MEMORANDUM

DATE: July 28, 2008

TO: Board of Supervisors

FROM: Lew C. Bauman
       County Administrative Officer

SUBJECT: County Administrative Officer’s Weekly Report for July 28, 2008

This is the weekly report by the County Administrative Officer to the Board of Supervisors. This report provides information on issues affecting the County and the progress of County activities.

Child Support Services

The County of Monterey, Child Support Services has been given the go-ahead from the State of California to transition to the newly established Enterprise Customer Service Solution (ECSS) Interactive Voice Response (IVR) system on Monday, July 28th. This is a newly designed system that creates an enterprise system (all counties and state) approach for the delivery of services and allows customers to self-serve using the IVR.

The system is available 24/7, in both English and Spanish, and routes customers to either the local child support agency or to the state Department of Child Support Services. Once a customer is validated, the ECSS allows for access to account information, including updated payment information, and is also designed to provide for appointments and delinquency alerts. Individuals who are not validated can request and receive applications for services, receive answers to frequently asked questions, and learn the locations and hours of operations for local child support agencies.

Due to the statewide approach, the system will refer individuals who dial the previous business number for the Monterey County Child Support Services, (831) 755-3200, to the statewide toll-free customer connect phone number, (866) 901-3212.
Customers will be receiving information in the mail regarding this new procedure and will hear a pre-recorded message referring them to this new number beginning Monday July 28th, 2008.

We have undergone a major reorganization of operations in order to accommodate ECSS call routing software. Our teams were formerly assigned by alphabet and processed calls within each team, and we have had to redesign our organization to create a centralized call center. Ombudsman and Complaint Resolution direct lines continue to be available only to the Board of Supervisors and their respective aides to discuss and resolve customer/constituent issues; please do not provide those direct numbers to complainants. If the case is to be handled by Complaint Resolution, we will make the direct calls to the customers for resolution.

The below referenced email was received from the State of California – Department of Child Support Services this past Wednesday from the California Child Support Automation System (CCSAS) Automation System Project manager:

"The CCSAS Project conducted a formal Go/No Go for the implementation of ECSS Skills Based Call Routing in Monterey County. The decision was a "go" to transition Monterey County to the ECSS Skills Based Call Routing system.

"This decision is based on an established project readiness process that evaluates both local implementation as well as overall system readiness. Additionally, a variety of reports detailing statistics regarding the ECSS IVR and Skills Based Routing system were provided. The reports included: A review of the stability of the system, effectiveness, and an evaluation of recent changes to identify if the expected improvements were being realized.

"On July 28, 2008, Monterey County will begin having calls routed to designated staff by the IVR based on routing rules.

"Effective July 28, 2008, local child support agencies statewide must use the Customer Connect phone number (1-866-901-3212) when referring customers to the following counties representing 9.7% of the State's case load:

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<th>Kings</th>
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Please note: The current roll-out schedule for ECSS to be implemented in all counties will continue through June 8th 2009. Orange, Stanislaus, Contra Costa, Tehama, San Mateo, Tuolumne, El Dorado and San Luis Obispo counties are currently scheduled to transition during the month of August 2008.

**Health Department**

**Capital Facilities and Technological Needs**

Monterey County’s Mental Health Services Act (MHSA) Capital Facilities and Technological Needs Component (CF&T) Plan received approval for the expenditure of $3,882,200 by the State Department of Mental Health on July 21, 2008. Monterey is the second County in California to obtain approval of this component of MHSA.

The CF&T component is intended to support the capital facility and technology infrastructure needed to transform the County’s public mental health system. The CF&T Plan includes an assessment of Monterey County’s facilities and technological needs, from which the following distribution formula for the allocation of the CF&T funds was derived: $1,809,628 (47%) will be dedicated to Capital Facilities and $2,072,572 (53%) will be dedicated to Technological Needs, for a total approved funding amount of $3,882,200.

Efforts are underway on the future acquisition facilities, which would potentially consist of county programs as well as other community-based providers. The Technological Needs funding is being utilized for implementation of an Electronic Health Record project that is expected to “go live” within the next 18 months.

**Prevention & Early Intervention**

Monterey and Mono are the first two counties to obtain approval of the Prevention & Early Intervention (PEI) Component Plan by the Mental Health Services Oversight & Accountability Commission (MHSOAC) at their meeting on July 24, 2008.

Monterey’s PEI Plan, in the total amount of $3,357,700, was recognized by the Commission as having an excellent community planning process and received unanimous approval. The Plan consists of four (4) Projects: Unserved and underserved Cultural Populations; Trauma Exposed Individuals; Children & Youth in Stressed Families; and Children & Youth at Risk of or Experiencing Juvenile Justice Involvement.

Each project contains several programs that address each of the priority populations’ mental health needs, which were identified initially during our local MHSA planning process in 2005, and then confirmed during our focused planning efforts in the winter of 2007/Spring of 2008.
Twenty-eight programs will receive PEI funds, with the majority of the services to be provided via contracts with local non-governmental organizations and Memoranda of Agreement with County Departments such as Social & Employment Services and Probation.

Behavioral Health was assisted in the plan development process by a local consultant who possesses prevention program experience at the executive level, as well as many connections to the Latino community, and staff of the Community Assessment and Data Analysis Unit of the Office of the Health Officer, who lent critical expertise in community needs assessments, gaps analyses, strategic planning, logic modeling, and program evaluation, all requirements of the PEI Plan development process.

Prevention & Early Intervention services have not received funding in the public mental health system in California for decades. These PEI programs will provide opportunities for new partnerships which are certain to enhance our efforts to reach those most in need, and will further our progress in the transformation of mental health services in Monterey County.

The new funding, ($3,357,700 + $3,882,200) $7,239,900, means that Monterey County is the first County in the State to have all four components of the Mental Health Service Act approved.

**Parks**

**Red Bull U.S. Grand Prix**

The Red Bull U.S. Grand Prix was held at Laguna Seca Recreation Area on July 18-20. Attendance was estimated at 131,250 over the 3-day event, down from 143,020 in 2007. (Final attendance numbers are not yet available.)

Eddie Lawson and Kenny Roberts were both inducted into the Legends of Laguna Seca during the week. Both men are native Californians and made their mark at Laguna Seca in the AMA series.

Other events during the weekend included the AMA Superbike race and the AMA U.S. Rookies Cup. The Rookies Cup featured 23 talented young riders (born 1992-1994). The Rookie program is a training ground for future MotoGP riders and was won by Benny Solis, Jr. of North Hollywood. Mat Mladin, six-time AMA Superbike champion, won the AMA Superbike Race.

The “main event” was the MotoGP World Championship race at 2:00 pm on Sunday. Casey Stoner, last year’s winner, and Valentino Rossi, five-time world champion, battled it out from the beginning. Unfortunately, Stoner went into the gravel on Turn 11 during the 24th lap of a 32-lap race and laid his bike down. He got back on and still finished second, a full 13 seconds in front of the third place rider, Chris Vermeulen.
Rossi was very happy with his first win at the Laguna Seca track, getting off his bike and kissing the track at the Corkscrew. Gill Campbell, CEO of Mazda Raceway Laguna Seca, said, “He (Rossi) spent a lot of time practicing on the Corkscrew and now he loves this track.”

This concludes the CAO report.