

The CAO Weekly Report

The week of October 26, 2015



Monterey County Administrative Office

Lew C. Bauman, CAO

In this edition:

- Café Conversations spurs program discussion
- Health Department shares successful Performance Measures targets



Café Conversations Focus on Performance Measures Connections

Sometimes taking challenging issues outside of the day-to-day work environment and bringing staff together in a more relaxed setting can set the stage for new ideas and energize collaboration.

That is the idea behind the Monterey County Café Conversation Workshop series, which are bringing together staff from county departments to talk about the Managing for Results (MFR) Program.

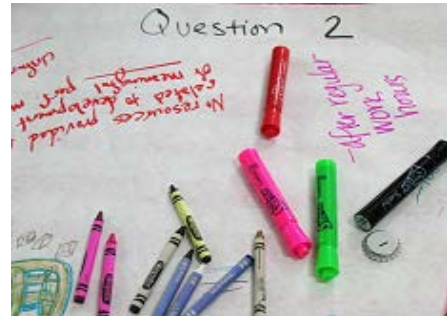
The first workshop was held October 14th. For this event, the cafeteria at Schilling Place was given a café feel featuring red checked table cloths, coffee, juice and treats.



Café Conversation attendees discuss workshop questions.

“This relaxed setting gave county staff the opportunity to listen and exchange ideas as well as talk honestly about the struggles and successes with performance measures,” explains Joann Iwamoto, who oversees the County’s MFR program. “Through this process of sharing perspectives, we are seeing more staff and departments making the connection between performance measures, budget goals and strategic initiatives.”

After a welcome by CAO Lew Bauman and Assistant CAO Nick Chiulos and a review of the Performance Measures cycle, the workshop kicked off with groups getting two questions to work through: How has the Managing For Results Program made a difference in your department business and what are barriers to using performance measurement data and possible solutions to those barriers? Each table tacked the questions and shared their results, using the white paper running the length of the table to write comments or illustrate their answers.



Staff worked individually (above) or in groups (below) showing how to link measures to budget goals, initiatives.

The next exercise built upon those questions and answers, asking participants to work individually or in groups to link a Board of Supervisors Strategic Initiatives to budget goals and performance measures.

The exercise provoked lively discussion on topics such as what does the public want to know about performance measures and how can departments make their measurements more meaningful to the public as well as the Board of Supervisors. One of the

workshop goals is to help departments use these discussions to implement meaningful changes to their performance measures.

Many thanks to the departments which participated in this first workshop:

Assessor Clerk Recorder
CAO IGLA
CAO Office of Emergency
Services



Child Support Services
County Counsel
County Counsel – Risk Management
District Attorney
Elections
Emergency Communications
Equal Opportunity Office
Health
Human Resources – Learning & Organizational Development
Libraries
Public Defender

For departments who could not attend the initial workshop, there was a follow-up session on Thursday, October 29th. Departments attending this session were:

Information Technology
Parks
Sheriff-Coroner
Social Services



Health Department Shares Performance Measures

Health Department staff had a lot to contribute to the recent Café Conversation workshop, since this department has a robust performance measure program already in place.

This year's performance measures included more than 70 annual targets representing quantifiable objectives posed to department units across eight bureaus.

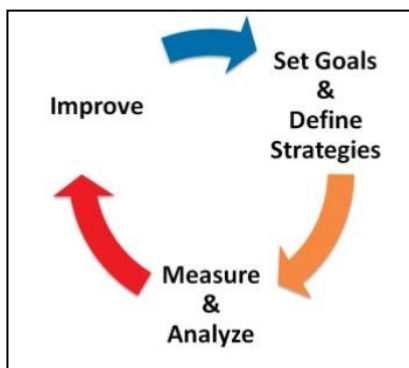
Here is a look at some of the department's successful performance measures and outcomes:

- With a total of 19 performance goals, the Public Health Bureau set an ambitious regimen of high service standards among six separate fields. In the laboratory, staff education dramatically surpassed its goal, boasting 230% target achievement; one of the highest across the entire department. Laboratory proficiency scores also showed similar success as they surpassed their goal by 21%.

Links to Performance Measures for Health Department Bureaus

- ◆ [Administration](#)
- ◆ [Behavioral Health](#)
- ◆ [Clinic Services](#)
- ◆ [Emergency Medical Services \(EMS\)](#)
- ◆ [Environmental Health](#)
- ◆ [Public Guardian/Public Administrator](#)
- ◆ [Public Health](#)

- The Women, Infants, and Children Program (WIC) effectively met all of its set targets for obesity as well as breastfeeding across all applicable age groups.
- Communicable Disease Prevention and Control surpassed three out of four of its measures including timely disease control interventions, HIV screening and informing stakeholders.
- STRYVE and Education & Prevention became yet another group to meet all performance goals with a high of 131% target success for new Postpone teen peer educators.
- Children's Medical Services showed impressive consistency as both California Children's Services (CCS) Medi-Cal client retainage and CCS visits among Medical Therapy Program patients reached 101%. Birth certificate processing goals for Vital Records scored an admirable 97% of target achievement.
- Emergency Medical Services showed great effort in meeting 108% of its goals for time-critical calls requiring a specific hospital and 102% achievement for timely advance life support ambulance calls.
- Behavioral Health has 14 performance measures, five of them landing precisely on target. The goal set out for re-hospitalization within 30 days also attained superior target performance.
- Public Guardian annual target achievements were well rounded, exceeding expectations in two areas and reporting no target lower than 69%. Investigations within 10 days and continuing staff education were two performance goals which hit 100%.



- Administration demonstrated some of the greatest spectrum of performance achievement starting with an incredible 300% achievement rate for quality improvement projects among Planning, Evaluation, and Policy (PEP) measures. PEP was able to meet four out of five measures including those for the workplace climate survey, staff training in quality improvement, and non-traditional Health in All Policies partners.

- Human Resources reached 94% target completion for position occupancy rate and completed employee performance evaluations.
- Facilities, Finance, and IT shined when it came to timely work order completion and timely grant invoice submittals, boasting 104% and 107% goal completion respectively.
- Clinic Service performance measures were highly respectable as two targets were exceeded, an additional target was missed by a small margin, and none of the six targets demonstrated lower than 66% achievement.
- Animal Services claimed a 108% target achievement for adopted, transferred, or reclaimed animals and 100% of its target for compliance with dog licensing.

- Environmental Health demonstrated dramatic performance measure proficiency after meeting five of eight annual targets, two of which far exceeded expectations. 151% of the annual target for pounds of recyclables and waste collected by volunteers and 218% target completion for volunteers at clean-up events were some of the high points for this bureau.

