COUNTY OF SANTA CLARA

Office of the Public Defender

The Office of the Public Defender (PDO) provides legal representation in criminal matters to the indigent accused in Santa Clara County. The office also represents minors charged in Juvenile Justice Court and individuals charged with civil commitment matters, including developmentally disabled persons and mentally impaired individuals under the Probate Code. The Office includes the Alternate Defender and has offices in San Jose, Morgan Hill and Palo Alto.

In 2017, the Office will help thousands of clients re-designate old cases under Propositions 47 and 64. Record clearances will continue to be a top priority. The Office will participate in county efforts to reform bail, increase diversion and improve all aspects of the county jail. Our lawyers will provide outstanding legal representation to all indigent clients and will strive to improve the lives of county residents through outreach, education and recidivism reduction.

2016 Accomplishments:

• Provided legal assistance in getting 1,089 record clearance petitions granted (97% success rate for petitions filed).

• Handled approximately 35,000 criminal, civil, juvenile and probate matters, including 19,000 misdemeanors, successfully helping clients navigate the difficult criminal and civil processes with dignity and professionalism.

• Launched a monthly outreach initiative at the following locations: South County Reentry Resource Center, Grace Community Center, Alexian Health Clinic, and Little Orchard Shelter. At these events, PDO staff provides legal assistance with criminal court issues including: bench warrant recalls, expungement consultations, Prop 47 and Prop 64 relief. Additionally, “Know Your Rights” trainings were conducted at local high schools.
The mission of the Santa Clara County Assessor’s Office is to produce an annual assessment roll including all assessable property in accordance with legal mandates in a timely, accurate, and efficient manner; and provide current assessment-related information to the public and governmental agencies in a timely and responsive way.

**2016 Accomplishments:**

- Delivered a $419 billion assessment roll on time and under budget, and returned $1.4 million of the Assessor’s budget to the County general fund.

- Assisted 43,830 taxpayers by telephone and 15,463 taxpayers visiting the public service counter.

- Expanded access to property tax and assessment information online in seven languages including Vietnamese, Spanish, Chinese, Hindi, Korean, Japanese, and Tagalog.

- Reappraised 25,792 changes in ownership and 6,853 assessable new construction.

- Performed 923 audits of major corporations.

- Enrolled 58,599 business personal property assessments.

- Utilized detailed cost accounting to manage people and resources enabling the assessor’s office to respond quickly to changes in the economy and the political environment.

- In response to the “Great Recession,” proactively reduced assessed values for 137,000 properties totaling $27 billion in reductions. Since then restored the assessed value of 126,500 of these properties to reflect the recovery of property values.

- Resolved 4,130 assessment appeals retaining 96.4% of the assessed value in dispute. Ten Silicon Valley companies account for 73% of the total value in dispute, ranging from $1.9 billion to $6.8 billion each.

Our vision is to be a model Assessor’s Office, delivering accurate and impartial assessments. We provide prompt, courteous, and professional customer service, in an ethical and transparent manner. We demonstrate a commitment to performance and continuous improvement. We empower our employees to perform to the best of their ability in a work environment that promotes trust, mutual respect, open communication, and teamwork.
Communications Department

The Communications Department provides high quality emergency communication services to the public and the public safety community through coordinated emergency 9-1-1 call answering and dispatching services. We also design, implement and maintain a modern and reliable radio communication system and data network used by public safety agencies countywide.

2016 Accomplishments:

• Provided regional radio programming, support and deployment of our tactical dispatch trailer and Transmac trailer during Superbowl 50 to ensure a safe environment and resilient radio network during this national event.

• Deployed 30 ergonomic sit-stand dispatch workstations that allow for future capacity growth, improved employee working conditions, and an upgraded process workflow to improve service delivery.

• Seamless transition to an entirely new leadership team due to retirements. Led a refocus on employee well-being and embraced the Just Culture accountability model. We developed new relationships and strengthened current stakeholder relationships in order to better serve the citizens and visitors of Santa Clara County.

• Implemented an Employee Wellness Program that includes counseling and support services on-site and available to shift work employees.

In 2017, the Communications Department will focus on increasing service delivery to the public by creating: a “call-taking community” to streamline and improve call-processing times and service delivery; a strong refocus on recruitment to improve staffing and morale through a reduction in overtime requirements; implementing an emergency fire call-taking protocol aimed and reducing response times; providing continued support of the buildout and deployment of an updated regional radio communication system; and select and implement a state-of-the-art Computer Aided Dispatch (CAD) System.
Department of Child Support Services

The Santa Clara County Department of Child Support Services is responsible for promoting the well-being of children and the self-sufficiency of families by delivering effective child support services to help meet the financial and medical needs of children. This includes the establishment of paternity (legal fatherhood), the establishment of court ordered judgments for financial support, and enforcement, collection and distribution of child support to families.

The Department of Child Support Services is focused on implementing various operational changes and recommendations from our recently completed Operational Assessment. Specifically, the Department is working on the development of an Implementation Plan to guide the rollout of various strategic initiatives to ensure operations are more cost effective and efficient while increasing collections and Federal Performance Measures. The Department's newly hired Deputy Director is also working on the development of a comprehensive department wide Training Plan that focuses on staff development of key core competencies to ensure Department staff are positioned to successfully carry out necessary operational changes.

2016 Accomplishments:

- The Department collected over $96 million in financial support for children.
- Managed a caseload of 35,000 cases that served over 50,000 children.
- Increased total collections by over $2 million from FFY 2015.
Santa Clara Valley Health & Hospital System

The Santa Clara Valley Health & Hospital System provides comprehensive care, services, and programs to the residents of our county. We are dedicated to the health and well-being of all communities in Santa Clara County.

- Public Health Department (PHD) responded to and controlled 85 infectious disease outbreaks, including measles, norovirus, and Shigella.

- Since opening, 9,264 patients in 15,437 visits have been cared for at Valley Health Center Downtown San Jose.

- Emergency Medical Services Agency conducted 6 public education sessions and trained 775 people in life-saving interventions. With school districts and other partners, installed over 3,000 Automated External Defibrillators.

- In 10 cities, over 290 law enforcement officers received Behavioral Health Services (BHS) Crisis Intervention Training. Another 323 officers trained on de-escalation and behavioral health issues.

- Better Health Pharmacy, the first surplus drug pharmacy in CA, provided free prescriptions to over 1,450 residents.

- PHD promoted 8 policies to prevent youth smoking and reduce exposure to second hand smoke, impacting 324,890 residents.

- Santa Clara Valley Medical Center (SCVMC), the first hospital in nation to treat a spinal cord injury patient with 20 million stem cells, is a front-runner in clinical research.

- The lowest cost Covered California health plan in the county, Valley Health Plan’s Individual & Family Plan grew 237% over last year.

- BHS school-linked services provided over 21,000 referrals/services to families in 11 school districts.

- A new telephone system for the SCVMC Appointment Line has decreased wait times from 32 minutes to under 2 minutes.

- PHD supported immunization education and promotion, resulting in 95% of SCC kindergarteners being fully vaccinated.

In 2017, we will continue to improve the patient experience, maximize the value of services and care provided, and improve the health of the community.
Finance Agency

The Finance Agency manages the County’s records, financial systems and cash resources, as well as the cash resources of schools and special districts within the county. The Finance Agency is committed to fiscal leadership and delivering quality service to its customers.

2016 Accomplishments:

• Upon discovering that 312 Below Market Rate property owners overpaid property taxes, some going back 28 years, the Controller-Treasurer Department processed over 3,900 tax adjustments to the affected property owners. This effort required a six-month collaboration with the offices of the Assessor and Tax Collector due to the complex nature of the tax calculation and the need to review old, archived records. This review resulted in the refund of over $4.6 million the property taxpayers.

• The Controller also established an online searchable database that allows businesses and individuals who have uncashed checks from the County to identify and electronically file a claim for reissuance of such checks. The initial database included 3,016 uncashed checks totaling over $935,000 that are due to businesses and individuals who provided services or supplies to the County, but have not cashed payments due to them. Online services make transactions easier and save time for both the County and the public. Vendors can now remotely search the County’s database for stale warrants and file claims electronically to expedite the process.

• Within the Office of the Tax Collector, online payment of property tax collections increased from approximately $500 million to $865 million, an increase of 5.6 percent from the previous year.

• The County Clerk-Recorder serves an average of 500 walk-in and 200 telephone customers daily, and helps customers by completing 504,922 transactions which averaged 2,028 transactions per day. Transactions included 360,931 recordings related to real property transfer or ownership, sales of 65,207 birth certificates, 32,133 marriage certificates and licenses, and the processing of 11,875 fictitious business name statements.

• In the Department of Revenue, a new database packaging program was instituted, enabling staff to effectively and efficiently identify debtors with multiple traffic and medical accounts.
The Procurement Department provides support to the County in the acquisition of goods and services. We are committed to the principles of open competition and fairness, and we strive to ensure that the public receives the best value for the tax dollars expended.

The contracting and procurement services we provide support the operations of all County departments. We are dedicated to providing efficient and responsive service, while upholding the highest ethical and professional standards.

2016 Accomplishments:

The Department recorded $34 million in cost savings and cost avoidance, and provided rich opportunities to initiate strategic sourcing efforts and develop collaborative relationships. Strategic sourcing projects included but were not limited to:

- Body-Worn Cameras and Evidence Management System
- Information Sharing Environment Solution
- Mass Notification System
- Pharmacy Goods for Distribution
- Automated Medication Dispensing System
- Hospital-wide Ultrasound Equipment
- Sustainable Tree Management Services
- Water Treatment Program
- Curbside Street Sweeping Service

The most noteworthy project is the Body-Worn Cameras and Evidence Management System.

The Office of the Sheriff and Procurement collaborated to deliver the project on time. Procurement successfully negotiated approximately $960,000 in cost savings.

As we are celebrating the achievements in 2016, we look forward to a productive new year. The Department is determined to overcome challenges and continue striving for excellence.
Clerk of the Board

The Clerk of the Board supports the forums that allow for County governance and maintains public confidence by providing a consistent, impartial, and orderly medium for interaction with elected officials and government representatives. The Department staffs meetings of the Board of Supervisors, policy committees, and advisory boards and commissions; ensures the retention and availability of documentation of formal actions and events; and enables the orderly resolution of disputes regarding property tax assessments and matters of historical record.

2016 Accomplishments:

• Supported the establishment of six new meeting bodies providing new avenues for public participation in matters of interest to the community, including: National Heritage Area Task Force, Jail Diversion and Behavioral Health Subcommittee of the Re-Entry Network, the Intimate Partner Violence Task Force, and the upcoming Federal Legislative Advocacy Task Force, Joint Foster Youth Task Force, and Measure A (2016) Housing Bond Citizens’ Oversight Committee.

• Deployed audiovisual upgrades to the Board of Supervisors Chambers to increase reliability of technology and accessibility to the public.

• Processed over 7,000 Form 700 Statements of Economic Interest from elected officials, executive management, and other governmental employees, of which 89.28% were timely and less than 1% were sent to the State for enforcement.

In 2017, the Clerk of the Board looks forward to the launch of an online lobbyist registration system, ongoing technological improvements in meeting rooms, and continuing to ensure that the public’s role in County government is preserved.

• Held and supported 466 public meetings and workshops.
The Employee Services Agency (ESA) provides a range of services in labor relations, human resources, and benefits administration in support of 27 County Departments, 30,000 County employees and retirees, and the community.

2016 Accomplishments:

• Successfully negotiated nine contracts with union partners representing 775 physicians, 51 park rangers, 856 correctional officers, 483 attorneys and 112 building and trades employees; and Fire District Battalion Chiefs.

• Successfully executed another 43 recruitments for Executive positions, delivering one of the largest Executive Recruitment groups of any year thus far.

• Hired a total of 3,786 employees (1,834 extra-help employees and Sheriff Reserves, and 1,952 regular employees).

• Held 10 open-enrollment Benefits fairs resulting in over 2,500 employees enrolled in various optional benefits programs.

• Enrolled over 2,300 employees into the County’s 457 Deferred Compensation Program to secure independent savings for retirement.

• Held 27 retiree medical enrollment sessions and prepared over 500 employees for retirement.

• Responded to over 2,100 issues and questions involving labor and employee relation matters; and responded to and resolved over 100 employee grievances.

• Completed 126 job classifications resulting in 65 revised classifications, and reviewed over 2,000 employees/groups of employee classifications to determine their appropriate classification and compensation.

• Reviewed, validated, processed, and reported approximately $620 million in transactions.

In 2017, the Employee Services Agency continues implementing strategies to build internal capacity. ESA is strengthening partnerships across departmental boundaries to promote a productive, skillful, and diverse work force for efficient and effective service delivery to county residents.
Consumer & Environmental Protection Agency

The Consumer and Environmental Protection Agency (CEPA) provides services that protect public health and safety, consumers, the environment, and pets and domestic animals.

2016 Accomplishments:

- Provided free, safe disposal of unwanted and expired medicines, sharps, and hazardous waste, which protects people, pets, and the environment.

- Investigated 43 complaints of storm water pollutant discharges and worked with other County agencies to protect our waterways.

- Saved the lives of 3,274 domestic animals and pets, accomplishing a 92.8% live release rate from our Animal Shelter, and taught 999 children about kindness to animals and bite prevention.

- Harnessed the power of the University of California Cooperative Extension to solve critical local issues through programs such as Master Gardeners, Urban Agriculture and Forestry, Integrated Pest Management, Nutrition Education, Livestock and Rangeland Management, and 4-H Youth Development.

- Performed 10,791 inspections of pesticide use and reports of illness, and plant and agriculture shipments. We prevented the spread of pests by intercepting 16 plants infested with serious pests.

- Participated in significant event planning for Super Bowl 50 by performing routine inspection activities, issuance of permits, and emergency planning activities.

- Responded to 3,665 service requests related to mosquitoes, wildlife and other vectors.

- Provided 14,711 Food Facility Placards and launched SCCDineout App for Android phones.

- Reduced fire hazards to people and property by performing non-chemical weed abatement on 363 parcels.

- Provided oversight and guidance regarding the assessment, remediation, and mitigation of contaminated properties. More than 42 properties were issued case closure letters upon confirming that they met State or Regional cleanup standards.

- Inspected gas pumps, scales and other devices, and tested prices of scanned items, to ensure accuracy and prevent consumers from being overcharged.

In 2017, we look forward to the design and funding of the new Animal Shelter, implementation of new activities regarding emerging cannabis legislation, and green infrastructure projects to treat storm water in County parking lots.
The Roads and Airports Department operates, maintains, and enhances the County’s expressways, unincorporated roads, and general aviation airports in a cost-effective manner to meet the needs of the traveling public.

**2016 Accomplishments:**

- Completed several bridge replacement and rehabilitation projects, including new bridges on Stevens Canyon Road and the Loyola Bridge over Foothill Expressway.
- Completed various intersection improvement projects, including adding left turn lanes and new trail connections at El Camino Real/San Tomas Expressway, and replaced outdated traffic signal equipment in many locations with new state-of-the-art equipment including pedestrian detection.
- Installed new sidewalks in support of Safe Routes to Schools.
- Rolled out the Mobile Citizen App, which enables the public to report issues easily such as potholes, graffiti, illegal dumping, etc.
- Completed all projects in the 10-Year Pavement Maintenance Plan.

**Looking forward to 2017, the Department will:**

- Roll out new predictive traffic signal timing plans to improve traffic flow along the County’s eight expressways and provide enhanced real-time congestion mapping and travel time estimates to aid motorists;
- Complete the San Tomas Expressway widening and bicycle/pedestrian trail project between El Camino Real and Homestead Road;
- Complete various bicycle and pedestrian improvement projects, including the East San Jose Pedestrian Improvement Project and the Page Mill/280 Interim Bicycle Improvement Project; and
- Begin construction of the new Alamitos and Isabel Creek Bridges and the Capitol Expressway Intelligent Transportation Systems (ITS)/Sidewalk project.
Sheriff’s Office Custody Bureau

The Sheriff’s Office Custody Bureau is committed to providing a safe, secure jail environment for nearly 3,500 individuals, the fifth largest jail system in California. The Custody Bureau adheres to providing a level of supervision and rehabilitation that is consistent with the need to protect the community, staff and those within our care.

- New Multi-Support Deputies are specifically trained to assist individuals with mental health needs. They ensure inmates receive proper care and support while in custody. Additionally, these Deputies are the first responders to crisis situations where the inmate rapport that has been established coupled with de-escalation training are profound difference makers.

In 2017, the Custody Bureau welcomes the addition of new technology to streamline operations and increase transparency. Jail Reforms are running ahead of schedule and will showcase many progressive changes in the coming year, including a new Jail Management System, surveillance cameras, body worn cameras, a new Use of Force policy, and the ground breaking of the new Main Jail East facility.

The Custody Bureau is expanding programs and wellness services to help individuals reintegrate into the community as productive citizens.

- Inmate Advisory Councils were created to facilitate communication between inmates and jail leadership. Simultaneously, the Inmate Grievance Process has increased its layers of confidentiality and efficiency with the establishment of the Grievance Unit and changes in procedures.

- The Custody Bureau is offering additional programs including: college courses, group therapy, pet therapy, and substance use treatment.
Information Services Department

The Information Services Department (ISD) seeks to drive innovations that empower County agencies to be more effective and efficient.

2016 Accomplishments:

- Implementation of new email retention policies to improve management of public records.

- Completion of a joint effort with Health and Hospital Services to implement a robust call center that decreases patient call wait times, allows for self-service appointment scheduling, automates prescription refills and provides patients with a choice of email, text or voicemail reminders.

- Development of an online payment system for landfill customers, the first of its kind in California. Landfill, hauler, and non-disposal facility customers will transition to this paperless online system in March 2017.

- Launch of a new web portal with many enhancements, including a clean, uncrowded and responsive design and analytics-based search capabilities to help members of the public easily find the information they need.

- A new Facebook “Hub” for Social Services, serving more than 500 former foster children with a wide variety of services from job counseling to health care, education, and housing. Leveraging social media is part of an overall effort to provide support to this young adult population.

In partnership with other agencies, ISD will utilize 2017 to extend and expand the capabilities for county residents to more easily obtain needed services and information. Among other projects, new web-based applications will be developed to permit anytime/anywhere access by the public to various County services.
COUNTY OF SANTA CLARA

District Attorney’s Office

The District Attorney’s Office ensures public safety through investigations and prompt, professional prosecutions that lead to just verdicts and fair sentences.

2016 Accomplishments:

- The Victim Services Unit served more than 7,000 new clients in FY 2015-2016, when it began its transition from a contracted service to one directly provided by the DA’s Office. This represents a 60% increase over the prior fiscal year.

- The Community Prosecution Unit, with the support of the Board of Supervisors, now numbers five prosecutors and a Human Trafficking prosecutor. The unit focuses on at-risk county communities, and is reducing crime rates, increasing cooperation between the community and law enforcement, and raising awareness of ways to prevent crime.

- The Office, with community-based organizations, other law enforcement agencies, and private attorneys, now operates three Family Justice Centers (FJC) spread throughout the county. The FJC’s offer domestic violence victims one-stop services such as family protection and immigration assistance.

- Prosecutors now conduct paperless trials and hearings in three misdemeanor courts. This effort will expand to three more courts next year, increasing efficiency, saving resources and space.

- The Office hosted two ground-breaking symposiums: on marijuana legalization and campus sexual assaults. Both raised awareness about these vital issues. Law enforcement agencies and a host of schools signed an MOU to streamline sexual assault protocols.

The Office will launch a Crime Strategies Unit in 2017, enhancing our ability to analyze technological evidence, predict areas for crime prevention, and measure potentially disparate criminal justice impacts on underserved populations.
COUNTY OF SANTA CLARA

Probation Department

The Probation Department partners with clients, families, other agencies and the community to promote safety and implement proven strategies for positive change. Staff utilize a strength-based and data driven approach to achieve positive outcomes for its clients and communities.

Adult Division supervises approximately 9,000 offenders daily with different levels of supervision based on risk level and legal mandates.

Juvenile Division supervises approximately 1,000 youth daily; processes 4,000 citations annually; 42% diverted from formal court.

• Neighborhood Safety Unit engages over 900 individuals in community events, activities, wellness and crime prevention classes.

• Dually Involved Youth Unit enriches youth/family engagement in the court process.

Juvenile Hall is a secure facility for youth in the court process who pose an imminent risk to public safety. Care of the youth is a priority, ensuring they receive quality nutritional, educational, medical, and mental health services.

• 41% reduction in the average daily population over the past 5 years.

• Launched a program where youth train local rescue dogs.

James Ranch, a residential program ordered by the Court, serves youth up to age 18, offers cognitive behavioral treatment, education, substance abuse counseling, victim awareness, and trauma healing. Paid vocational training and linkage to local trade unions is available.

2017 Goals:

• Increase services to victims of sexual exploitation and human trafficking.

• Develop enhanced services for transitional aged adults housed in Juvenile Hall.

• Launch a new public website.
The Office of the County Counsel provides legal advice and representation for the County of Santa Clara, including the Board of Supervisors and all County departments. Our Office assists with developing and implementing ordinances, policies, and initiatives. We also ensure that the County operates in a manner consistent with law, and we protect the County from legal risks and liability that would undermine its ability to provide services to the community. In addition, we represent the County’s Social Services Agency in court to protect children and vulnerable adults from abuse and neglect.

The Office is committed to providing the highest quality legal service, to advancing the County’s mission to support and protect all county residents, and to being a national leader in public-sector law practice.

**Our recent accomplishments include:**

- Working with the County’s Bail and Release Work Group to improve the fairness and efficiency of the County’s pretrial justice system.

- Successfully dissolving redevelopment agencies, resulting in the return of billions of dollars in property taxes statewide to fund core public services in school districts, counties, and other local governments.

- Developing the County’s two “Pay for Success” projects, which are designed to substantially improve service delivery to chronically homeless and severely mentally ill county residents.

- Obtaining a $1.15 billion judgment in a lawsuit against former lead paint manufacturers, which will be used to remove hazards that continue to poison thousands of California children each year.

In 2017, our Office will protect and defend the County’s ability to serve its most vulnerable residents, and will ensure the County continues to be a national leader on key legal and policy issues.
COUNTY OF SANTA CLARA

Registrar of Voters’ Office

The mission of the Registrar of Voters’ Office (ROV) is to provide the highest level of integrity, efficiency, and accuracy in voter registration and election processes. The ROV conducts all federal, state, and local elections.

The department provides voter registration services to eligible citizens and maintains the voter registration database. Ballots and other voting materials are created in English, Chinese, Spanish, Tagalog and Vietnamese. Facsimile ballots, polling place materials, and polling place assistance are also provided in Hindi, Japanese, Khmer, and Korean.

The ROV maintains precinct boundaries, determines the number and location of polling sites, prepares and delivers voting equipment, and recruits and trains election officers for more than 800 polling places throughout the county. After the polls close, the ROV tallies and reports results based on the ballots cast at polls and early voting. During the canvass, the department processes and tallies provisional ballots and dropped off vote by mail ballots, and ballots postmarked on or before Election Day. Once all ballots are accounted for and audited, the ROV issues the official results.

2016 Accomplishments:

- Highest Registration In County History
- Most Number of Ballots Counted in County History
- Provided language assistance in nine languages for residents
- Successfully deployed and joined VoteCal (statewide voter registration database)
- Greatly expanded early voting, drive thru and vote by mail ballot drop-off opportunities

2017 will see automatic voter registration debut with the Department of Motor Vehicles, conditional (same day) voter registration, and the process of acquiring a new countywide voting system and electronic poll books.
Santa Clara County Sheriff’s Office

The Sheriff’s Office is dedicated to faithfully serving and protecting the residents of Santa Clara County. Deputies honor their public safety commitment by striving to fulfill their duty as community guardians with an unwavering level of professionalism and compassion.

2016 Accomplishments:

- Crisis Intervention and Implicit Bias Trainings are enhancing our ability to engage community members effectively and empathetically. During 2016, approximately 1,200 Deputy Sheriffs received over 25,000 hours of training.

- The Special Operations Division and Transit Patrol Division were an integral part in making Super Bowl 50 a safe and successful major event.

- During the Loma Fire, deputies provided for evacuations in the fire zone, maintained a 24-hour security detail, and conducted general patrol of evacuated properties to prevent theft and loss of life.

- The Heroes Run benefiting Valley Medical Center Pediatrics and K9s Against Bullying campaigns are proving to be difference makers in youth outreach and school engagement.

In 2017, the Sheriff’s Office looks forward to its commitment to transparency by equipping all patrol personnel with body worn cameras. The Transit Patrol Division welcomes its expansion to meet the County’s public transportation safety and security demands as BART connects with VTA. The Sheriff’s Office looks to replenish its ranks with the brightest and most diverse recruits to reflect the vibrant community in which we serve. We will continually work to foster new community partnerships and be receptive to ideas on how we can better serve you.
Santa Clara County Parks was created to enhance the quality of life in Santa Clara County by preserving natural, cultural and scenic resources, and providing access to these incredible places and outstanding recreation experiences to Santa Clara County residents and visitors. Since our inception in 1956, we have grown to be one of the largest regional park systems in California.

We provide 28 parks comprising over 50,000 acres of parklands, which include: 10 lakes, 5 interpretive facilities, 48 group picnic facilities, 12 campgrounds and 350 miles of trails – offering activities that include boating, camping, picnicking, hiking, fishing and bicycling. The Department also provides facilities for golfing, motorcycle riding, rifle, pistol and shot gun practice, fly-casting, hang gliding and bicycle racing on an Olympic size velodrome facility.

In 2016, Santa Clara County Parks hosted over 3 million visitors.

In our efforts to continue to connect people to nature and support a healthy and vibrant community, we offered a social media game called Parks for Life Challenge, where individuals had the opportunity to explore the entire park system through a friendly game of outdoor competition. The Parks For Life Challenge has become a favorite, and recently received the Award of Excellence from the California Parks and Recreation Society.

In 2017, the Santa Clara County Parks and Recreation department will continue striving to provide a sense of public pride to every community as well as gathering places for families and friends, and for individuals of all ages and economic status. We are fortunate in Santa Clara County that since 1972 the voters have supported the funding for Santa Clara County Parks overwhelmingly.
Pretrial Services

Pretrial Services assists the courts in release and detention decisions by providing investigative reports and recommendations based on a locally validated risk assessment. Pretrial Services also provides supervision and monitoring of defendants in order to assure their appearance at court, support early intervention, personal improvement and the preservation of public safety.

We strive to be a national leader in the reduction of inappropriate detention by using and developing safe, innovative and proven alternatives to incarceration.

- The Court Unit provides further investigative reports to the Court at the time of a defendant’s first court appearance (Arraignment hearing) for defendants not released by the Jail Unit.

- The Supervision Unit monitors defendants who are released on Supervised Own Recognizance with special conditions. The officers provide supervision during the court process to ensure they comply with the conditions of release and referrals to substance abuse treatment or domestic violence counseling.

**Story to share:**

On December 28, 2016, a client reported to the office for an intake interview. The client was homeless and had no place to stay. Our officer contacted several homeless shelters and found a bed at City Team if we were able to get the client there by 5:00 pm. The client had no means of transportation and at 4:30 our officer asked if he could drive him to the shelter. The supervisor and officer drove the client to the shelter by 5:00 pm where he was able to get a meal and a bed.

The department is divided into the following units: Jail, Court and Supervision.

- The Jail Unit recommended and processed 2,268 appropriate releases at the time of booking for 2016.
Medical Examiner-Coroner’s Office

The Medical Examiner-Coroner’s Office performs autopsies to render cause and manner of death. The office investigates all unnatural deaths to include homicides, suicides, accidents, drug overdoses, suspicious deaths and those natural deaths when someone is not under the direct care of a doctor.

2016 Accomplishments:


• The Professional Leadership Award was presented to one of our medical examiners by The Association of Organ Procurement Organizations (AOPO) and recognizes a medical examiner or coroner who has demonstrated outstanding leadership, innovative practices, and success to make a positive impact on the field of donation and transplantation. This award is presented annually to only one medical examiner/coronor in the country. The Medical Examiner-Coroner’s Office makes a positive impact to the field of organ and tissue donation to help those in dire need of organ and tissue transplantation.

• Governor Brown signing legislative bills into law AB 2119 and AB 2083 helping to improve death certification and classification of child deaths, respectively.

The Medical Examiner-Coroner’s Office’s goals for 2017 include practicing continued excellence in death certification as supported by national standards of the National Association of Medical Examiners (NAME). The 2016 Child Death Review Team report to include a retrospective study of motor vehicular fatalities among youth in Santa Clara County is also expected to be generated. The Medical Examiner-Coroner will continue to research the homeless and opioid deaths in Santa Clara County and release these data to the major stakeholders in the county. The office will continue to serve the community by rendering cause and manner of death and help families achieve closure to the death of their loved one and will continue its relationship with law enforcement agencies, other stakeholders in the county and the District Attorney’s Office who rely on these findings.
Santa Clara County Fire Department

Santa Clara County Fire Department is an integrated emergency services agency providing preparedness, prevention, education, and emergency response to keep the community safe. By establishing partnerships throughout the county, we offer regionalized capabilities to the residents of Campbell, Cupertino, Los Altos, Los Altos Hills, Los Gatos, Monte Sereno, Redwood Estates, Saratoga and surrounding unincorporated areas.

2016 Accomplishments:

- County Fire responded to nearly 18,000 emergencies. This included a busy wildland fire season which started in May with a deployment to Monterey County and ended in October with firefighters assisting the State of Nevada.

- County Fire deployed a new web-based geographic information system (GIS) application that allows us to connect to real-time data, analytics, and maps in the office or the field.

- County Fire spearheaded a county-wide planning effort for wildfire preparedness, and for the first time the entire county is covered by a single Community Wildfire Protection Plan.

2017 Goals:

- County Fire continued our partnership with the Office of Emergency Services (OES) and supported the County’s Emergency Operations Center (EOC) during Super Bowl 50. This partnership paid dividends when the Loma Fire erupted in September and County Fire and OES staff were called to assist with response and recovery efforts.

- County Fire will continue to use our 2015-2019 Strategic Plan as the guide for organizational decision-making.

- County Fire will continually look to the future for opportunities to become more involved.

The men and women of Santa Clara County Fire Department are grateful to be a part of this community, and proud to serve you.
Planning & Development Department

The Department of Planning and Development works to improve the quality of our environment and life in our communities through long-range planning and development permitting programs. The Department reviews planning and building applications; conducts code enforcement, surveying and mining oversight; and manages agriculture, open space and historic preservation programs.

2016 Accomplishments:

• Completed construction and staffing of a One-Stop Permit Center to improve the quality of permitting services provided to the public. The new Permit Center centrally manages development permitting for Building, Planning, Fire, Engineering, Roads and Environmental Health.

• Received Sustainable Agricultural Lands Conservation grant award from the Department of Conservation to prepare a Sustainable Agricultural Lands Conservation Framework for Southern Santa Clara County.

• Completed a Health Element of the General Plan. This is a leadership project of the Board of Supervisors intended to guide policy for the protection and improvement of the public health, safety and general welfare of the community.

• Drafted Urban Agriculture Incentive Zone ordinances and collaborated with local jurisdictions to achieve county-wide adoption.

• Expanded the County’s Code Enforcement program to reduce a backlog of enforcement cases and expedite the handling and resolution of complaints. The program includes proactive measures to reduce the need for code enforcement, such as community education and rapid graffiti abatement.

2017 Goals:

• Modern planning and building permit process software for the Permit Center with features that will make the permit process easier and faster for applicants.

• A more responsive and effective Code Enforcement Program using a new suite of enforcement and incentive tools and a significant increase in staffing levels.

• New land use ordinances, a regional agricultural conservation easement program and other measures to increase the long-term viability of agricultural in Santa Clara County.
Facilities & Fleet

Facilities and Fleet (FAF) serves the public by allocating the land and capital improvements and the vehicles that other County departments use to provide the public and our citizens direct services. Not only do we acquire these assets, but FAF is also responsible for keeping them up and running.

2016 Accomplishments:

• Completing Construction of the Valley Health Center Downtown San Jose.

2017 Goals:

• Completing the Sobrato Health Pavilion.
• Demolition of an old clinic and designing our New Vietnamese Services Center.
• Designing our new Animal Shelter to be located in San Martin.
• Providing storage and maintenance space for new Voting Machines.
• Finishing the installation of 11 MW of renewable power at various locations.
• Adding more EVs to our vehicle Fleet.

• Altering a warehouse into a North County Winter Shelter.

• Beginning the installation of EV (electric vehicle) charging stations and completing a CNG (compressed natural gas) Refueling Station that are publicly accessible.

• Making significant progress toward building a new East Jail and completing the Sobrato Health Pavilion at Santa Clara Valley Medical Center.
Social Services Agency

The mission of the Social Services Agency is to provide resources and opportunities in a culturally responsive manner to enhance the quality of life in our community by protecting, educating and empowering individuals and families.

**Department of Aging and Adult Services – DAAS**
Promotes a safe and independent lifestyle for seniors, dependent adults, and people with disabilities.

**2016 Accomplishments:**

- Improved In-Home Supportive Services technology efficiencies, allowing visits to 85% of recipients.
- Served over 1.3 million dietitian-approved, ethnically-diverse meals to nearly 16,000 seniors, with “Friendly Visitors” reducing isolation for Meals on Wheels clients.
- Cared for over 1,200 residents with severe mental illness and/or brain dysfunction.

In 2017, DAAS will provide remote access to IHSS workers; increase congregate meal sites; add city WHO Age-Friendly designations; register 5,000 residents as “Dementia Friends”; and increased PAGC client visits and screenings.

**Department of Employment and Benefits – DEBS**
Provides low-income individuals and families with assistance for health, financial, nutritional, housing and employment.

**2016 Accomplishments:**

- Implemented technology strategies reducing phone and lobby wait times by 49%.
- Provided Medi-Cal coverage to about 56% of county residents.
- Ensured access to work opportunities, with 570 employed clients ($12.81 hourly average), and over 300 employed youth ($15 hourly average).

In 2017, DEBS will consistently process 95% of public benefit applications, and engage families in employment services within state and federal mandates; and serve 400 low-income youth through year-round employment workshops and summer internships.

**Department of Family and Children’s Services – DFCS**
Strives to keep children safe and families strong by ensuring that at-risk children are safe, cared for and grow up in a stable, loving family.

**2016 Accomplishments:**

- Reunified 480 children with their families after overcoming issues and barriers.
- Served more than 500 current and former foster youth at “The Hub,” with services like assistance with job placement and health care.

In 2017, DFCS is committed to a strategic plan that ensures all children and youth in our community are safe, have their needs met, receive equal access to services, and experience similarly positive outcomes given comparable circumstances.
Santa Clara County Library District

The Santa Clara County Library District (SCCLD), with its eight libraries and two bookmobiles, serves over 3 million people annually. Providing residents with free and easy access to books, computers, eResources and more, a SCCLD library card gives a remarkable 400% return on investment to library cardholders.

2016 Accomplishments:

- Over 24,000 kids, teens, and adults participated in the 2016 Summer Reading Program.
- $122,625,992: Dollar value of library materials borrowed in FY 2015–16.
- 3,282,071 visitors to SCCLD libraries last year.
- 43% increase in eBook usage.
- The Milpitas Library was the only site in California to host Exploring Human Origins, a Smithsonian National Museum of Natural History traveling exhibit.

With website visits to SCCLD’s 24/7 Virtual Library increasing annually, in 2017 library staff will update and improve access to online resources, add new learning opportunities and continue to offer presentations and programs geared toward a variety of ages and community interests.

SCCLD remains committed to exploring additional opportunities to bring national exhibits to Santa Clara County. This Spring, Saratoga Library will host the American Library Association’s travelling exhibit: “Thinking Money, A Financial Expedition.” Selected as one of only 50 libraries in the nation to host this exhibit, “Thinking Money” will provide teens and their families with easily understandable financial information.

Looking forward, SCCLD will strive to improve and increase library services and resources for the highest per capita library membership in the country.
COUNTY OF SANTA CLARA

Office of the County Executive

The Office of the County Executive (CEO) provides interdepartmental coordination, administrative oversight, and leadership to the County organization through various functions involving multiple departments and stakeholders. This includes the development and oversight of the County’s annual budget, coordination of Countywide emergency planning, oversight of Countywide contracting, asset and economic development, climate change and sustainability planning, integrated pest management, management of the public information process, and the County’s Center for Leadership and Transformation program. Additionally, the CEO provides direct services to residents of the County of Santa Clara.

2016 Accomplishments:

• Awarded 88 Homeless Veterans more than $50,000 in VA compensation.

• Housed 560 Homeless Veterans between 11/1/15 – 12/31/16.

• Provided infrastructure for service delivery for Unaccompanied Minors.

• Established permanent location for North County Cold Weather Shelter.

• Established new shelter site in Gilroy to serve an additional 35 homeless families.

• Ensured that 66% of AB 109 clients did not have repeat offenses.

• Spearheaded new In-Custody programming: University courses at Elmwood.

Goals and projects for FY 2017 include investing in special programs for Veterans such as Veterans Treatment Court, Homeless Veteran Stand Down and Homeless Veteran Outreach; developing a shared understanding of the purpose, timeline and process for the development of an immigrant integration plan for the County; implementing the voter passed $950M Housing Bond; and incorporating Reentry services in the New Jail Project by expanding employment/vocational opportunities for inmates while in custody.