supervisors recognized and honored the people and departments responsible for the 2012 winning programs and services during a Special Presentation at Tuesday's Board meeting.

"It is a great source of pride to know that our San Bernardino County employees work so hard to create and deliver such exemplary services to our residents," said Board of Supervisors Chair Josie Gonzales. "The people who work for the County of San Bernardino are the best of the best, and these awards prove it."

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 following are San Bernardino County's 2012 winning programs:

### **CAL FRESH SENIOR OUTREACH PARTNERSHIP**

A partnership between the departments of Transitional Assistance and Director of Aging & Adult Services, the CalFresh Senior Outreach Partnership provides dual services of education and nutrition application assistance to the senior population of our County. Aging and Adult staff visit Senior Centers, Assisted Living Facilities and Community Centers to assess needs, and to assist our senior citizens in completing CalFresh applications.

### **TECHNICAL EMPLOYMENT TRAINING (TET) PROGRAM**

The Transitional Assistance Department developed a public-private partnership with Technical Employment Training Incorporated, to provide specialized technical training to recipients in the Temporary Assistance for Needy Families program. This partnership has assisted clients in attaining unsubsidized employment - resulting a 41% post training employment rate.

### **DEVELOPMENT OF A MOBILE WEBSITE THAT INCREASES PUBLIC ACCESSIBILITY TO ENVIRONMENTAL HEALTH SERVICES**

Environmental Health Services recognized an opportunity to increase instant accessibility. Department staff collaborated with the County's Information Services Department to develop a mobile interface enabling Smartphone users immediate mobile access to: restaurant grades and locations, ability to register complaints, and information regarding food recalls and bulletins directly from their mobile devices.

### **iPad PROJECT**

The Public Defender's Office has 106 attorneys handling over 45,000 cases annually in 13 locations. The iPad Project was conceived to reengineer the department into a paperless system that reduces file searching, storage costs and employee costs. Public Defender staff can now create digital files, accessible from anywhere via the iPads, which have become the attorney's "digital briefcase".

### **GATEWAY PROGRAM**

The Gateway Program is a secure treatment program designed to provide rehabilitation services for older male juvenile offenders who are working on re-socialization issues for transition back into the community.

### **PERFORMANCE ASSESSMENT SYSTEM**

The Performance Assessment System is a database designed by the Probation Department to continuously monitor and measure the quality of care and services delivered to juveniles detained in the Juvenile Detention and Assessment Centers.

### **EMPLOYEE ENRICHMENT PROGRAM**

The Employee Enrichment Program from the Department of Public Works couples the Division Spotlight Presentation with Employee Mentoring and is designed to "grow" personnel skills internally and help staff gain a better understanding of the varied services provided by the Department and why these services are vital to the communities they serve.

### **THE COMMUNITY OUTREACH PROGRAM**

The Community Outreach Program from the Department of Public Works, has three main elements: Community Workshops, Educational Outreach, and Public Outreach. The overall program is designed to increase service, improve relations and help the community gain a better understanding of what the Department does and how it affects them.

### **FILE STORAGE GOES GREEN**

The File Storage Goes Green Program from the Information Services Department streamlines document management by converting directly into PDF files. The documents are easily retrievable and are stored on inexpensive, but very reliable Network Attached Storage. The application saves over a million sheets a paper each year and has resulted in an overall savings to the County of approximately \$132,000 annually.

### **CARDIOVASCULAR STEMI RECEIVING CENTERS**

Alarmed by the incidence of heart attacks and related deaths throughout San Bernardino County, the Inland Counties Emergency Medical Agency (ICEMA) undertook a multi-year project designed to quickly identify and deliver patients experiencing heart attack symptoms to cardiac specialty centers. The ensuing Cardiovascular STEMI Receiving Centers was a collaborative effort between pre-hospital provider agencies, hospitals and ICEMA. The success of the program is highlighted by the significant number of patients that are now seen, treated and discharged directly home from definitive specialty centers throughout the county.

### **DIALING FOR DOLLARS PROGRAM**

The Dialing for Dollars program is a collaboration between the Departments of Child Support Services and Transitional Assistance. Dialing for Dollars utilizes participants in the Welfare-to-Work program to place phone calls to non-custodial parents with delinquent child support accounts. Since the program started, workers have made 169,400 calls, and have collected over \$621,000 in child support payments. As a result of the work experience obtained in this program, 50% of these Welfare-to-Work participants have secured permanent employment.

### **RESIDENTIALLY-BASED SERVICES PILOT PROGRAM**

Through the Department of Behavioral Health's Residentially-Based Services, seriously emotionally disturbed high-needs youth, who are traditionally served through out-of-state or out-of-county placement facilities, are initially placed in a local 6-bed home that incorporates trauma-informed practices and is served by a collaborative team emphasizing the value of 'voice and choice.' The team supports the youth while in residence and also after they transition to a much lower level of care (such as a guardian's home or foster home).

### **DEVELOPING TOMORROW'S LEADERS TODAY; LEADERSHIP DEVELOPMENT PROGRAM**

The Department of Behavioral Health's Leadership Development Program was developed to train existing, non-management staff in the competencies needed to become leaders in the public behavioral health system. This is a yearlong program consisting of six live classroom trainings, a mentoring component and a team project.

### **PEER-DRIVEN ROOM & BOARD ADVISORY COALITION**

Stable housing is a key foundation to client wellness and recovery. The Peer-Driven Room and Board Advisory Coalition from Behavioral Health is a collaboration of consumers, providers, Room and Board Operators and other community stakeholders. The primary focus is to provide resources to consumers seeking healthy, safe, well-managed shelters that support their wellness and recovery efforts.

### **THE ELEVATE PROGRAM**

The Elevate Program from the Department of Behavioral Health is an innovative three component capacity-building training developed by the Office of Prevention and Early Intervention. The program's purpose is to increase the readiness of diverse nonprofit organizations, and to implement and support Prevention and Early Intervention projects and networks that contribute to community wellness. The program offers various trainings and workshops to nonprofits including grant-writing, legal issues, budgeting, strategic planning, accountability and effectiveness.