

## 2017 Report

By putting forth a set of ambitious initiatives three years ago—and fully committing to each one—the Employment and Human Services Department (EHSD) has set its sights on helping Contra Costa County be a thriving community where all individuals and families can be healthy, safe, secure, and self-sufficient. EHSD’s highly dedicated executive team and staff are focused on creating programs, modifying existing ones, and identifying new opportunities to better serve and support our customers. Read on for an overview of how the department is progressing toward its goals.



### Priority #1: Efficiencies

**Goal:** Embracing and maximizing up-to-date and innovative technology in serving our customer, partners and community members, Priority #1 encompasses technology, data and business intelligence. The team guides the development of a variety of portals for customer and public access, and the building of systems and data sources that inform decision processes.

### 2017 Achievements:

- Administered a Customer Service and Technology Survey to Job Club/Job Search customers, obtaining direct input from more than 600 people.
- Enhanced communications to eligible customers to inform them about obtaining a surplus refurbished personal computer with OTX West contacting them to make arrangements.
- Developed the Technology Strategic Plan and the Technology Tactical Plan.
- Implemented document imaging for In-Home Support Services.

### What’s Next:

- Continue bridging the digital divide with a focus on the Richmond area to address low incidence of personal computers in homes.
- Expand membership of Priority #1 team to encompass more program or “frontline” staff.
- Launch campaign to increase use of MyBenefits CalWIN (MyBCW).

### Priority #2: Recruitment, Retention

**Goal:** Promoting staff retention and recruitment, the team develops and implements strategies to reduce staff turnover at EHSD, and creates ways to attract new staff to the department.

### 2017 Achievements:

- Revised Social Worker II/III Exam administered by Human Resources. Achieved positive results with first exam in December 2017.
- Developed a Tuition Reimbursement Plan.
- Created an exit interview.
- Produced “Day in the Life” SW Recruitment Video.

### What’s Next:

- Enhance recruitment efforts, including dissemination of “Day in the Life” video and marketing activities.
- Finalize Tuition Reimbursement Plan in order to implement.
- Enhance efforts to retain EHSD staff.
- Create EHSD “stay” interviews.

**“Day in the Life”  
Social Worker  
Recruitment  
video featuring  
Christopher  
Johnson, Juvenile  
Court Social Worker**



## Priority #3: Customer Service/Experience

**Goal:** Cultivating an agency culture that emphasizes exemplary customer service, the team is focused on improving the customer experience throughout the department. EHSD continues to build its reputation by emphasizing excellence in how both internal and external customers are treated.

### 2017 Achievements:

- Developed a Customer Service Champions section in each edition of *Headlines* that captures staff members embodying this department value.
- Relaunched Years of Service annual celebrations to recognize staff milestones.
- Rolled out a series of Customer Service (CS) trainings across the department.
- Revised the Customer Satisfaction Survey (paper and electronic) to capture four key elements that measure customer satisfaction from CWDA's statewide pilot, and developed a system for capturing and analyzing the data.
- Engaged a video production company to develop an EHSD-specific Customer Service training video modeled after Santa Cruz County's.

### What's Next:

- Continued focus on Customer Service Champions in *Headlines*.
- Partner with Feel Good Video to cast EHSD staff members, film, edit and roll out the customer service training video.
- Further develop and enhance trainings through Staff Development for EHSD staff as it relates to internal customer service.
- Refine data collection tools and publish reports related to the internal and external customer



## Priority #4: Our Families - Multi-disciplinary Team (MDT) Family Services

**Goal:** Develop a service delivery plan or pilot that incorporates coordinated or integrated services to our most vulnerable, isolated and/or disadvantaged individuals and families. Our goal is not to just stabilize a family, but use a holistic approach to assist our families as they begin to thrive.

### 2017 Key Achievements:

- Finalized the Service Delivery design.
- Designated classifications for four "Navigator" positions to be staffed.
- Worked with Systems to design and develop EHSD Services Delivery database to locate services within EHSD, including contact numbers and names.



### What's Next:

Based on funding availability, we expect to commence operations by the end of February, 2018.

