

Attachment A Departmental Accomplishments

Assessor's Office

- Received the 2013 Public Information Program Award from International Association of Assessing Officers (IAAO). The IAAO is a professional organization consisting of over 7,400 assessment officials from across the world. The award was in recognition of the redesigned Assessor's website.
- Improved permit processing by moving the application to a .Net environment. Added functionality, such as automatic mailing of cost letter and requests for rental information. Reviewed and improved screening process to ensure that all permits that could add value were sent for appraiser review.
- Implemented use of (and provided training for) a Webmail FAQ program to improve customer service.
- Completed project to capture characteristic data on duplexes, triplexes and fourplexes electronically.

Airports

- Successfully conducted the annual security table-top exercise and the triennial full-scale emergency in accordance with federal regulations. Multiple agencies participated in the exercises
- Completed negotiation of a new fixed base operator agreement and lease at Mather Airport resulting in the successful transition of the related services from Atlantic Aviation to Mather Jet Center, operated by locally-owned SacJet. Additionally, staff successfully concluded the business development of EVA Air as a new tenant at Mather. EVA will be investing approximately \$20 million in development of an approximate 9 acre flight training campus at Mather Airport. Construction was also completed on the 150,000 gallon aviation fuel farm which replaces the original fuel farm the County received as part of the conveyance of property from the U.S. Air Force.
- Negotiated with SSP America to refresh the Food and Beverage program in Terminal A at Sacramento International Airport beginning August 1, 2014. During a short transition period while the new concepts are constructed, SSP will offer all of the food and beverage choices currently provided such as burgers, pizza, sandwiches, salads and coffee. Final Construction will be completed in a 2 phased process: in February 2015 Peet's Coffee, Cafeteria 15 L and Urban Crave bar/restaurant will open; and in April 2015 Paesano's, Squeeze Inn and Freshii will open. These new concepts will revive the Terminal A food and beverage program and enhance revenues paid to the Department as well as offer our passengers a more local flavor of Sacramento.
- Projected financial results through FY 2020 under a range of possible traffic forecast scenarios. The findings of this analysis indicated that the financial sustainability of the department under the most likely traffic scenarios would require substantial reduction to the Department's operating expenses. As a result, the Department established a goal of reducing operating expenses by 15%, which would then provide sufficient capacity to fund required capital expenditures and would better position the Department to reduce airline costs and encourage additional airline service.
- In cooperation with its business partners, identified opportunities to streamline operations, improve productivity, and modify service levels that are expected to result in annualized cost savings of approximately \$15 million.

Animal Care

- Added Radiography Machine to medical department to better diagnose injured animals thus allowing immediate treatment. Will save the shelter thousands of dollars in offsite x-ray costs.
- Negotiated a contract with Animal Spay and Neuter of Auburn to operate high volume spay/neuter clinic and take over County Clinic building after SSPCA gave notice they were vacating as of 1/31/14. Clinic provides spay/neuter surgeries on shelter adoption overflow to allow adopted animals to go home sooner thus opening kennel space and TNR/BARNCAT programs which are funded by a grant from ASPCA.
- After downsizing from 19 Animal Control Trucks to 7 and not updating any vehicles for seven years we replaced the aging fleet of 7 Animal Control Trucks with new units.
- Shelter has reduced the euthanasia numbers and increased the Live Release Rate in 2014 to an average of about 67% year-to-date, which is 8% higher than same period last year and about 30% higher than 2010.
- Added an additional Veterinarian and an additional Registered Veterinary Technician to provide 7 days per week Veterinary Care for the animals in the shelter and also allow the Departments Mobile Spay/Neuter Commuter to go offsite and work in the communities that need low cost services to prevent animal overpopulation and increased shelter intake.
- Negotiated contract with City of Elk Grove to provide sheltering for animals from City of Elk Grove jurisdiction. Contract provides funding for additional Intermittent ACAs to help run the kennel operations.

Clerk of the Board

- Developed a process to have appeal forms available and applications for changed assessment accepted at County Service Centers
- Because of software and process improvements, 2013-14 real and personal property tax appeals that have been filed have all been processed into the database and hearings on them are currently being scheduled. (By law the Assessment Appeals Board has two years to schedule appeals)
- Office space was reconfigured to reduce cost, consolidate storage space and eliminate clutter.
- Timely completed several massive Public Records' Act and Administrative Records requests. Each of these requests asked for several hundred to thousands of documents and transcripts to be compiled and certified.

Clerk / Recorder

- County Service Center South - On March 20, 2014, officially opened the East Stockton Blvd. Service Center in the southern part of the county to provide more efficient service to members of those communities.
- County Service Center East - Completion of a remodel at the County Service Center East to include an information desk to more effectively assist customers, and improved signage including the County logo.
- Historical Filed Maps - Completed the restoration process of approximately 50,000 historical filed subdivision, parcel, highway and assessments maps from 1850 through current year.
- City Transfer Tax- Implementation of collection of transfer tax on behalf of the City of Sacramento. This cooperative effort will reduce the confusion experienced by customers while effectively improving the processing of these payments for the City of Sacramento.

Child Support Services

- Recognized by the State Department of Child Support Services for exceeding State mandated performance goals for FFY 12/13 in four out of five federal performance measures. In the fifth performance area, cost effectiveness, the department already exceeds the state standard.
- Received a Certificate of Appreciation from the State Department of Child Support Services for providing training to their legal staff.
- Three staff members (Gloria Rossetti, Mathew Resnick, and Adam Perry) and one former staff member (Josh Miller, now employed with Department of Technology due to the consolidation) received the Child Support Directors Association Awards for Outstanding Program Innovation and Outstanding Group Achievement with Statewide Impact for their efforts in the program.
- *****significant decreases in customer wait times on both the phones and in the lobby after the implementation of several strategies focused on ensuring the delivery of effective customer service.
- Collaborated with both the Sheriff and Probation departments on programs that will assist in better serving a population of shared case participants with extraordinary obstacles, with the expectation of achieving better outcomes for families'.

Community Development

- Indoor Ban of Marijuana with exceptions adopted.
- Neighborhood Livability Initiative (NLI) Sweeps in the Avenues area of South Sacramento.
- Task force formed with Code, Probation, Sheriff, Waste Management and Recycling, and DOT in support of NLI activities.
- Established booth at International Conference of Shopping Centers for first time.
- Panhandling Ordinance adopted.
- Housing Element completed with fee-only component
- Implemented Property Assessed Clean Energy (PACE) Program.

Conflict Criminal Defender

- Presented a highly successful training program entitled "Ethics and Civility in the Practice of Law", to Indigent Defense Panel Attorneys and Public Defenders. The program featured former Attorney General John Van de Kamp, as well as local Superior Court Judges.

Coroner

- University of California- Davis (UCD) Pathology Service Agreement was amended which provided for the partial funding of a fourth Forensic Pathology position.
- Replacement found for the current Chief Forensic Pathologist that will be resigning in July 2014. This new pathologist will bring in a wealth of knowledge and a fresh outlook on death investigation.
- A third Forensic Pathologist was also hired to start in June of 2014. In July of 2014, this office will have a total of three pathologists, including the Chief Forensic Pathologist, that are double boarded in Forensic Pathology and Pediatric Pathology.
- X-ray machine upgraded to digital. This upgrade will save on the long term costs of x-ray film and storage for x-rays. The current x-rays in storage will be scanned digitally in the 2014/15 fiscal year and the silver procured will be sold back to the company to cover the costs of the scanning.

- GPS installed on all Coroner vehicles allowing for monitoring of locations of Coroner personnel. This will allow for enhanced safety for the employees and help with pinpointing exact location when various personnel are responding to remote locations.

County Counsel

- AOC/Superior Court Settlement – Developed process to implement and facilitate settlement of a long-standing dispute with the Administrative Office of the Courts and the Sacramento Superior Court over workers' compensation costs and distribution of fines and forfeitures resulting from State assumption of responsibility for Superior Court operations. The ultimate settlement resulted in a recovery of approximately \$700,000 for the County's workers' compensation fund and approximately \$1.5 million for the County general fund.
- BDCP Legal Coordination – Facilitated and provided legal assistance in coordinating County's comments on the BDCP and its related environmental documents. Initiated the development of legal strategies to challenge any BDCP approval. Established legal team to implement those strategies should the Board of Supervisors direct this Office to do so.
- SCREA Retiree Health Care Litigation – The trial court dismissed SCREA's litigation seeking to establish that the County's previous retiree health care subsidy constituted a vested right. SCREA subsequently dismissed its appeal of the trial court's decision.
- Executive Airport Litigation – Successfully negotiated a settlement of the long-standing litigation between the City of Sacramento and the County over storm water fees levied by the City on the County's Executive Airport operations.
- Settlement of SMUD/SCWA/FRWA Disputes – Provided significant legal advice to facilitate settlement of long-standing disputes with SMUD relating to impacts of the FRWA project on SMUD's Rancho Seco power plant and electrical service charges to FRWA and SCWA facilities.

District Attorney

- Family Justice Center - District Attorney Jan Scully kicked off the Sacramento Regional Family Justice Center (FJC) campaign which included the "I'm In" video. The Sacramento Regional FJC is envisioned to be a one-stop help/information center linking agencies and organizations that service victims of domestic violence, sexual assault, human trafficking, child abuse or elder abuse. By housing a multidisciplinary team of professionals under one roof, and linking other agencies through video and other technologies, it will reduce the amount of time and places victims have to go to tell their story and get the help they need. This program is committed to breaking the cycle of violence in Sacramento County and to give hope to victims and their families.
- Veterans Court - The District Attorney's Office, Public Defender's Office, Court, and Department of Veteran's Affairs (VA) have teamed up to create the Sacramento County's Veteran's Treatment Court (VTC) which is scheduled to begin July 3, 2014. The purpose of the VTC is to allow veterans with legal trouble, due to mental condition(s) resulting from their service in the military, a chance to earn the right to have their charges dismissed or reduced if they graduate from the VTC. The VTC is a "Drug Court Model" collaborative program that lasts between 12 and 18 months. The VA will provide all of the substance abuse and mental health treatment as well as housing assistance and other aid.
- Justice, Training & Ethics Unit - The Justice, Training, and Ethics (JTE) Unit was created to enhance the review and development of office policies and procedures that apply during the investigative and pre-trial phases of cases prosecuted by the District

Attorney's Office. It also investigates the rare claims of actual innocence in previously resolved cases. Other duties of the JTE Unit include providing ongoing training on professional standards and continuing legal education, assisting deputies accused of misconduct, assisting with complex legal issues, and creating an extensive database for legal research. This unit, with its focus on ethics and training, enhances the District Attorney's commitment to achieve justice with integrity.

- Community Prosecution & Enforcement Program - Since 2008, Sacramento has been one of the top ten communities in the nation hardest hit by the foreclosure crisis and by 2012 it was had the nation's sixth highest foreclosure rate among metropolitan areas. As a result, the District Attorney's Office was awarded grant funding from the California Attorney General's Office Foreclosure Crisis Recovery Fund for one Community Prosecutor and overtime for Sheriff's Department deputies dedicated to participating in regularly planned, coordinated enforcement and clean-up efforts in District 3. Program funding will be used to investigate and prosecute misconduct relating to mortgage origination, mortgage servicing, and foreclosures; for consumer education regarding mortgage and foreclosure issues; and for developing and implementing programs to help neighborhoods impacted by foreclosure or very high mortgage default rates.

Office of Emergency Services

- WebEOC - In late spring 2013, the County purchased the WebEOC emergency management software program to assist the region in managing large scale events or disasters. The program allows users to input or access information from the EOC or from the field using your computer or any smart device. Now all of the cities within the county can share information such as damage assessments instantly with the County or Operational Area and the County in turn can share information with Cal OES and FEMA using Web EOC.
- By the end of 2013, Sacramento County effectively went live after having trained over 600 users of the program within the region including representatives from all the cities within the county. Each jurisdiction now has the flexibility of using WebEOC on a daily basis, exercise design, and managing their organization's end user profiles. The OA Administrator continues to work with the local jurisdictions and special districts in designing operational boards for capturing and communicating information for both daily use and emergency response processes. Additional information added to WebEOC includes: Training Database, Position Checklists, Emergency Operations Plan and other plans/guidance (OA and jurisdictions), Contact Guide, Regional Training and Events Calendars, and Cooling /Warming Center Communications Board.
- Access and Functional Needs - Continued to meet with the Disability Compliance representatives for the County and City of Sacramento on a regular basis. The group, known as the Access and Functional Needs Coordination Advisory Group (AFN-CAG) started meeting with community partners each quarter starting in January 2013. The AFN-CAG continues to invite over 60 local agencies providing services to people with access and functional needs to the quarterly meetings. Items discussed at these meetings include emergency plans (approved and posted on the OES website: www.sacramentoready.org), emergency preparedness, and have had guest speakers such as Richard Devylder – Director, State of California Office for Access and Functional Needs (OAFN), and Christa Trinchera – Founder and CEO of S.T.A.R. for the Disabled.
- The AFN-CAG also met with the City and County of Sacramento Communications and Media Officers and the State of California OAFN to discuss 'all inclusive communications' during emergencies. The discussion led to the CMOs taking action and meeting with local broadcast stations to share the process for delivering emergency

messages to the region and ensuring the communication is all inclusive in the delivery of the message. More work needs to be done in this area; however this was a start in the right direction.

- The AFN-CAG also met with the local homeless providers such as Loaves and Fishes, Next Move, and Wind Youth Services to discuss services provided and what processes can be put in place during inclement weather or in the event of an emergency. The homeless providers shared what services they provide, what services they can provide in the event of inclement weather, and what support will be needed. The AFN-CAG shared the Severe Weather Guidance with the providers and will be meeting in late June to discuss the communication process and reporting process in the event they engage in extending services due to heat or cold weather events.
- Warming Center and Cooling Center - Opened cooling centers and warming centers during the last fiscal year providing summer and winter respite to the homeless. The Mass Care and Shelter Network, led by OES/DHA provided support to both events as well as to the homeless providers by soliciting and taking donations for bottled water. The water was collected and delivered to Loaves and Fishes during the July heat wave of 2013 and the December 2014 cold event. Both events were facilitated and managed by OES with support of a large network of county agencies, volunteer and faith based organizations as well as charitable groups.
- Training Opportunities - Arranged for and provided numerous training opportunities to the OA including Introduction to Emergency Management – Earthquakes, WebEOC – End User, Train-the-Trainer, Sub-Administrator, as well as Mapper Pro for the GIS teams. Training opportunities in the OA also included NIMS/SEMS/ICS combined courses and training classes for EOC Section Chiefs, EOC Operations Section, EOC Finance Section, and EOC Management & Operations and Interface Workshop.
- Everbridge Alert and Notification System - Partnered with law enforcement and emergency managers from Sacramento, Placer and Yolo Counties to purchase a new alert and notification system for the region. The system was implemented and operation by July 2013. This alert and notification system has been used successfully many times since going operational and the speed of the system has been phenomenal.
- Emergency Operations Center (EOC) – Negotiated a new lease with McClellan Park for EOC and OES office space in building 600. OES downsized their EOC footprint and using Homeland Security grant funds remodeled the EOC and upgraded most of the technology within the EOC. The construction/remodel and is scheduled to be completed in July of 2014. Although the square footage has been reduced, the remodel provides a better floor plan which will include all new computers, telephone system, additional breakout rooms, new classroom to accommodate 50 students, new video wall and audio system. Homeland Security grants will cover 90% of the remodel/upgrades.

Environmental Management

- Certified Unified Program Agency (CUPA) program received the 2013 Outstanding Innovation Award from the California CUPA Forum for its Compliance Video Series. This award is presented in recognition of the Environmental Compliance Divisions leadership in environmental protection in using online videos to communicate information regarding compliance to the regulated community. The compliance video series is made available to the regulated community through links on EMD's website (www.emd.saccounty.net) and directly through EMD's YouTube channel at www.youtube.com.
- Environmental Compliance Division received the National Environmental Health Association (NEHA) Innovation Award for creating a web portal in which Cross Connection testers of back flow devices could directly input their test results through a

web port and transmit required information to EMD's database. This effort resulted in 3,500 hours savings in labor, \$6,000 in mailing costs and a reduction in 65,000 pieces of paper. This award not only recognizes a new idea, practice, or product that has had a positive impact on improving the environment/public health but also encourages professionals to search for creative solutions that promote or improve the environment.

- Implemented the use of field computer tablets to capture inspection data electronically due to the passing of Assembly Bill (AB) 2286 in 2008, in which all regulated businesses and Unified Program Agencies in the State of California must use the California Electronic Reporting System (CERS) database by January 1, 2013 to submit their unified program data electronically. The inspection data collected by field staff is synched to the Environmental Management Department's Envision software database and through the Compliance Monitoring Enforcements process will be transferred to the Cal EPA CERS database. EMD is the first CUPA in the state of California to participate as the pilot in the CME data exchange process.
- Assisted several northern California counties that are in the process of developing the color-coded placard system used in Sacramento County for rating food safety in restaurants, grocery stores, delicatessens, schools, etc. Sacramento County was the first in the nation to use the color coded grading system and won the national Crumline Award for the success of the program. Since then, several other counties in other states have adopted Sacramento's color coded system including Butte County, with the assistance of Environmental Management Department staff

Department of Finance

- Tax Collector - Created and implemented mailing of reminder notices for prior year delinquent unsecured property tax bills and final notices for delinquent current year unsecured property tax bills. These will improve and increase collections.
- Tax Collector - Implemented ATM Verify for electronic payments made through the Tax Collector's website and IVR which confirms bank account information. This will minimize returned payments as a result of incorrect information entered for the checking account.
- Auditor/Controller - Completed cash reviews for each of the County Departments.
- Implemented new software to create the FY 2013-14 Comprehensive Annual Financial Report (CAFR).
- Treasury - Completed software upgrade of our Remittance Processing/Imaging software to be compliant with windows 7.
- Investments – In May 2014, we completed an agreement with Fidelity to decrease the fees paid on two funds in the 401(a) and 457(b) deferred compensation plans. As a whole, participants will now pay \$250,000 less every year in fees.
- Consolidated Utility Billing and Services - Implemented new automated on-line forms: Demand letters for title companies to request utility changes; and a request form for customers to schedule a bulky waste neighborhood clean-up appointment.

General Services

- Administrative Services - As of April 2014, Support Services has managed 18,837,859 print impressions, scanned 3,152,067 images, processed 5,873,853 pieces of mail, and sold 340 pieces of equipment generating \$2.6 million in revenue that was returned to various County departments.
- In July 2013, the Alarm Services Division transitioned from the Department of Technology and the Department of Airports to the Department of General Services, moving six staff. The transition streamlined management of facility planning and maintenance.

- Contracts & Purchasing - Purchasing won their 9th Achievement of Excellence in Purchasing Award this year. The County was one of 43 counties in the United States to receive the prestigious award. The AEP Award validates CAPSD's commitment to fiscal efficiency while maintaining a high level of customer service to taxpayers as well as the various County departments.
- Purchasing staff saved \$1,064,400 (through the end of April) by combining like purchases to gain better cost breaks, negotiating lower costs on contract extensions, and investigating billing errors.
- Construction Management - 39 Public Works Projects were Field Accepted, valued at more than \$50,000,000
- Facilities & Property Management - DGS' Energy Manager, Dan Mendonsa, was selected as the "Energy Manager of the Year" by a local energy manager's association.
- The Real Estate Division was awarded a Level 3 Right Of Way Certification from Caltrans. This level is highly sought, and only awarded to those agencies that maintain a very high level of education and proficiency in their Real Estate staff.
- Fleet Services - Fleet Services continues to maintain a strong 67% productivity rate. The higher the level of "on wrench" time, the more efficient the repair staff are, not only turning around vehicles faster, but containing rental rates at a low 1-2% inflationary factor.
- For several years, Fleet Services has maintained its \$1.1 million inventory at 99%+ accuracy.
- Chief Storekeeper David Sutcliffe placed 3rd in the Counties General Services Association "Service Excellence Award" – David won for his implementation of a new parts bar coding system and parts ordering/inventory tracking system.

Health and Human Services

- Primary Health Services Division - Began two Women, Infants & Children (WIC) satellite sites (Elk Grove and Folsom) utilizing existing staff in partnership with community-based entities. While there are declines in caseload Statewide, these community-based satellite sites are experiencing robust growth.
- AFFORDABLE CARE ACT (ACA) TRANSITION – Low Income Health Program (LIHP) enrollees transitioned into Medi-Cal Managed Care effective 01/01/14. Staff provided the local health care community regular ACA updates through the Medi-Cal Managed Care Advisory Committee and an electronic health care distribution list.
- Behavioral Health Services Division - Opened Transitional Living and Community Supports (TLCS) Respite program for adults experiencing mental health crisis, providing 24-hour/7 day-a-week mental health alternative to emergency rooms and inpatient care. DHHS implemented Community Alternatives for Recovery and Engagement (CARE+), in which a Deputy Public Guardian with a caseload of 10 clients provides 24/7 wraparound intensive oversight to improve treatment engagement for individuals with severe mental illness, reducing the cycle of homelessness, hospitalization, and incarceration. First implemented in 2011 for the Sacramento Police Department, Law Enforcement Officer Training (LEO) was expanded to the Sacramento County Sheriff's Department (SSD) in 2012. To date, over 80 trainings have been held with over 1145 officers trained, 500 from July 1, 2013 to May 20, 2014.
- Public Health - During the 2013-2014 influenza outbreak, used an electronic process for healthcare facilities to report the impact of influenza on their operations. Provided daily updates to media/public regarding exceptional number of influenza hospitalizations and deaths. Also, provided testing, treatment, monitoring, and public information on significant food-borne illness and TB outbreaks.

- Senior and Adult Services - Adult and Protective Services developed and implemented a new financial abuse data collection tool to measure financial abuse variables, including the relationship between the victim and the abuser, the estimated value of assets protected, client vulnerabilities, etc.
- Child Protective Services - The Federal Department of Health and Human Services Data Brief on child welfare highlighted that Sacramento County was one of 10 counties in the nation that accounted for one-half of the national decline in foster care intakes, both overall and among African-American children.
- On a similar note, Casey Family Programs released a 2013 publication entitled *Taking a Closer Look at the Reduction in Entry Rates for Children in Sacramento County with an Emphasis on African American Children: A Spotlight on Practice*. The research indicated that between 2006 and 2010, Sacramento County reduced entries into foster care by 55%. Significantly, Sacramento County also reduced the entry rates of African-American children by 53% compared to the Statewide decrease for the same years of 5%. The research chronicle highlights several innovative practices implemented by Sacramento County CPS designed to improve services for all children and families, regardless of race and ethnicity. This research has been recognized not only at the State and national level, but has also been discussed in Australia and New Zealand as they continue to address disproportionality in their child welfare systems. CPS implemented its Continuous Quality Improvement framework, using data to inform practice, policy and systemic improvements that will increase safety, permanency and well-being of children and families. The framework was recently highlighted at a Statewide meeting that also included child welfare jurisdictions from Pennsylvania and Minnesota. Participation by members of the CPS Oversight Committee is particularly noteworthy.

Department of Human Assistance

- Medi-Cal Programs - DHA made history by successfully implementing the Affordable Care Act. During our first open enrollment period beginning October 1, 2013 and extending through April 30, 2014, DHA staff received over 105,000 applications for Medi-Cal and Health Benefits Exchange programs. DHA exceeded state performance requirements of answering all calls within 30 seconds, 80% of the time. On average, Sacramento County calls were answered within 11 seconds with a service level of 93%. DHA staff have processed more than 73,000 applications to date providing health care benefits to uninsured residents of Sacramento County.
- In January, 2014, DHA staff converted 12,649 Low Income Health Program (LIHP) customers to the expanded Medi-Cal program.
- In September, 2013, Sacramento County had 14,245 County Medically Indigent Services Program (CMISP) eligibles. As of May 29, 2014 there are 36 CMISP eligible customers with DHA transitioning a majority of these clients to the expanded Medi-Cal programs.
- General Assistance Program - The General Assistance Program successfully integrated two additional programs, Medi-Cal and CalFresh into the previous GA only service delivery model to create a combination program of Medi-Cal, CalFresh and General Assistance. This new program design affords program staff, clients, and the County improved outcomes in program administration while reducing our General Fund obligation.
- Veterans Services - The Sacramento County Veterans Services Office (CVSO) has increased its reach into Sacramento's veteran population. With a very small staff, the CVSO has increased its outreach activities to more than 100,000 returning veterans,

homeless veterans, and families of veterans in Sacramento County. The CVSO has connected more vets to Veterans Administration benefits including financial compensation, pensions, medical and educational benefits. The successful connection to these benefits ultimately improves the lives of our veterans and their families, while infusing dollars into the local economy.

- The CVSO recently implemented a Veteran ID Card program that helps identify veterans in our community and further afford them recognition and access to the benefits they deserve.
- CalFresh Program - Sacramento County was formally recognized by the Federal Nutrition Services and California Department of Social Services in several areas. Sacramento County received awards for our continuous efforts improving the overall compliance rate in several areas including the CalFresh error rate, participation rate, and timeliness of eligibility determinations. The Department continues to do an exemplary job in getting CalFresh benefits into the hands of our customers in Sacramento County.
- CalWORKs/Welfare to Work (WTW) Programs - DHA increased their Federal Work Participation Rate from 36.5% in 2013 to 45% as of February 2014.
- Additionally, DHA implemented two significant program components aimed at helping Welfare to Work (WTW) customers achieve self-sufficiency:
 - 1) The Expanded Subsidized Employment program, which was implemented March 1, 2014, has 69 participants enrolled to date. This program offers WTW customers the opportunity to participate in a customized training program followed by subsidized employment placement in areas such as information technology, healthcare, and construction. All placements are expected to lead to unsubsidized employment positions.
 - 2) This month DHA implemented the Family Stabilization program, which is intended to provide WTW customers with intensive case management services to address crisis with housing instability and/or domestic violence. The program was implemented 5/13/2014 and to date has 11 customers in the program.

Probation

- In October 2013, Sacramento County Youth Detention Facility was awarded the Barbara Allen-Hagen Award, one of the highest national honors a detention facility can achieve for its efforts in improving the experience and treatment of youthful offenders. The Sacramento County Probation Department received this award for significantly reducing the use and duration of in-custody isolation. The department lowered room confinement time by more than 76 percent.
- After years of litigation and efforts to reduce uses of force in our juvenile hall, the Sacramento County Probation Department received formal acknowledgement that its consent decree with the Prison Law Office expired in late 2013. Don Specter, Director of the Prison Law Office, lauded the Youth Detention Facility as "a place that provides rehabilitation and treatment to juvenile offenders."
- In September 2013, launched a High-Risk Drug Unit to provide supervision and treatment for its adult felony probationers. Within six months, the probationers' drug use was lowered more than 50 percent.
- In November 2013, began collaboration with Northern California Construction Training and the Sacramento County Education to provide adult probationers and juveniles in county custody with valuable vocational skills and GED services. Currently, 73 individuals on county supervision are enrolled in the program. NCCT works with 22 local labor unions for training and employment and has a 90% job placement rate for graduates. Several adult probationers already have union jobs.

- Since 1995, the Sacramento County Adult Drug Court program has been an effective, evidence-based solution to addiction and criminal behavior. In 2013, Sacramento County Adult Drug Court graduates had a total equivalent of 25 years of county jail sentences dismissed, and lowered the recidivism rates of its clients from 63% to 10%.

Public Defender

- Legal representation for clients in the Specialty/Collaborative Courts (Mental Health, Drug, and Reentry) is successfully being provided as a new workload/caseload of the Public Defender.
- A new workload/caseload of legal representation is being effectively provided for 1,000 cases, comprising violations of Parole and Post Release.
- Savings of jail space costs to the County and more timely care to the mentally ill is being provided due to the Public Defender's protracted litigation against the California Department of State Hospital and Napa State Hospital regarding their refusal to transport felony incompetent to stand trial defendants to the state hospital in a timely manner.
- Two California Supreme Court cases in regard to children were successfully litigated by the Public Defender: In re Alonzo J., mandating that a child's no contest plea requires counsel to join or it is not binding and In re D.B., that a minor cannot be committed to the Department of Juvenile Facilities for a crime that is not listed in Welfare and Institutions Code section 707(b).

Regional Parks

- Implemented a Ranger Stewardship program providing a direct department contact to homeowners around park facilities to respond quickly and effectively to maintenance and safety concerns.
- Dedicated over \$600,000 in resources to illegal camping, partnering with the Sheriff Department, Probation Department, City of Sacramento PD, Human Assistance and Health and Human Services to decrease the impacts of camping in Regional Parks.
- Implemented a department tracking system to effectively track and log calls for service and enforcement efforts in our facilities.
- Increased sales of Annual Passes through our ongoing partnership with the American River Parkway Foundation.
- Expanded fire risk reduction program for all Regional Park properties.
- Implemented water saving measures in our parks and county facilities.

Revenue and Recovery

- Collected \$43 million in revenue, up over \$3 million from last year
- Implemented 4 countywide receivables processing policies that resulted in:
 - The collection of over \$2 million in revenue from accumulated receivables
 - The shifting of over 4,000 hours annually from receivables processing to public service programs
 - Improved payment compliance rates an average of 25% resulting in departments receiving their operating revenue that much sooner
 - Reduced receivables processing costs to customer departments by \$1 million this year alone
- Expanded payment locations and types accepted, increasing the convenience for citizens making payments to DRR.

Department of Technology

- Implemented 311 Customer Service Initiative. More than 15000 service requests have been received and completed by County departments;
- Upgraded the Board of Supervisors Chambers Technology infrastructure and systems;
- Implemented Personal Computers Power Management System funded by SMUD to reduce energy consumption in the County;
- Launched the County Internet News Center to communicate directly to our constituents;
- Implemented Open Data Portal to increase transparency and give the community a greater view of County operations;
- Redesigned the County Internet website using responsive design principal to make it accessible on mobile devices;
- Implemented Electronic Plan Review to streamline building permits processing;
- Implemented video conferencing capabilities and queuing systems for the new County Business Centers;
- Upgraded the County Regional Radio Communications System infrastructure that supports public safety and local government in the region to the new P25 standard adopted by Congress; and
- Completed countywide rollout of the Employee and Manager Self Service Portal to automate timesheet processing and personnel records management.

Department of Personnel Services

- Completed the rollout of MySacCounty (MSC) to every County Department. This is a significant accomplishment that sets the foundation for our employees to manage basic components of their employment. The service is divided into two sections: Employee Self-Service (ESS) and Manager Self-Service (MSS). Within ESS, employees can enter their time sheet, review and access their payroll advices, check on accrued vacation and sick-leave balances, change Federal and state tax withholdings and update home address and personal information. Managers can approve time sheets, access a variety of reports on their team or direct reports and access Performance Evaluations. More enhancements are scheduled to be implemented in the future. This product has contributed greatly to streamline existing processes and increase operational efficiency not only within DPS, but across the entire County.
- Made an online Performance Evaluation service available through MySacCounty and began rollout and County-wide training regarding use of the new service.
- Participated in numerous job fairs this fiscal year to broaden applicant pool and recently developed a Student Internships link on the DPS Employment Services web site that provides information to the public regarding Student Internship opportunities with the County of Sacramento.

Transportation

- The Watt Avenue @ US-50 interchange project (\$22.5 million) is underway, and should be completed by late summer. This is a significant infrastructure project that will improve safety and traffic congestion on US-50 and Watt Avenue.
- The Elverta/99 Interchange project (\$18 million) was completed in October 2013. This project improved County and Caltrans infrastructure and removed one of the last signalized intersections on SR-99.
- The White Rock Road Improvement Project (\$8.5 million) was completed in February of this year, and significantly improved a substandard stretch of roadway. This is the first segment of roadway to be constructed that supports the Capital Southeast Connector.

- In the past year, the Maintenance & Operations Division competed \$10 million in pavement repair projects for major streets and residential areas throughout the unincorporated area. Another \$5 million project pavement repair project is underway.
- The M&O Bridge Section also completed major repair projects at the following locations: Lambert Road Culvert; Clay Station Bridge; Alta Mesa Road Bridge; Jim's Bridge (Sunrise Boulevard).

Voter Registration

- ADA Sample Ballot Booklet - Worked with DTech to develop an RFP for an accessible online Sample Ballot Booklet for our voters with visual disabilities. We were able to test four ballot types for our June election and received many helpful suggestions and compliments for making this possible. We anticipate a full roll out for the November Election. We are the first county in California to offer this service.
- VoteCal Implementation Roll-out - Sacramento County has been selected as one of the five pilot counties for the initial roll-out of the Statewide Voter Registration Database (VoteCal).
- Vote Center – Downtown - We expanded the opportunity for voters to not only drop off their voted ballot, but for the first time, to get a ballot at the Administration Building. A voter can get their ballot or a replacement ballot if they need to. We also offered our AutoMark, the voting device for voters with disabilities. We plan to offer this service again for November.

Waste Management

- Reported to the State a landfill diversion rate of 73% for calendar year 2013.
- Completed a 4th consecutive year without a rate increase.
- Secured a new contract for South County waste services. The contract mirrors services and rates in the balance of the County, includes requirements for payment of a franchise fee and use of natural gas-fueled collection trucks.
- Executed 20-year leases with Clean World and Atlas to host the Sacramento Bio-digester and fueling station at our South Area Transfer Station on Fruitridge Road. This project converts food waste into bio-CNG used to fuel vehicles.