

Employment & Human Services Department

STRATEGIC INITIATIVES



CONTRACOSTA
COUNTY

EMPLOYMENT &
HUMAN SERVICES



Strategic Initiative Number One

Customer Service/Customer Experience

Executive Sponsors: Camilla Rand, Director, Community Services Bureau
and Mike Roetzer, Director, Administrative Services



Goal: Cultivate an agency culture that emphasizes exemplary customer service and improves the customer experience.



Description: As the Department continues to strive to improve its reputation in the community and be regarded as more than the benefits office, a continued focus on how we treat our internal and external customers remains on the forefront of this endeavor. EHSD has developed and adopted core values which guide how we provide services. Building upon these values and the current movement at the State level to emphasize the customer experience, EHSD will incorporate best practices and data-driven information to make systemic improvements across the Department.

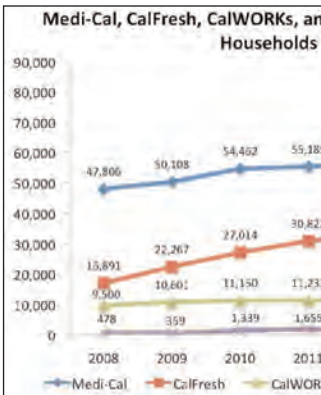
Strategic Initiative Number Two

Technology, Data, & Business Intelligence

Executive Sponsors: Michael Roetzer, Director, Administrative Services
 Paul Buddenhagen, Director, Policy & Planning
 Stephen Baiter, Director, Workforce Development Board



Goal: Be an organization that embraces and maximizes up-to-date and innovative technology, permitting both staff and customers to utilize technology in conducting our business. Develop a variety of portals for customer and public access, and build systems and data sources that inform our decision processes.



Descriptions: Technology and the need for data to make informed decisions are critical to meeting nearly all the goals and objectives for our Department, including our commitment to customer-centric business processes. Data sources, collection and analysis will be done through internal collaboration and through agreement with Santa Clara County, to develop reporting structures and reports that cover all operations and focus on continuous monitoring and improvement of our business.

The effective use of current or innovative technology to support our business and help our customers to engage with us in a variety of ways is essential to meeting customer demands and providing an exceptional customer experience. The Program and Technology Advisory Council (PTAC) and its sub-committees, made up of various department employees, will be the primary means by which technology improvement are brought forth and assessed.

Strategic Initiative Number Three

Family Service Multi-Disciplinary Model

Executive Sponsors: Wendy Therrian, Director, Workforce Services Bureau
Joan Miller, Director, Children & Family Services and
Paul Buddenhagen, Director, Policy & Planning



Goal: In collaboration with stakeholders, plan an integrated, holistic, wrap-around model of family services targeted to disadvantaged and at-risk families. This multi-disciplinary model will integrate and incorporate both intra-department services (CalWORKs, Welfare-to-Work, Workforce Board programs, CalFresh, Head Start, Children & Family Services, Adult Protective Services), Service Integration Sites (SIT), SparkPoints, First 5 Resource Centers, Family Justice Centers, other county departments such as Child Support, Health and Behavioral Health, and community partners such as the Human Services Alliance.



Description: The Family Service Multi-Disciplinary Model is intended to bring together a myriad of specific social benefit services provided by EHSD, other county departments and community partners in an integrated fashion that best targets these services in a convenient manner to those of our most disadvantaged clients within communities.

A primary objective of this goal would be to evaluate and enhance the existing Service Integration Team (SIT)/SparkPoint concept at sites currently located in North Richmond and Bay Point. Building community capacity, weaving an expanded network of providers, and expanding points of service delivery and possible geographic site locations are other critical areas to be considered.

The Family Service Multi-Disciplinary model is intended to serve the entire family in a coordinated, wrap-around service fashion that will best maximize support to families in poverty in Contra Costa County, ultimately addressing the holistic needs of the families, breaking the cycle of poverty, and ultimately lead to economic self-sufficiency.

This services approach is intended to also incorporate support (including a wide referral network) to those less advantaged individuals and families who may be close, but not meet or qualify for certain public benefit services and programs, or those who are no longer eligible given time limits or other regulatory constraints.

Strategic Initiative Number Four

Continuing Efforts: 2014 Initiatives

Executive Sponsors: Kathy Gallagher, EHSD Director, Paul Buddenhagen, Director, Policy & Planning, Wendy Therrian, Director, Workforce Services, Mike Roetzer, Director, Administration Services, Camilla Rand, Director, Community Services



Strategic Initiative One - Camilla Rand

Goal: Strengthen and expand partnerships and collaboration with community based agencies and community members.

Strategy: Conduct focus groups and/or surveys with nonprofit partners and customers to better understand what they think of EHSD so that important issues can be addressed.

Strategic Initiative Two - Kathy Gallagher, Mike Roetzer

Goal: In an effort to build staff morale, create a vision of the future based upon past experience to promote continuous improvement in the organization.

Strategy: Reinstigate a Department-wide recognition program which includes advocating at the county-level for years of service awards.



Strategic Initiative Two - Kathy Gallagher, Mike Roetzer

Goal: Promote opportunities for on-going organizational and individual growth.

Strategy: Find opportunities for staff to acknowledge and celebrate accomplishments whenever possible. Develop a Department-wide training plan that promotes continuous learning and includes professional development opportunities for staff at all levels of the organization.

Reinstigate critical staff meetings that promote communication and celebration of accomplishments including mid-manager's quarterly meeting. Implement a system to ensure timely performance evaluations for every EHSD staff member.



Strategic Initiative Two - Kathy Gallagher, Mike Roetzer

Goal: Create an agency culture of shared mission, vision and values.

Strategy: Develop an "agreements" document that is distributed to all staff.

Strategic Initiative Three - Wendy Therrian, Mike Roetzer

Goal: Ensure accountability in our contracted services for performance and financial requirements.

Strategy: Develop clear and consistent standards for contractor performance and resume fiscal and program audits of contractors. Expand beyond basic contract management and implement a pay for performance contract management system.



Strategic Initiative Three - Wendy Therrian, Mike Roetzer

Goal: Address organizational staffing issues and rebuild our capacity.

Strategy: Research, identify, and implement effective and efficient recruitment and examination methods by utilizing new and modern technologies.

Strategic Initiative Four - Kathy Gallagher, (Maura Connell)

Goal: Improve EHSD public image and reputation by infusing additional energy and excitement into the people who make EHSD run each and every day.

Strategy: Create charter and operations plan for ongoing internal communications. Create charter and operations plan for ongoing "Education and Outreach" committee.