County of Santa Clara Employee Newsletter

COMLINE

FEBRUARY 25, 2000

United States Census 2000

What's the Count?

The Federal government is charged with the responsibility of taking a census count every 10 years. Given this, some may wonder why Santa Clara County is concerned with achieving an accurate census count. The answer: an undercount translates into lost revenue and community members not receiving the services they need. The 1990 census undercount cost Santa Clara County over $100 million in lost revenue.

Many programs receive funding based on census data. Such programs include: hospitals, schools, meal programs, housing, parks, roads and transit, neighborhood renewal, and law enforcement. The undercounted often encompass people who receive County services including limited-English speakers, immigrants, seniors, persons living in non-traditional housing, children and migrant workers.

In order to ensure an accurate census count, Santa Clara County has formed a 15 member Complete Count Committee. The Committee is focused on outreach to community-based organizations, educating the community about the importance of participating in the census and ensuring that businesses and governments play an active role in getting a correct count. The Board of Supervisors has committed $625,000 to this effort and has issued an RFP to grant $220,000 to CBO's to increase community participation. The County is working collaboratively with the Census Bureau, the cities of San Jose, Santa Clara, and Mountain View.

Census forms will be sent to all households at the end of March. Any household that does not receive a form, or has more than six people, can obtain a form from post offices, libraries, and retail centers. Beginning in late April, households that have not responded will be visited.

Employees can help get an accurate census count by encouraging their clients to participate. There are numerous reasons people choose not to participate in the census count. Some immigrants will not participate in the census because of their distrust of government stemming from experiences in their native countries or fear of the INS or IRS or their landlords. Please reassure clients that there will not be retribution for their participation. Your assistance will help achieve an accurate 2000 census count.

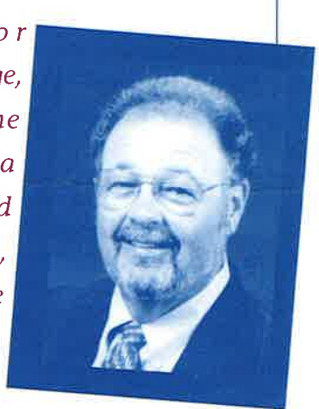


Surf the Net!

Santa Clara County has a NEW and IMPROVED County Website! Please visit the website at: www.santaclaracounty.org (formerly claraweb.co.santa-clara.ca.us).

If you are interested in having a website created for your department, please contact **Molly Barry, 918-7122**. GSA's Information Services Department now has a Web Development Team that is highly skilled in Website Design and Database Development.

Highlights from the State of the County Address



Supervisor Donald F. Gage, Chair of the Santa Clara County Board of Supervisors, delivered the State of the County Address on January 27, 2000. Inside Comline is a special abbreviated version of the speech with a focus on those remarks relating to County employees. There is also an introduction of Supervisor Gage's staff.

SANTA CLARA COUNTY SANTA CLAUSES

During the holiday season, numerous departments and clients showed their spirit of care for the community. Over 45 employees volunteered to wrap, sort and distribute Christmas gifts for children residing in the **Children's Shelter** and in **Foster Care/Emergency Shelter Homes**. Some of these employees volunteered several times and some came back on Christmas Day to cook dinner for the children at the Shelter.

Santa Clara County Sheriff's Deputies handed out over $5,000 in gifts and food certificates to children and families in need. The **Sheriff's Community Oriented Program and Enforcement Team (S.C.O.P.E.)** conducts this program which received financial donations from residents of the Alum Rock community, members of Iglesia Bautista White Road, and employees of the Sheriff's Office.



Presenting the check to Burn Unit Nurse Manager **Jill Sproul** (left) are **Wendy Quintana** (middle) and **Myriam Molina** (right). Wendy and Myriam are employees of the Emergency Registration Department and spearheaded the collection drive.

In keeping with the spirit of the holidays, staff from both **Emergency-Registration** and **Emergency Psych Services-Registration** donated a total of $250 to the **Pediatric Burn Unit** at Valley Medical Center. Both departments decided to forgo their traditional Christmas exchange several years ago, opting instead to help families with special needs. This year, they decided to stay close to home and give to one of their own. The Pedi-Burn Unit used this donation to buy toys for their patients.

In addition to the generosity shown by many of the departments, some of our clients also acted as Santa Clauses. The **Central Valley Clinic**, located on the VMC campus, housed a drug and alcohol recovery center. In December, a group of thirty clients participated in a project because they wanted to give something back to the community. With the assistance of **John Fallon**, Rehabilitation Counselor at the clinic, they obtained an artificial Christmas Tree and beautifully hand-painted over seventy ornaments to hang on the tree. They donated this tree to the patients of Valley Medical Center for the holiday season.

Congratulations on these successful efforts and the many others that took place in December. Santa Clara County is a better place because of the true care shown by our employees and clients for the community.

Butt Lift Project

Alcohol and Drug Services is continually looking to find ways to address nicotine addiction in treatment programs, working to get clients to focus on quitting or working on being responsible smokers if they choose not to quit. The "Butt Lift Project" is one such effort.

At the Department's Central Valley Clinic, over 400 clients are being treated for opiate addiction. More than 80 percent of these clients also smoke cigarettes. Due to the volume of clients, the grounds around the building are littered with cigarette butts. The "Butt Lift Project" takes place for an hour each Saturday. Participants spend the first half of the time at breakfast with a discussion about tobacco-related issues and the other half in picking up cigarette butts. The clients/participants have lifted over 5,490 butts over six Saturdays.

The goal of the "Butt Lift Project" is for clients to become more health conscious and to develop awareness of how their behavior impacts their environment. A nice side effect is that their efforts improve the environment.

CONGRATULATIONS ARE IN ORDER!

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On December 17, 1999, the **Department of Equal Opportunity & Employee Development** proudly celebrated the graduation of 31 employees from the new Leadership Series Seminar and Working Together Workshop programs.

County employees, along with guests and staff, were acknowledged in a celebration luncheon. **Leode G. Franklin**, Deputy County Executive and Director of the Employee Services Agency, was the keynote speaker. She shared her definition of leadership using the acronym "CALL," which stands for Challenge, Authentic, Listen, Love. Additional remarks were made by **Maria Dupras**, Director, Equal Opportunity & Employee Development. Leode and Maria passed out the individual graduation certificates.

Certificates of Graduation were awarded to participants who completed the core program plus electives from the CountyWise Catalog. Employees interested in participating in the program can refer to the catalog, contact Employee Development staff at 299-2186 or visit our web site, http://www.santaclaracounty.org/deod.



APPLAUSE

Employees of the Month: The following employees were recognized for their outstanding service to the County. December Employees of the Month: **Jordan Corpuz**, Department of Correction; **Clemente Casuga**, Department of Correction; **Socorro Sweet**, General Services Agency; **Katie Brown**, Office of the County Executive; **Mary Dimeo**, Office of the District Attorney; **Kathy Myers**, Health and Hospital System; **Nancy Kaatz**, Health and Hospital System; **Cecelia Tribble**, Social Services Agency.

January Employees of the Month: **Clint Nottingham**, Office of the Assessor; **Mai Trinh**, Environmental Resources Agency; **Kathy Sindel**, Finance Agency; **Leyla Nordloff**, Employee Services Agency; **Elizabeth Mary England**, Health and Hospital System; **Edith Sona**, Health and Hospital System; **Robbie Price**, Social Services Agency.

In December, **Betty Kinoshita**, the Ambulatory Service Manager at **Valley Health Center at Lenzen**, retired after 35 years of working for Santa Clara County's health care system. Betty began her career with the County as a public health nurse. Since then, she has served in various management positions and is considered a pioneer in the field of reproductive health. In fact, earlier this year she won a statewide award in recognition of her contribution to this field. Betty also played a key role in establishing the County's first TB MediCal program, which provides outpatient TB care to low-income patients. The program is so successful that it is being replicated elsewhere. Betty will be missed by her co-workers and clients and Comline wishes her well.

Congratulations to **Julie Bandy, Greg Homan, and Sharene Voelkel** for attaining the prestigious credential of Certified Professional in Healthcare Quality (CPHQ). All three **Santa Clara County Mental Health** employees recently passed this comprehensive international examination which is the only fully accredited certification program in the field of healthcare quality management, case/care/disease/utilization management and risk management. Julie, Greg and Sharene join the ranks of over 9,000 colleagues in the United States and internationally who have achieved this important career milestone. We look forward to their continued professional contribution to our organization.

Susan Fuller, Director of the **Santa Clara County Library**, was selected by the Women's Fund for the prestigious Women of Achievement Award in public service. The Women of Achievement Awards highlight women who demonstrate excellence in individual accomplishments; improve, expand or advocate their field; provide leadership; act as role models; and positively impact their community. Susan was nominated for this well-deserved award by **County Executive Richard Wittenberg**. During her 13-year tenure as Director of Santa Clara County Library, Susan has had numerous accomplishments including providing leadership to launch a successful public campaign for a new parcel tax for libraries to replace lost funding. Under her leadership, the Santa Clara County Library, with its eight libraries serving nine cities and the unincorporated area, has seen a 45 percent growth in use since 1995. The Santa Clara County Library was recently evaluated as the best large public library in California and the second best in America. In recognition of her accomplishments, Susan was named the 1999 "Librarian of the Year" by *Library Journal*, the preeminent professional library journal of North America. Susan, congratulations on all of your accomplishments and awards, including the Women of Achievement Award.

CSAC Awards: The California State Association of Counties (CSAC) recognized Santa Clara County with a Challenge award at their annual conference in Monterey on December 1, 1999. The **Social Services Agency** (SSA) received the Challenge award for its Family Conference Model. SSA implemented the Family Conference Model which focuses on identifying the resources within families to protect and nurture children. The number of children and families referred for a family conference has increased steadily since the program began. More than 400 families have completed conferences since 1996 and nearly 125 individuals from SSA and community-based organizations have completed training as conference facilitators. CSAC also recognized the Social Services Agency with a Challenge Award Honorable Mention for its work in ensuring that CalWORKS families and those families that leave CalWORKs receive the subsidized child care they need to achieve self-sufficiency.



Unity In DIVERSITY 2000

Plans are currently underway for the 2000 "Unity in Diversity Month Celebration." The month of April of each year has been set aside by the Board of Supervisors as a time to honor and celebrate the diversity of the community and bring the County organization and community together to share information and cultural activities. As an extension of the County's Diversity Initiative, Unity in Diversity is an opportunity to learn about our community and build bridges of trust that will enhance our service delivery.

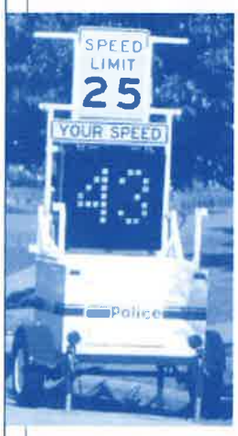
Activities will be scheduled throughout the month of April including Office Professionals Day on April 26 and Take Your Daughters to Work Day on April 27. A Holocaust Remembrance will be held May 2 and Public Employees Recognition Week will be May 1-5. Unity in Diversity Day is scheduled for May 3. On that day, activities will be held in the plaza area in front of 70 W. Hedding St. from 10 a.m. to 2 p.m. A Unity in Diversity Achievement Awards presentation will be made to County employees and community members from 12:30 to 1:30 p.m. Employees and community members are invited to attend. Free parking will be available in the County Parking Garage.

News 2 Use

VMC Website: Information about Valley Medical Center and its services are now at the world's fingertips. Among the site's features are the recently published *Directory of Services*, information about each Valley Health Center, maps and directions to the hospital and health centers, news updates, job information, and health tips. One of the site's special features is a feedback page that allows patients and others to provide comments directly to VMC's new Customer Service Department. Surf the site yourself @: http://www.scvmed.org

Eco Pass Renewal: Don't forget to have your Eco Pass renewed for 2000. Employees may obtain a 2000 Eco Pass sticker by presenting their photo ID badge to the **Employee Services Agency – Employee Service Center**, 70 W. Hedding St., East Wing, 8th Floor. Employees not located at 70 W. Hedding St. can get a new Eco Pass sticker from your Departmental Employee Service Center. For additional questions, please ask your Departmental Employee Service Center or call the **ESA Employee Service Center, 299-2240**.

March Into May Year 2K is on its way! It starts March 8th and ends on May 17, National Employee Health and Fitness Day. **March Into May (M.I.M.)** is a ten week program that promotes regular physical activity for all employees. Recognizing that individuals' fitness levels and their interests vary, the program encourages each employee to establish personal goals. This way, every participant can be successful! Leaders at worksites are an integral part of the success of M.I.M. They disseminate information and encourage employees to participate. If your worksite does not have a leader and you would like to volunteer, please call the **Employee Wellness Program** at **299-4116**.



Watch your speedometer! Santa Clara County Roads and Airports Department has two new speed Radar Display Trailers which will be used on local and residential roadways in the unincorporated areas with the cooperation of the California Highway Patrol. The speed Radar Display Trailers were obtained with funding from the Office of Traffic Safety and are intended to help reduce the frequency of speeding violations, particularly within residential and business districts.

What's new in the Cafeteria? Eurest Dining Services is the new provider of the County of Santa Clara's Garden Court Café at 70 W. Hedding St. Look for some fun and exciting changes taking place like freshly made pizza, an expanded salad bar, freshly baked cookies, new ritazza coffee in fun flavors, and 'menutainment' – food cooked or tossed to order. Introduce yourself to **Nancy Burns**, the Food Service Director, and let her know what can be done to make your meal more enjoyable. The beginning of the new millennium also marks the long awaited reopening of the Berger Drive employee cafeteria. The new operator at Berger Drive is **Continental Café Services**. The new operators were selected through the efforts of County Food Services Advisory Committee members **Dick Munley**, DOC; **Barbara Henderson**, SSA; **Verna De Coux**, CEO; **Mary Denny**, VMC; **Marilyn Rawlings**, Probation; **Steve Brooks**, DEH; **Pua Mai**, Local 715. You may contact the Committee or GSA Administration with any comments, complaints or suggestions concerning the food service.

Children and Families First Commission: The December edition of Comline had an article about the work of the Early Childhood Development Collaborative. The Collaborative is creating a strategic plan which it will recommend to the County's Children and Families First Commission to guide expenditure of over $20 million annually in Proposition 10 funds. Prop. 10, passed in 1998, imposed a 50 cent per package tobacco tax to fund coordinated systems of services and programs for children zero to five years of age in each participating county in the state. Proposition 28, that will appear on the March 7 ballot, would repeal the 50 cent per package tobacco tax to fund children's programs. The Children and Families First Commission and the Board of Supervisors have taken unanimous positions to oppose Prop. 28.



Employee Wellness Program on the Move: The new office is on the LowerLevel, East Wing, 70 W. Hedding St. Watch for announcements of the opening of the Wellness Resource Center this spring.

From the Editor

The next submission deadline is March 13, 2000. Send your news items to the Office of Public Communication & Community Outreach by phone at 299-3800 ext. 7081 or by fax at 295-2192.

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COMLINE

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A RECYCLED AND RECYCLABLE PAPER

Highlights from the State of the County Address

"Be Responsive, Be Accountable, Make a Difference"

Supervisor Donald F. Gage, Chair of the Board of Supervisors
January 27, 2000



Supervisor Donald F. Gage, Chair

Tonight, I'm going to take a slightly different approach to the "State of the County." I want to take away vague promises, take away budget talks, take away sound bites, and spend some time talking about what really matters to me: the people we serve.

You see, it's our constituents, our community, who give purpose to County Government. When they ask for our help, when they let us know about a need, they're giving us an opportunity to serve -

to be responsive to needs,
to be accountable for our actions,
and to make a difference in the lives of the people we serve.

That's what really matters, and that's what I want to focus on tonight.

Let me give you an example of one important concept - covering the basics:

Ray and Sherri Souza live on a County road which has a sweeping curve. Their house is just beyond that curve and so is the yard where their kids, and their pre-school students, play every afternoon. After several bad accidents near the play yard, Ray called the County and asked for help.

***Roger Piazza** from the County Roads Department took a drive over to Ray's place. Sure enough, it was a hazard. He was soon joined by **Sadegh Sadeghi**, also of the roads department, who engineered a solution.*

If you drive by the Souzas' house today, a guard rail separates the traffic from their house. In fact, just few weeks ago, the guard rail made itself useful by stopping a skidding car from running off the road.

This story may not seem dramatic. After all, it's only <u>one</u> guard rail protecting <u>one</u> home. But how would you feel if it were your home? How would you feel if it were your children or grandchildren playing in that yard?

Roger and Sadegh were responsive to a problem, they were accountable for their solutions, and ultimately made a huge difference in the Souza family's life.

This concept - being responsive, being accountable, making a difference - isn't a new one in County government.

We've got a long and proud history of serving the people of the Santa Clara Valley. 150 years ago, the voters elected the first Board of Supervisors. The County's population was 10,000, and the residents didn't ask much of government. Today, 15,000 employees serve our 1.7 million residents.

*It's important to me that we plan for the future. I want to highlight the work of **Captain Jeff Miles**, **Sergeant Nick Perusina** and **Deputy Noah Bromme-land** at the Westside Substation in Saratoga. After the tragic shootings at Columbine High School, these three decided to find a way to respond quickly to emergencies at schools.*

The deputies are using Prospect High School as their prototype for a new computer program, which will include administrators' names and phone numbers, routes for staff and children to exit buildings, locations of doors and windows on all buildings and which way they open, and other details which could help in the event of an emergency.

All information will be contained on a disk, which could be loaded on a laptop computer at the site, and in hard copy, which will be updated regularly. Eventually, we hope to have all schools in the County covered by this program.

These employees exemplify the concept I want to get across. I've thought a lot about these words you see on the back wall, [BE RESPONSIVE, BE ACCOUNTABLE, MAKE A DIFFERENCE] and I want to share with you what they mean to me and what I hope they mean to those who share my commitment to good government.

1. BE RESPONSIVE

We need not only to respond to the individual's needs, but also to the County's broader needs. We in Silicon Valley are in the midst of the greatest economic boom in our country's history and yet we continue to see pressure on our residents, from increasing commutes to higher housing costs. That's why this Board is so committed to bringing Measure B transportation projects to fruition. We've also responded to the housing crisis we see right here. The County contributed the first money to the Housing Trust Fund, and has given over $2 million in total. Eventually, the fund will provide low cost housing loans and assistance to our residents.

2. BE ACCOUNTABLE

We need to ensure the work we do creates meaningful benefits for our customers and our community. This Board instituted a program to remove the most blighted structures throughout the county. We have saved taxpayers money by regularly auditing departments.

When we do two things well, when we are responsive and accountable, we truly make a difference in people's lives. When we provide more than one million meals to seniors, we make a difference. When we ensure that 75,000 children are immunized each year, we make a difference. When we are able to provide 45,000 acres of parks and open space, we make a difference. And when we make $2.5 million in road repairs in the last two years, we are making a difference in the lives of those we serve.

When I say we, I mean we .. it's every County worker, every nurse, firefighter, social worker, building inspector and so on. And it's the four people who are serving with me right now on the Board of Supervisors. I think they'd agree that we are very much a team and we can be proud of

(continued on back)

our recent accomplishments. We have increased the various General Fund reserves to more than $44 million, which will help keep the County stable during tough economic times.

Under the leadership of **Pete McHugh**, we have increased our service to veterans with a One-Stop Center and the first Veterans Resource Fair. We have ensured better care for the children in our communities through the creation of the position of Director of Children's Services, led by **Joe Simitian**. **Blanca Alvarado** has led the Board in caring for our County's children, especially with the creation of the Children and Families First Commission. And **Jim Beall** has led the Board in efforts to keep transportation funding in our valley. Jim serves as my Vice-Chair this year, and I look forward to working with him. I am very lucky to serve with each of them.

I have one final story for you. We all know that cooperation brings success. In the case of the Valley Medical Center, a common goal has been improving the life of Ranjana Kulkarni, a Cupertino mother of two who was paralyzed from the neck down in a car accident in 1998. Since then, Ranjana has been treated daily at the Spinal Cord Injury Unit, which is nationally known for its innovative work and fine care.

*Through the efforts of her doctor, **Peter Werner**, her nurses, and her own strong will, Ranjana recently moved from VMC to a nursing facility. However, she could not return home without a specialized wheelchair, one that she can operate with her mouth.*

When Medi-Cal refused to pay for the wheelchair, the employees at VMC did what many County employees do every day: they stretched further, they gave more, and together collected $3,470 to help purchase the wheelchair.

The stories I've shared tonight are the tip of a very large iceberg called Santa Clara County. We are about service.

To help improve service, I want to hear from our customers and our employees about how we can improve what we do. Each month, I'll be having lunch with a different department, not just the administrators or the managers, but anyone who wants to come and share their ideas and opinions. Now, I'm not talking lunch at the Fairmont. I'm talking brown bag, bring your own, sit down and talk. That's me and I'm really looking forward to it.

I'm honored to be the Chair for the year 2000. Despite the honor, my focus will remain the same it has always been. My issues aren't always fancy or exciting, but they're consistent: Number 1: Cover the basics. Like the Souzas' guard rail, we have many basic needs in this County. It is our responsibility to fix roads, to maintain our buildings, and to provide health care.

Number 2: Plan for the future. Financial responsibility, adequate reserves, and programs like the Sheriff's Department schools program prepare us for the years to come.

And Number 3: Cultivate good employees, like those who have helped Ranjana. Elevate their strengths. Use teamwork to strengthen our foundation. Work together toward common goals, focused on the diverse and changing needs of the people we serve.

Then, we will be truly successful, in every sense of the word.

In closing, I want to tell you a short story that illustrates how we all play a part in that success. An old monk lived at the top of a very dry hill. Every day, he would put a stick on his shoulders, hoist two clay pots, and walk to the bottom of the hill to get water from the well. One of the pots was perfect. Held a full five gallons of water. The other pot had a crack, and so, by the time the monk got to the top of the hill, it was always half empty. To make up for the imbalance on his shoulders, the monk would switch the pots around each day. A visitor, watching this process, asked the old monk, "Why don't you get a new pot? You can see this one is cracked and worthless. It cannot hold enough water."

But the monk shook his head no and instead took the visitor for a walk up the dry, dusty hill. On both sides of the path, wherever the cracked pot had leaked, colorful flowers blossomed, flourishing in the heat. "Can you see now the value in the cracked pot?" asked the monk. "You see, every pot is made differently, and each has its own unique attributes.There is something very useful and beautiful in every one."

Like the cracked pot, we all have our own unique talents. I pray that we will all use them to better our County and our community.

Remember, the good you do today, people will often forget tomorrow. Do good anyway...

Give the world the best you have, and it may never be enough.
Give anyway...

Be responsive, be accountable, and let's make a difference.

Supervisor Donald F. Gage's Staff

The following staff members assist Supervisor Gage with his many assignments:

John Gibbs, Chief of Staff, is in charge of hiring staff and keeps an eye on every facet of the organization to ensure Supervisor Gage is well prepared.

Evelyn Lopez organizes Supervisor Gage's office and helps manage internal finances.

Lucretia Gardner handles correspondence and manages Supervisor Gage's schedule.

Maureen O'Malley-Moore is Supervisor Gage's Housing and Outreach Coordinator.

Roland Velasco is the Health and Hospital System and Social Services Agency Policy Analyst.

Edwin Chan is the Airport and Environmental Issues Policy Analyst.

Jenny Derry runs the South County Office for Supervisor Gage and is the Land Use and Transportation Policy Analyst.