



COUNTY OF MONTEREY

# CAO Weekly Report

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## SPECIALREPORT



Health Department Director Ray Bullick and staff celebrate the big step towards accreditation.

## County Notes

- > Need Turkey tips?

The Health Department is [talking turkey](#) with advice and safety tips to make the centerpiece of your Thanksgiving meal a success from shopping to leftovers.

## Health Department Poised for National Accreditation

Monterey County Health Department is celebrating the future this week. The Department is now on the cusp of accreditation - it has submitted all required documentation to the national Public Health Accreditation Board (PHAB). [What is accreditation and why is it so important?](#)

Accreditation provides standards that health departments can voluntarily seek to ensure they are accountable for and continuously improving their work. It also gives departments an advantage in competitive grants. To date, 70 local health departments and nine state health departments, including California Department of Public Health, have achieved national accreditation.

“We work to protect the health of people and communities through efforts such as ensuring access to clean air and water, encouraging healthful behaviors and ensuring equitable access to health care,” says Health Department Director Ray Bullick. “Accreditation affirms our good work and quality of care for the community.”

The accreditation process is lengthy and demanding.



*Accreditation Coordinator Patricia Zerounian.*

“The Department provided PHAB with 331 documents - plans, policies, and procedures - to demonstrate that it meets or exceeds national standards,” explains Patricia Zerounian who is the Department’s Accreditation Coordinator. “These are standards for quality improvement and performance management, strategic planning, workforce development, and numerous management activities. Our evolving population health priorities require the demonstration of effectiveness based on performance criteria and accountability of resources.”

One benefit to the project has been the creation of a sustainable Quality Improvement (QI) program during the process.

The accreditation submission is so important that the Board of Supervisors marked the occasions with a resolution recognizing the department’s effort, but it is still only the first step. The second step is a rigorous site visit and inspection of

its documentation next summer by a PHAB-trained team.

The team will verify the accuracy of documentation submitted, address questions regarding conformity with the standards and measures and provide opportunity for discussion and further explanation. The site visit will last two to three days and will involve all department leadership, managers, staff and community partners.

Following the site visit, the inspection team will develop a site visit report for the Public Health Accreditation Board, which will then consider accrediting the department by next summer.



## Raceway Future Topic of Community Meetings

If you or your friends are racing fans, you might be interested in upcoming public discussions about a proposal for a new concession agreement to manage Mazda Raceway Laguna Seca.

The County is considering a Request for Proposal process and wants to hear from the community. There will be a series of public meetings held by the Parks Department to talk about the future of the raceway facility.

Here is the schedule of public meetings:

Thursday, December 3<sup>rd</sup> - 4:15-5:30 p.m., Board Chambers, Government Center, Salinas

Monday, December 7<sup>th</sup> - 5:00-6:00 p.m., DeAnza Building, San Lorenzo Park, King City

Wednesday, December 9<sup>th</sup> - 5:00-6:00 p.m., Marina Library, Marina

Wednesday, December 16<sup>th</sup> - 5:00-6:00 p.m., Castroville Library, Castroville

Thursday, December 17<sup>th</sup> - 5:00-6:00 p.m., Cesar Chavez Library, Salinas

Thursday, January 7, 2016<sup>th</sup> - 4:15-5:30 p.m., Pavilion, Laguna Seca Recreation Area, Hwy 68

The meetings will give the public the opportunity to comment on the terms of how the raceway should be managed such as whether the concessionaire should manage camping or the shooting range in addition to the raceway, necessary improvements at the raceway, financial terms, activities at the raceway and any interests residents may have. It's requested that comments should not address who the concessionaire should be as that will be determined by the competitive process.

For those interested but don't want to attend a meeting, written comments will be accepted. Here is contact information for those comments:

- By mail: Monterey County Parks Department, PO Box 5249, Salinas, CA 93915, Attn: Susan Rosales-Nava.
- By fax: 831-755-4914
- By email: [parks@mocoparks.org](mailto:parks@mocoparks.org)

Comments must be received no later than 5:00 p.m., Thursday, January 7, 2016.

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## Customer Survey Cards Praise Staff

The comment card gave high praise: "We had a wonderful experience with having questions answered re: septic systems and wells. Staff provided exceptional customer service. Special kudos to Carrie, Lucy, Nancy, and Janna. Thanks!!!"

High praise indeed, and well deserved for the front desk staff and the Health Department's Environmental Health Bureau. Earlier this year, the Bureau put Customer Comment Cards on the front counter at 1270 Natividad Road. Twelve comment cards were turned in to date, and all 12 respondents ranked each of the six questions at the highest level.

In addition to filling out the survey, many customers took their time to write commendations such as:

*Carrie was a fantastic help      Great Service!      Linda was great*  
*Nancy was great and very helpful!      Excellent service!!*

“I’m extremely proud of our staff,” says Supervisor Peggy Harris. “They’re knowledgeable, professional, friendly and their concern for our customers shows through.”

Bilingual Customer Service Comment Cards were also placed at Vital Records and the Lab.

Vital Records received six Comment Cards, one of which was in Spanish, reading: *Personal Excelente!*



Some of the other written comments were:

*Promptly addressed my request.*  
*Very friendly, Ofelia did a great job, professional and efficient.*  
*Wonderful!*



Environmental Health front desk staff are joined by deputy director Ric Encarnacion and supervisor Peggy Harris. From left to right: Tanya Martinez, Ric Encarnacion, Carrie Pearce, Elia Garcia, and Alma Rubio.

The Lab received four Customer Comment Cards, one of which read: *“We appreciate the opportunity to continue receiving service with MCCCL in Salinas!”*

All cards were marked with the highest possible ratings.

Congratulations to these employees for getting such excellent community feedback!