

# Alameda County Board of Supervisors Committee Presentation

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The Public Authority Executive Director

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## The Public Authority STAKEHOLDER WORKGROUP MEMBERS

### Sponsors

Lori Cox, Director of the Alameda County Social Services  
Randy Morris, Assistant Agency Director Social Services

Title	Name		Title	Name
Chair, PAAB, Workgroup Leader	Michelle Rousey		Assistant Agency Director, SSA, Aging and Adult Services, Workgroup Leader	Randy Morris
Member, PAAB	Kevin Shields		Executive Director, PA, Workgroup Leader	Flora Maiki
Secretary, PAAB	Taiis Collins		Program Manager (Registry), PA	Rose Acampora
Member, PAAB	Nani Lofstrom		Education & Outreach Manager, PA	Lynn Rivas
Administrative Coordinator, PA	Cheryl Dunn		Operations Manager, PA	Christine Morgan

### CONTENT EXPERTS

Finance Director, SSA	Gayle Hermann		Program Manager, IHSS Program	Marcela Velasquez
Finance Analyst, SSA	Diogo Eusebio		Supervisor, IHSS Program	Sandra Pearson
Fund Development Manager	Lisa Haefele			
Public Affairs Director, SSA	Sylvia Soublet			
Assistant County Counsel	Victoria Wu			

*Meeting Facilitator: Mony Flores-Bauer, Allen Shea & Associates*

# PA Stakeholder Process: A3

<p><b>1. Background: Problem Statement</b></p> <ul style="list-style-type: none"> <li>Stakeholder Structure Process commitment and approval by the Board of Supervisors (BOS) July 2015.</li> <li>The PA/County Stakeholder workgroup to examine, study, and recommend strategic revisions to its structure and relationship within the County Social Service Agency, the Governing Body, and its community Advisory Board.</li> <li>External consultant/facilitator of meetings approved by the BOS.</li> <li>PA salary adjustment topic has been separated from the Stakeholder Process.</li> <li>Interagency Agreement is outdated ( signed 1999).</li> <li>There is a lack of clarity in roles, responsibilities, and standard work in the PA's and County's relationship. Work processes are cumbersome and sometimes fragmented resulting in delays within the PA operations.</li> </ul>	<p><b>5. Experiments: What do you propose and why?</b></p> <ul style="list-style-type: none"> <li>Stakeholder workgroup develops improved/ revised structure recommendation.</li> <li>Attention to elements that can be improved now- inclusion of PA staff in traditional County decision points.</li> <li>Develop recommendations for PA structure and updates to the full PA Advisory Board (PAAB), and SSA leadership.</li> <li>Present to the Board of Supervisors after completion of due diligence process.</li> </ul>
<p><b>2. Current Conditions: Where do things stand now?</b></p> <ul style="list-style-type: none"> <li>Convening of Stakeholder Workgroup with first meeting October 2015- meeting monthly through Feb 8<sup>th</sup> 2016. Work Group leaders meet bi-monthly to define next meeting steps, identify/design planning tools, and secure supplemental information needed.</li> <li>Utilizing unique Structure Worksheet tool that defines the work functions of each of the organizational focus areas and their relationship with the County- engagement of workgroup members- participated in the writing of worksheets &amp; materials. Significant focus on understanding context.</li> <li>Created Matrix that details other PA's structure options and role with County.</li> <li>Invite and interview County subject matter experts.</li> <li>Outline and detail the Stakeholder process and recommended proposals.</li> </ul>	<p><b>6. Study, Reflect, Plan Next Steps: How will you assure ongoing PDSA?</b></p> <p><b>Monitor Ongoing Performance :</b> Development of key metrics and achievements of key milestones will be traced and reported.</p> <p><b>Routine Reporting of Status and Results:</b> Routine reports will be provided to the PAAB, AAS, and Board of Supervisors;</p> <p>Reporting will include current performance metrics versus target, status of key milestone versus completion dates; and updates on all action plans with desired resources or support request.</p>
<p><b>3. Target Conditions (Goal(s)): What specific outcome is required?</b></p> <ul style="list-style-type: none"> <li>The overall goal is to strengthen the ability for the PA to fulfill its Mission Consumers/Providers/Community - they are our "True North".</li> <li>Create a successful collaboration and harmonization with the PA and County based on approved measurable goals.</li> </ul>	<p><b>7. Action Plan: How will you implement? 4Ws, 1H</b></p> <p>The PA &amp; County staff ( with advisement from the Stakeholder Work Group) plan to develop collaborative action items ( activities) based on key insights and agreed upon goals and objectives.</p>
<p><b>4. Analysis:</b></p> <p>PA structure is defined by outdated agreements and work process assumptions that may not apply in the PA management context. This causes confusion, lack of confidence, and communication gaps, resulting in redos and staff workarounds.</p>	

# PA Stakeholder Process: Sample Worksheet

## PA Structure Process Worksheet

<b>Operations - IT</b>	
<b>S/O</b>	
<b>Current Status</b>	PA has its own server and is responsible for supplying and supporting all 14 computer units (and peripherals) for current staff. With the help of a contracted IT Support Team (TechSpierce) we obtain appropriate seat licenses for Windows and MSOffice, update email, and any other software as needed, as well as troubleshoot server/system issues as they arise. Our database (CareTracker) for the Registry, Training & Benefits is contracted & maintained through RTI. We operate an outdated Access database, created by a former staff member, to track statistical data and phone calls that come through the Registry. Monthly data is downloaded from the State of CA SFT (Secure File Transfer) site. PA has two laptops and one projector available for staff use. We currently have the use of two CMIPS accessible County computer towers. We currently use an 800 number phone conference feature, but this is rather expensive and limited to telephone, no computer conference feature available. Six staff also have VPN (Virtual Private Network), so we have the ability to work remotely as needed. The Agency makes use of various SFT, FTP (file Transfer Protocol) and Cloud drives to securely transfer PII (Personal Identifiable Identification) data. There is a low radius WIFI available via a "hot spot" that was placed by our IT vendor, primarily for the use of updating Windows on our two agency laptops. The PA phones are part of the County's large and complicated phone system.
<b>Key Partners</b>	PA, TechSpierce, RTI (CareTracker), Alameda County, State of CA (OSI, Office of Systems Integration), Easy Does It, SEIU, Alameda Alliance, Delta Dental, EyeMed, EBS (Employment Benefits Specialists)
<b>How are Decisions Made</b>	Regarding our server, computers, software and T1 service, decisions are made by the PA on the recommendation of TechSpierce. Decisions about access to CMIPS are made by the County. Database updates and corrections are made between PA Staff and RTI Programmer. Staff in conjunction with various partners (ie, EDI, AAH, Delta, etc) are made together to decide the safest way to transmit PII data.
<b>Target Condition</b>	Upgraded server with more storage capabilities and greater bandwidth, allowing ease of use of web based programs and VPN access. CMIPS access at each Registry staff desk, including Program Manager, Health Benefits and Operations Manager. A more user friendly telephone and statistical data tracking system than the currently outdated Access database. A comprehensive phone and computer conference software. Staying up to date with current software, as it grows and changes. Two new computers and peripherals for our yet to be hired, funded, Registry Coordinators. A better functioning Registry & Training database. Adequate WIFI, so that we may have access to our own server throughout the various conference rooms of Eastmont will mean availing the use of laptops and projectors and dramatically cut down on the use of paper during meetings and trainings. We would have a phone system that would allow us easier modification and capture pertinent statistical information.
<b>Barriers/Challenges</b>	Lack of access to the County server, which limits access to CMIPS, email roster, the County drive where updated forms may be accessed. In lieu of access to the County server, we lack the necessary County computer towers with access to CMIPS to effectively perform Registry, Training and Health Benefit services. Our current limited CMIPS screen access also limits the services we may assist with. There is also a lack of access to immediate response from County IS/IT services when we do have an issue with a County unit. Current Registry & Training database simply do not meet PA needs. Having recently lost access to our designated County Purchase Card, we are unsure how to obtain further computer units. The County phone system is very complicated and does not allow us to capture statistical caller data.
<b>What Needs To Happen Next</b>	Much of the barriers/challenges will be sorted out once the structure process is determined.

### 1. Governing Body Structure Items:

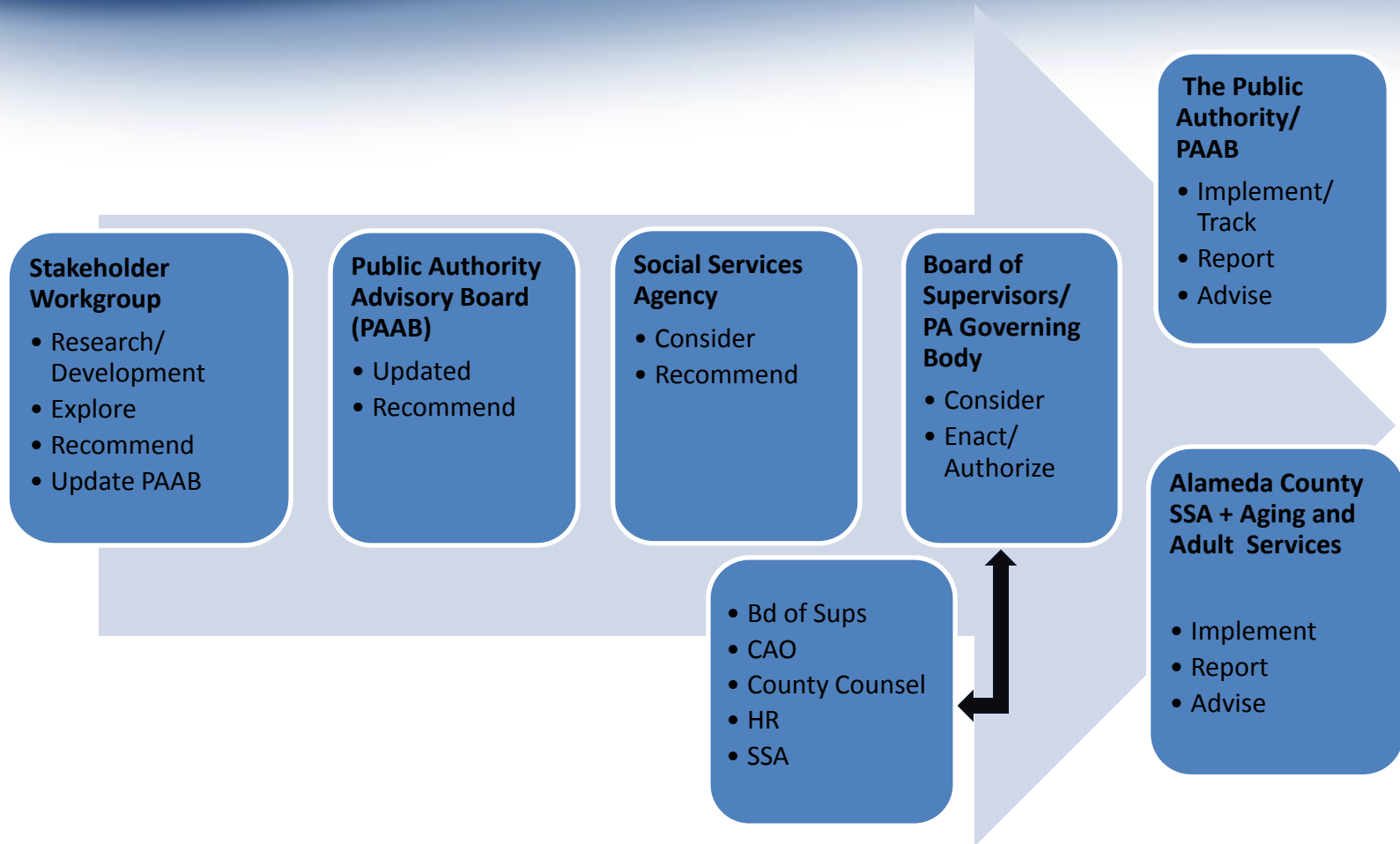
### 2. Internal Operations:

### 3. County/External Partners:

Communication/Collaboration between PA Techspierce & County  
CMIPS Acces - Towers

### 4. Board of Supervisors Non- Structure Items:

# Decision Path for the Public Authority for IHSS in Alameda County Stakeholder Structure Process



Thank You

Questions?