




## COUNTY ADMINISTRATOR'S OFFICE

Susan S. Muranishi, County Administrator

### MEMORANDUM

May 22, 2017

TO: Each Member, Board of Supervisors  
Agency/Department Heads

FROM:  Susan S. Muranishi, County Administrator

SUBJECT: 2017 National Association of Counties Announces Achievement Award Winners

The National Association of Counties (NACo) announced its 2017 Achievement Award winners and Alameda County received eight Achievement Awards. Congratulations to the winning departments! Your commitment to innovation and excellence has placed Alameda County as a model for other local governments.

#### **Achievement Award Winners:**

The following are short descriptions of each of Alameda County's Award winning programs:

1. **"Survivor Training and Empowerment-Utilizing your Potential (STEP-UP)," District Attorney's Office** – Category: Human Services

Survivor Training and Empowerment-Utilizing your Potential (STEP-UP) and its work component - STEP-UP 2 WORK are training and empowerment programs, run out of the County's Family Justice Center, for women who are survivors of domestic violence and sexual assault, as well as women diverted from the criminal justice system after an allegation of public assistance fraud. The programs empower women to begin reconstructing their lives and the lives of their children and to ultimately break the cycle of violence and poverty. STEP-UP is offered in Spanish and English.

STEP-UP is a seven-week financial literacy, employment, and empowerment program that also provides the opportunity to discuss the dynamics of domestic violence and its impact on families and communities. Each module offers empowerment sessions, professional development, English-as-a-Second-Language, financial literacy, computer basics, job search and interviewing techniques.

After successfully completing STEP-UP, each woman is eligible to apply to the STEP-UP 2 WORK program. This is a six-month long program that requires 20 hours per week of class time focused on professional skill building. The program is taught in partnership between the District Attorney's Office and the non-profit, Annie Cannons. During and after training, students begin earning income by working on client projects in a safe, supportive, and nondiscriminatory environment. Clients begin their new careers as novice computer coders for the non-profit, Annie Cannons. The coding is done using a laptop provided by the program. The goal of STEP-UP and STEP-UP 2 WORK is participants graduate from the program with a marketable skill-set, ready for employment and self-sufficiency.

2. ***"A Strategic Plan for Office Paper: Buying Less and Buying Better,"*** General Services Agency – Category: County Resiliency: Infrastructure, Energy, and Sustainability

Alameda County reduced paper use by 23% in 5 years through a comprehensive strategic approach that saves taxpayer dollars, fights climate change, and provides more convenient government services.

In 2012, our Board of Supervisors committed the County to reduce office paper use by 20% (below a 2010 baseline). Each of our twenty agencies was asked to contribute to the shared goal. After assisting in developing the target, two multi-agency employee committees led the charge to tackle the cultural changes needed to achieve the goal.

Using the savings from buying less paper, we entered into a new contract with a local vendor to purchase exclusively 100% post-consumer recycled content office paper. By 2015, thanks to employee engagement and technological upgrades, we had exceeded our goal of 20% reduction – and transitioned to the 100% recycled office paper. Taken together, these initiatives save about \$100,000 per year on paper purchase costs alone, not to mention reduced printing and storage costs. By using less paper, every year we are reducing greenhouse gas emissions equivalent to removing 86 cars from the road for that year. In addition to saving paper, many of these initiatives also make it easier for staff and residents to access information electronically.

3. ***"Election Results Viewer,"*** Information Technology Department – Category: Information Technology

Last November's Presidential Election was a moment of triumph for the Registrar of Voters as it was the culmination of a long-term effort to make real-time, precinct-by-precinct election results available on the Registrar's website. The task seemed simple. Create a map showing each of Alameda County's roughly 1,000 election precincts and make it interactive – so that casual campaign watchers and election junkies alike can exercise their Election Night angst by clicking on any neighborhood and viewing how it is voting on any issue. The County spent several years working with outside vendors focused on using geographic information system (GIS) technology to tackle the task of bringing the interactive election map to reality. The resulting code was published on GitHub so that other counties can re-use it to achieve significant cost savings.

While there are many sites already available to view results of larger elections, the Alameda County Election Results Viewer focuses on delivering information for local races and allows residents to drill down into results, precinct by precinct, aided by a map.

4. ***"Criminal Justice Operational Database Management System,"*** Information Technology Department (ITD) – Category: Criminal Justice and Public Safety

In response to the needs of the County's major Criminal Justice partners and the opportunities presented by modern technologies, ITD replaced its centralized mainframe based Criminal Justice system with a distributed event-based system centered on a web based user interface, a master database and an enterprise service bus.

The five criminal justice partners of Alameda County (the Sheriff, the Superior Court, the District Attorney, the Public Defender and the Probation Department) each have systems of their own that needed to be integrated into a centralized, master, integrated operational view.

The introduction of a master database satisfies the key partner requirement of a common criminal justice data source. While each partner maintains specialized data in their separate case management systems, the key operational data for every criminal justice case is stored in this common repository.

ITD's implementation of an event-driven enterprise "service bus" supports the accuracy and reliability of the master database as well as the timely and secure delivery of criminal justice data transmissions between partners. As transactions post to each partner's case management systems, the programming accepts and passes encrypted messages that update the master database and notifies interested partners of the event. Access to the master data is provided by a secure web-based application that is available not only to partners' staff but to dozens of Federal, State and local agencies thereby enhancing the operational efficiencies of criminal justice service delivery.

5. ***"Online Filing of Assessment Appeals,"*** Information Technology Department (ITD) – Category: County Administration and Management

Each year the Alameda County Assessor's Office issues over 500,000 real and business property assessments. These assessments become the basis for property taxes to be paid by the owners. If property or business owners disagree with the assessed values, they can file an appeal with the Clerk of the Board of Supervisors Office (CBS) to request a hearing in front of the County's Assessment Appeals Board. Currently about 2,000 appeals are filed annually; however, as in the recent economic downturn, as property values decline, as many as 20,000 appeals have been filed annually.

The new portal for the Assessment Appeals Board System (AAB) developed by ITD, working with the County Administrator's Office, allows property owners to complete and submit the application online, sign it using the County's eSignature technology (DocuSign), upload supporting documents, and pay the filing fee online. The new AAB System Portal also allows those filing appeals to track their appeal status and upload additional documents as required, and provides County Staff the ability to easily monitor appeals and their status in the system.

6. ***"Public Works Surveyor Documents Sharing Website,"*** Information Technology Department (ITD) – Category: Planning

The Public Works Agency (PWA) Surveyor maintains a number of recorded maps and documents that are often requested by the public. These documents, such as tract maps, parcel maps and survey records are stored in the County's document management repository system. The system is used by internal staff to store imaged paper documents and for retrieval as requested for research.

Collaboration between ITD and the Public Works Agency produced a solution that is simple and convenient. The implementation of this self-service web application has enabled the sharing of these records with the public on the internet. Outside entities can now search and download the documents themselves, anytime, in the convenience of their own home, office, or virtually anywhere using their mobile devices.

7. ***"Alameda County MAP1193 – Stop Human Trafficking,"*** Information Technology Department (ITD) – Category: Civic Education and Public Information

Enacted in 2012, California Senate Bill 1193 requires certain businesses - such as mass transit stops and bars to display a "Stop Human Trafficking" poster in full view of the public and its employees.

Businesses that do not comply with the law are subject to fines. After intensive design work and six months of development, the District Attorney's Office (DA) and ITD collaboratively launched a mobile web application MAP1193 to aid in the implementation of the California law, educate businesses, and mobilize community members. No other county in California has created a protocol to implement SB1193.

Currently, anyone who is visiting an Alameda County business affected by SB1193 can report the business compliance utilizing his or her smart phone. Once businesses are marked out of compliance, the DA can follow-up with those businesses with the Consumer Fraud Inspector Division and if businesses remain out of compliance, the DA can charge the fine. All fine proceeds will be used to maintain the app and provide direct services to victims of human trafficking. Other jurisdictions such as Contra Costa County have utilized this website for their hosted Community Day of Action, proving MAP1193 ([www.map1193.org](http://www.map1193.org)) enables enforcement agencies to implement this legislation efficiently and effectively.

8. ***“Automated Employee Onboarding System,”*** Information Technology Department (ITD) –  
Category: Personnel Management, Employment and Training

Alameda County recently made another foray to the cutting edge of innovation when it launched its new digital, employee onboarding system. Human Resource Services (HRS), in partnership with ITD, planned and implemented this new system, which streamlines the process of bringing a new hire onboard by having the prospective employee fill out all the relevant new hire information online. The new system eliminates the need for candidates to make a special trip to the job site to fill out and sign stacks of paperwork prior to their hire date. It also allows them to read and certify new hire policies before they even start. All this can be done at the candidate's own pace and in the comfort of their home – the way our digitally savvy community has come to expect. HRS and ITD led the effort in collaboration with representatives from all County departments to standardize onboarding forms and streamline the entire process through automation. HRS chose a cloud-based vendor solution (SmartERP) as the basis for the automation. Then in partnership with ITD, the system was configured, customized, and integrated into the County's existing HRMS ERP system.

The new system consolidates and packages over 100 potential forms that related to prospective and new employees. The data from these forms is stored by the system and built-in workflow now routes the forms to the appropriate County staff for review, approval and necessary action.

Please visit [www.naco.org](http://www.naco.org) for a complete list of the 2017 NACo Achievement Award Winners.

**Awards Luncheon**

Please RSVP to [countyadministrator@acgov.org](mailto:countyadministrator@acgov.org) of your interest in attending the awards luncheon scheduled on July 23, 2017 in Franklin County/Columbus, Ohio during the NACo annual meeting.

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