The Consumer and Environmental Protection Agency (CEPA) preserves and improves the health and safety of the environment and the community. Programs include Agriculture, Animal Services, Clean Water, Food Safety, Consumer Protection, Recycling & Waste Reduction, Green Initiatives, Solid Waste, Vector Control, Weed Abatement, and Weights & Measures.

CEPA protects watersheds that lead to the San Francisco and Monterey Bays; eliminates grass and brush hazards that could cause catastrophic fires; protects open spaces and farmland to safeguard sustainable food sources; oversees comprehensive recycling and waste reduction efforts; and ensures hazardous materials are properly handled and disposed.

2018 ACCOMPLISHMENTS

• Provided mutual aid to California communities affected by wildfires, including sending Animal Control Officers to help reunite Camp Fire victims with lost pets.

• Performed over 15,500 food inspections, targeting nearly every restaurant in the county with surprise visits.

• Implemented 174 Household Hazardous Waste drop-off events, collecting 2.9 million pounds of potentially harmful materials that could have otherwise headed to landfills and waterways.

• Saved 93.7% of the 3,270 dogs and cats brought to the animal shelter. Performed 1,035 spay/neuter surgeries and subsidized an additional 3,350 procedures. Saved 1,065 cats/kittens through the Orphaned Kitten Foster Program.

• Responded to more than 3,000 service requests related to mosquitoes, wildlife and other vectors.

• Potentially prevented structure fires on 2,550 parcels by working with residents to remove excess vegetative growth.

• Conducted more than 15,000 inspections to prevent unsafe pesticide applications, invasive species and non-native plants.

• Tested almost 24,000 devices to ensure the public gets what they pay for at gas pumps and in stores.

2019 GOALS

• Groundbreaking for a new 37,000 square foot state-of-the-art Animal Services Center.

• Implementing six new state laws relating to food safety, including AB 2178 for charitable feeding.

• Supporting next steps for the Santa Clara Valley Agriculture Plan to preserve open space and farmland.
The Clerk of the Board is dedicated to ensuring that the governance of the County is transparent and accessible to the public. 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.

2018 ACCOMPLISHMENTS


- Enabled new live audio streaming options for Board of Supervisors meetings and Assessment Appeal hearings.

- Held and supported 469 public meetings.

- Processed over 7,400 Form 700 Statements of Economic Interests from elected officials, executive managers and other governmental employees; 98% of the cases were handled timely.

2019 GOALS

- Launch a new Assessment Appeal filing system to improve the customer experience of the appeals process and expand online capabilities.

- Develop a new user-friendly Clerk website.

- Continue to provide impartial oversight of agenda and meeting processes.
Santa Clara County Fire Department

Santa Clara County Fire Department is a dependent special district that provides emergency services to partner cities and towns within Santa Clara County, including Campbell, Cupertino, Los Altos, Los Altos Hills, Los Gatos, Monte Sereno, Saratoga, Redwood Estates and surrounding unincorporated areas.

2018 ACCOMPLISHMENTS

• Took delivery of six wildland, Type 3 fire engines and four command vehicles.
• Renewed a 10-year service agreement with the Saratoga Fire District.
• Graduated one of the largest recruit academies in Department history – 25 firefighters.
• Hired a new Director and Deputy Director to lead County Communications, the County’s 9-1-1 communications center.
• Deployed County Fire’s engine strike team and multiple incident management personnel to support major emergencies as California experienced the deadliest and most destructive fire season in state history.

2019 GOALS

• Move into a new headquarters facility and co-locate adjacent to other public safety agencies including County Communications and the Office of Emergency Services.
• Modernize the County’s ability to prepare for emergencies and direct responding personnel with a new 9-1-1 communications facility and Emergency Operations Center (EOC).
• Enhance the County’s ability to predict, prepare and respond to the increased threat of wildfire driven by persistent drought, warmer temperatures and stressed vegetation.

The men and women of Santa Clara County Fire Department are grateful to be a part of this community and have proudly served Santa Clara County since 1947.
Department of Child Support Services

The 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 continues to be focused on improving its service delivery to families living in Santa Clara County who rely on us for the financial support of their children. This support provides for food, clothing, and shelter for over 45,000 children in our community annually.

The Department has recently embarked on a new collaboration with the Superior Court’s Self-Help Center. The Department has staff available to help self-represented litigants receive immediate assistance with their child support cases when they visit the Court’s Family Law Facilitator located at the Family Justice Center Courthouse. Additionally, the Department is performing increased outreach in the community to promote our services and ensure families know that our office is here to help with child support issues, so that we ensure children receive the support they are financially, legally, and morally entitled to receive. Visit our new website at www.scc-dcss.org to find out more.

2018 ACCOMPLISHMENTS

• Collected over $92.4 million in financial support for children.
• Managed a caseload of 32,000 cases that served more than 45,000 children.
• Increased community outreach and collaboration efforts to ensure we are better serving families.

2019 GOALS

The continued rollout of the Department’s First Customer Service Model will ensure the Department’s work is focused on high quality internal and external customer service that produces the best results for our employees and the families we serve. This initiative is a critical part of the ongoing organizational culture within the Department.
The Social Services Agency’s Departments of Aging and Adult Services (DAAS), Employment and Benefits Services (DEBS) and Family and Children’s Services (DFCS) are committed to “Serve, Empower, Transform” the lives of people in our community.

DAAS serves by promoting safe and independent lifestyles for seniors, dependent adults and people with disabilities.

DEBS empowers low-income individuals by providing access to healthcare, nutrition and employment services while transitioning to economic stability.

DFCS transforms lives by keeping children safe and families strong in partnership with our diverse community, ensuring that any child who is at risk or has suffered abuse or neglect is safe and cared for in a stable, loving family.

2018 ACCOMPLISHMENTS

• DAAS launched the Advocate, Collaborate, Empower (ACE) case management application in the Adult Protective Services (APS) program, which includes Structured Decision Making tools that allow APS to better serve its clients with measurable data.

• DEBS expanded the CalFresh program, offering comprehensive Employment and Training services for Able-Bodied Adults Without Dependent clients aged 18-49, helping over 9,000 clients retain their food benefits.

• The DFCS Cultural Brokers (CB) program successfully supported families in high need communities with 69% of those referred actively engaged in DFCS and community-based services.

2019 GOALS

• DAAS will develop innovative programs to close food access gaps by implementing a restaurant voucher program and will pursue funding for the state’s HomeSafe program to support services for APS clients who are homeless or at-risk of homelessness.

• DEBS will implement a new law that will make 45,000 Supplemental Security Income (SSI) recipients in Santa Clara County eligible for CalFresh benefits.

• DFCS will strategically support actions that ensure the safety and wellbeing of our community’s children, ensuring equitable access to services with positive outcomes such as reduction in maltreatment and in children re-entering the system.
Fairness, inclusivity, transparency and accuracy. These are the tenets of the Registrar of Voters’ Office (ROV), which conducts all federal, state and local elections. The ROV aims to be a model of integrity, innovation and community empowerment as it safeguards the right of citizens to participate in what Registrar Shannon Bushey considers “the most important action in a democracy” – voting.

The ROV manages the County of Santa Clara’s voter database, maintaining the voter list and ensuring the accuracy of all registered voters in the county. The ROV’s outreach arm is a ubiquitous presence at community events, adding voters to the rolls and providing the public with valuable voting information. To better serve hyper-diverse Silicon Valley, ballots and other voting materials are created in five languages – with facsimile ballots available in an additional four languages.

The ROV also charts precinct boundaries and determines poll locations. Voting equipment is maintained and delivered, and Election Officers are recruited and trained to staff more than 800 polling places. After the polls close, the ROV tallies and reports results from the polls, early voting and provisional ballots. Results are issued after all are accounted for and audited.

2018 ACCOMPLISHMENTS

- Opened Early Voting Centers for 10 straight days before each election, a convenience for voters who could select any location to cast a ballot or receive the same services they would at the Registrar’s office.
- Ensured availability of Conditional Voter Registration at all Voting Centers and the Registrar’s office – people could register and vote provisionally on the same day even after the standard registration deadline.
- Achieved highest registration in county history, and highest turnout in a Midterm election in 40 years.
- Expanded the number of languages the ROV provides assistance with to voters at the polls.

2019 GOALS

We anticipate a modernization of our equipment, including the acquisition of electronic poll books and an all-new voting system to replace our decades-old machines. The ROV expects to have all systems ready for the 2020 Presidential elections.
Employee Services Agency

The Employee Services Agency (ESA) provides a range of services, including recruitment, classification, labor relations, and benefits administration, in support of 27 County departments, 30,000 County employees and retirees, and the public.

2018 ACCOMPLISHMENTS

• Initiated 2,697 recruitments.
• Evaluated 104,318 job applications.
• County departments hired 3,544 new employees (1,829 Regular/1,715 Temporary).
• Completed 69 classification studies affecting 537 positions.
• Created an interactive Human Resources Practices Manual available on the ESA website (sccjobs.org).
• Held 28 retiree medical enrollment sessions and prepared 483 employees for retirement.
• Completed a Medicare B Reimbursement payment audit, resulting in increased payment accuracy.
• Completed the first annual dependent eligibility audit for 2,500 employees and 225 retirees to ensure accurate dependent enrollment and realize savings to the County and plan participants.
• Enrolled more than 700 employees into the County’s 457 Deferred Compensation Program, bringing total enrollment to almost 21,000 participants and total plan assets to over $2.38 billion.
• Initiated the ESA Rapid Transformation Initiative, led and driven by employees, as a new approach to our work, focused on a team-based approach to identifying and resolving issues.
• Launched a paperless initiative, standardizing the use of electronic forms, scanning existing files, and automating several auditing procedures to reduce paper usage and allow for more efficient and secure document management.
• Successfully placed 51 individuals into Executive Leadership positions.
• Successfully negotiated 71 meet and confers, including alternate hours agreements, reorganizations, departmental agreements, and various other work rules.
• Successfully negotiated a multi-year successor memorandum of agreement with SEIU Local 2015, representing over 24,000 in-home care providers.

2019 GOALS

ESA will continue to implement strategies to streamline processes and collaborate and partner with County departments to create a productive, skilled, and diverse workforce for the efficient and effective delivery of public services.
The Santa Clara County Library District (SCCLD), with eight libraries and two bookmobiles, serves over 3.3 million visitors annually. SCCLD provides residents with free, equal access to computers, programming and a collection of more than 2 million items. Our resources and services are broad and diverse and match the interests of Santa Clara County residents. Our free SCCLD library card provides access to over $169 million worth of total services.

**2018 ACCOMPLISHMENTS**

- Focused on literacy services for all ages through the Summer Reading Program, English as a Second Language (ESL), adult literacy Reading Program, early literacy family concerts, and the newly initiated Early Learning Readiness Program (preschool) at the Gilroy Library.
- Worked with entire school districts to provide new eAccounts to 66,000 students, giving them free access to the SCCLD online library.
- Launched passport services at the Cupertino and Milpitas libraries.
- Provided free STEAM (Science, Technology, Engineering, Arts, Math) programs including maker workshops, Adobe classes, Ozobots for kids, computer classes in Spanish, and coding for all ages.
- Expanded hours at Woodland Library, Saratoga Library and Cupertino Library.

**2019 GOALS**

- Expand operating hours so all eight libraries will be open 7 days a week.
- Focus on the shift to digital: Grow online collection and services, redesign website, and offer instant online library card registration.
- Strengthen commitment to education: Offer every student in the Library District free eAccounts and expand the Early Learning Readiness Program to the Morgan Hill Library.
- Meet the needs of the underserved: Expand Lunch at the Library, English as a Second Language (ESL), conversation clubs, adult reading program, and citizenship classes.
- Create deeper ties in the community: Develop partnerships and programs with local organizations.
- Expand STEAM programs (Science, Technology, Engineering, Art, Math): Design programs to benefit residents of all ages and abilities and inspire the next great breakthrough idea in Silicon Valley!
COUNTY OF SANTA CLARA

County Communications Department

The County Communications Department provides 9-1-1 and other emergency call answering and dispatching services for county unincorporated areas and communities served by the Sheriff’s Office and County Fire Department. The Department dispatches countywide for Emergency Medical Services Agency’s paramedic ambulance transport provider. Responsibilities include serving as mutual aid coordinator when large-scale events require multiple jurisdiction response. The Department also provides engineering, design, repair and maintenance of communications systems and equipment used by County departments and other local government agencies.

2018 ACCOMPLISHMENTS

• The Communications Center Dispatch Operations answered approximately 600,000 calls; more than 70,000 of these calls were for 9-1-1 service. 9-1-1 call answer time performance improved from 84.23% of calls answered within 15 seconds in 2017 to 98.17% of calls in 2018.

• Hosted three dispatcher academies and trained 27 new recruits.

• Renovated the Technical Services work area to provide ergonomic workstations, better lighting and more efficient utilization of space.

• Completed ADA improvements throughout the Communications Center.

• Utilized Controller’s Cost Management Unit expertise and specialized consulting services to streamline and refine the cost allocation methodology used for communications dispatching service charges.

• A permanent Director and Deputy Director were hired under Santa Clara County Fire’s administration.

2019 GOALS

• In 2019, County Communications will continue to concentrate on activities that enhance the ability to provide effective public safety communications services, including the improvement of employee recruitment, training, development, safety and wellness.

• Replacing critical facilities and equipment such as countywide VHF radio infrastructure.

• Implementing a state-of-the-art computer aided dispatch system equipped with next generation 9-1-1 technology and mapping integration. This will enable multimedia 9-1-1 reporting, allowing texting to 9-1-1 in county unincorporated areas and communities served by the Sheriff’s Office.
The County of Santa Clara Health System is our community’s healthcare safety net that provides comprehensive care, services and programs. We are dedicated to the health and well-being of all communities in Santa Clara County.

The Health System includes: Behavioral Health Services Department, Public Health Department, Santa Clara Valley Medical Center hospital and clinics, Emergency Medical Services Agency, Custody Health Services Department; and Valley Health Plan, which is the county’s only locally-based health plan covering residents of our community.

2018 ACCOMPLISHMENTS

• Santa Clara Valley Medical Center provided more than 804,000 emergency room and doctor visits to members of the community, and more than 3,000 babies were born at the hospital.

• More than 33,800 people received their seasonal flu vaccine through free community flu vaccine fairs and flu clinics at Valley Health Centers.

• Santa Clara County became the first in the state to put AEDs in every public school. The Emergency Medical Services Agency, working with community partners, placed 846 AEDs at 718 public sites throughout the county.

• We launched Mobile Crisis Response Teams. These behavioral health teams provide onsite crisis response services and help individuals experiencing a mental health crisis.

• The Public Health Department made community health data accessible to anyone with an internet connection. With the Open Data Portal, residents can find information on more than 100 health topics.

• To raise awareness about potential risks of using marijuana during pregnancy, the Behavioral Health Services Department created a campaign that included bus, transit shelter and social media promotions.

• Public Health responded to and controlled over 129 infectious disease outbreaks, including measles, shigella, botulism and others.

2019 GOALS

We will continue to deliver better care, service and value, while focusing on growth, learning and development, as well as improving the health of the community. We are committed to Better Health for All.
The Office of the Sheriff Custody Bureau is committed to providing a safe, secure jail environment for nearly 3,500 individuals. We adhere to providing a level of supervision and rehabilitation that is consistent with the need to protect staff, those within our care, and the community.

2018 ACCOMPLISHMENTS

• The Custody Bureau began offering a full continuum of high school courses to inmates classified as high risk and, in the future, will expand to include vocational classes. Educating the men and women who are incarcerated in our correctional facilities will lead to greater opportunities and positive outcomes, in an effort to reduce recidivism.

• In the past year, the Custody Bureau also expanded community engagement programs. We have built strong partnerships with schools, community groups and government agencies. Deputies volunteered to take kids fishing, back to school shopping, and participated in numerous safety presentations.

• The Custody Bureau welcomed two four-legged friends to the family. The adorable Springer Spaniels were acquired through two generous donations. Their ability to locate narcotics and cell phones will improve the safety of our correctional facilities and our ability to keep the public safe.

2019 GOALS

• We will expand our high school courses for high risk inmates to include vocational classes.

• We will break ground on construction of a nearly 256,000 square foot modern correctional facility. The modern jail will offer more space for visiting and in-custody programs designed to improve post custody outcomes and reduce recidivism. In addition to transitional housing, the new jail addresses the County’s need to provide wraparound care for individuals with mental illnesses by adding approximately 355 acute and mental health beds.

• We plan to implement a new Jail Management System (JMS), an integral component to adhering to legal mandates that will help us complete our robust reforms. The addition of a comprehensive data driven system will improve the safety of our jails and enhance reintegration into the community.
Santa Clara County Parks

The Parks Department manages one of the largest regional parks systems in California, with 28 County parks comprising over 52,000 acres and 350 miles of trails. Every year, more than 3.5 million residents and visitors of the county enjoy the array of outstanding outdoor recreation opportunities at County parks. The Department balances the preservation of natural, cultural and scenic resources with public use, responding to expectations and shifts in recreation trends.

2018 ACCOMPLISHMENTS

• Approved the Parks Department’s Strategic Plan which will guide the work of the Department for the next two decades.
• Completed various projects to better meet the needs of park visitors, including opening the Rancho San Vicente Staging Area and multi-use trails at Calero, updating the Coyote Lake visitor center, and completing the Forest Health Plan for Mt. Madonna.
• Developed the Salt Marsh Safari at Alviso Marina County Park which provides free on-the-water educational programming regarding the natural history of the South Bay, the importance of salt marsh and wetland habitats, and climate change in Santa Clara County.
• Continued to balance the diverse recreational desires with the principles of preservation of regional parklands.
• Led year-round monthly Healthy Parks, Healthy People Walks at Alviso Marina County Park and Martial Cottle Park.
• Partnered with County Public Health Department and Santa Clara Valley Medical Center to develop and offer monthly bilingual (English/Spanish) Park Prescription (ParkRx) walks.

2019 GOALS

• Restore the historic structures at Grant and improve the visitor center at Vasona.
• Complete long-term planning efforts for Sanborn, Coyote Canyon–Coyote Highlands, Grant, and the Martial Cottle Park historic life estate to expand recreational opportunities.
• Continue to focus on technological accessibility in parks and transitioning to a new reservation system.
• Implement the Partnership Program through an established agreement that meets the needs of the Department and its partners.
The Office of the Medical Examiner-Coroner (ME-C) continues to excel in and advance the forensic sciences. Our responsibilities include performing autopsies to render cause and manner of death. We investigate 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. The ME-C is also responsible for authorizing the release of organs and tissues to help save lives.

### 2018 ACCOMPLISHMENTS

- Implemented Saturday work schedule to allow for expeditious release of loved ones back to their families.
- ME-C Student intern was the recipient of The Forensic Sciences Foundation (FSF) Travel Grant, a competitive grant awarded to students to help assist with travel expenses for the American Academy of Forensic Sciences (AAFS) Annual Meeting.
- Established quarterly meetings with all funeral service providers operating in the county.

### 2019 GOALS

- Complete internal policies and procedures.
- Complete the ME-C Surveillance Camera Contract & Policy.
- Restructure of Evidence and Property Rooms in Investigations Unit for more efficient processing.
- Continue ongoing outreach and education of county hospitals, law enforcement and funeral homes.
- Integrate a new computer software system and launch Windows 10 in all computers and devices to help support all office divisions and aid county communication.
- Hire two new investigators to perform medicolegal death investigations.
- Continue to save lives through organ and tissue donation.
The Sheriff's Office is dedicated to faithfully protecting the residents of Santa Clara County. On a daily basis, our deputies strive to fulfill their duty as community guardians representing the highest levels of professionalism and compassion.

2018 ACCOMPLISHMENTS

• Our Investigations Bureau was able to solve two Cold Case Homicides dating back to the 1970s. These arrests are a testament to our commitment in the pursuit of justice and vigilance in protecting victims in our community. We strive to maintain the most advanced technologies to best serve our residents.

• The Sheriff’s Office Enforcement Bureau made significant strides in reducing residential and automobile burglaries in our patrol jurisdictions. Through proactive community policing, we arrested several prominent burglars and returned several hundred thousands of dollars worth of stolen property back to victims.

• Our deputies are now provided with Naxolone while on patrol. This life saving agent is designed to rapidly reverse opioid overdose, which enhances deputies’ ability to save lives while in the community.

• We hosted a regional law enforcement training exercise last summer at the VTA/BART Milpitas Transit Center, in cooperation with 20 federal, state and local agencies. This grant-funded critical incident training incorporated 97 victim role players, 47 law enforcement and fire personnel, and 19 evaluators. Overall, the exercise was a success in evaluating the responsiveness of multiple emergency services to a large scale, critical incident.

2019 GOALS

• We remain dedicated to expanding our commitment to community outreach and education. We take immense pride in our opportunity to educate the youth of our community and be available as a pillar of support in difficult times.

• We look forward to improving our service through better training.

• We will unveil a new high-speed emergency vehicle operations course and continue to invest in training opportunities to better meet our mission to Santa Clara County.
Office of the County Executive

The Office of the County Executive provides direct services to county residents, 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, equity and social justice integration, creation of affordable housing to address homelessness, compliance with security and privacy requirements, strategic planning of jail reform efforts, and the County’s Learning Organization.

2018 ACCOMPLISHMENTS

• Created the Equity and Social Justice Division to support clients facing barriers from social categorizations such as race, class and gender, leverage shared resources, and strengthen a combined voice for vulnerable communities in our county.

• Successfully provided new or recertification training to 437 Emergency Response Team Members countywide.

• Partnered with the Procurement Department and facilitated trainings to over 150 County employees on countywide process changes to contracting and procurement functions.

• Ended homelessness for 2,494 people in 1,796 households, and implemented the 2016 Measure A Affordable Housing Bond by funding 10 new supportive housing developments.

• Created the Facilities Security Division to provide and maintain the physical security of County facilities.

• Provided strategic communications and media relations guidance to 27 County departments.

• Ensured environmental compliance of internal County activities for over 15,000 employees.

• Maintained disaster readiness for the County through 33 training events, and provided emergency management mutual aid for Hurricane Florence and the Camp Fire.

2019 GOALS

• Optimize learning functions and activities to increase collective impact to the employee experience and County services.

• Continue conversion to new Risk Management Information System and increase protection of County assets.

• Complete Adult Reentry Strategic Implementation Plan for FY 2020-2022, further reducing recidivism rates and increasing public safety.

• Launch LGBTQ Health/Wellness Center and Juvenile Justice mentoring pilot program to address the disproportional number of LGBTQ youth in the juvenile justice system.

• Launch Office of Countywide Contracting Management’s website to serve as a central contract repository for countywide contracts and implement the County’s Business Diversity Program.

• Continue security assessments of County facilities, enhancing security measures, staff awareness and trainings.
Office of the Assessor

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 to governmental agencies in a timely and responsive way.

Our vision is to be a model Assessor’s Office that delivers 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.

The Assessor’s Office is responsible for annually determining the assessed value of all real and business property. The assessment roll is comprised of 525,678 assessable roll units and is the basis upon which property taxes are levied. Property taxes are an essential source of revenue supporting basic public services provided by schools and local governments. These public jurisdictions form the foundation of our region’s quality of life.

2018 ACCOMPLISHMENTS

• Delivered on time a $483.2 billion Assessment Roll that increased 7.34 percent, while returning $1.4 million of the department’s $37.6 million annual budget back to the County’s General Fund.

• Assisted 38,868 taxpayers who contacted the Office by telephone, and an additional 19,748 taxpayers who visited the Assessor’s public service counter.

• Achieved a department-wide customer satisfaction rating of 90 percent from an independent survey of taxpayers who contacted the Assessor’s Office.

• Resolved 3,606 assessment appeals, retaining 97.4 percent of the assessed value in dispute, and reducing the average time by 35 days to resolve all assessment appeals.

2019 GOALS

• Utilize comprehensive performance management to complete the assessment roll in a timely and accurate manner.

• Improve the time of completion of all work activities while improving quality.

• Enhance discovery of real and business personal property.

• Continue the program to replace outdated legacy technology software.

To learn more, go to www.sccassessor.org.
The Office of the District Attorney ensures public safety through investigations and prompt, professional prosecutions that lead to just verdicts and fair sentences.

**2018 ACCOMPLISHMENTS**

- Sought and achieved justice in 40,000 cases, from convictions in gang murders to offering alternative sentencing and diversion programs to help minor offenders be more productive members of our community.
- Implemented the Gun-Related Intelligence Program, which aims to identify violent offenders and prevent future violence by analyzing all crime guns and gun evidence to develop actionable intelligence.
- Arrested a suspect in a nationwide SIM swapping scheme through the investigative work of the Office’s REACT (Regional Enforcement Allied Computer) High Tech Crimes team.
- The Cold Case Unit, DA’s Crime Laboratory and Sheriff’s Office collaborated on the arrest of a suspect in a 1973 cold case murder committed in Palo Alto.

**2019 GOALS**

- The Office will continue its work in the pursuit of justice and keeping our communities safe.
- The Victim Services Unit will continue to support victims in a variety of cases.
- The Community Prosecution Unit will continue its crime prevention work through community building.
- The Crime Strategies Unit will continue to enhance the capabilities of Santa Clara County law enforcement agencies through its proactive analysis of crime patterns.
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 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.

2018 ACCOMPLISHMENTS

• Secured a preliminary injunction requiring the federal government to resume accepting applications for renewals in the Deferred Action for Childhood Arrivals (DACA) Program.

• Developed partnerships and data-sharing efforts to ensure all county residents are counted in the 2020 Census.

• Held former lead paint manufacturers accountable for the hazards they created from lead paint that continues to poison thousands of California children each year.

• Secured a permanent injunction blocking implementation of the Trump Administration's attempts to withhold funding from “sanctuary jurisdictions” in California.

• Partnered with the Office of Supportive Housing to establish affordable housing projects, such as Renascent Place and Villas on the Park in San José, and Buena Vista Mobile Home Park in Palo Alto.

• Successfully negotiated consent decrees and remedial plans in two class-action cases in the County’s continuing jail reform efforts.

• Protected the County’s resources, such as through preserving redevelopment dissolution, overturning a federal regulation that sought to reduce Valley Medical Center’s funding by over $45 million, and thoughtfully defending the County in litigation.

2019 GOALS

Our office will protect and defend the County’s ability to serve its most vulnerable residents and we will ensure the County continues to be a national leader on key legal and policy issues.
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 Agency is committed to fiscal leadership and delivering quality services to its customers.

2018 ACCOMPLISHMENTS

- In partnership with Valley Medical Center (VMC) and Technology Services and Solutions (TSS), integrated VMC’s stand-alone accounting system with the County’s comprehensive financial system to allow immediate budget to actual comparisons and promote transparency of VMC’s financial information.
- In collaboration with the County’s Office of Emergency Services, coordinated the filing of $25 million in claims from storm damage suffered in January/February of 2017 in which $20 million has been approved and over $4 million received in reimbursements to date.
- Provided official records service to an average of 600 walk-in and 222 telephone customers, performing an average of almost 2,000 transactions daily. Issued 86,183 birth certificates and 25,359 marriage certificates, processed 11,994 fictitious business name statements, issued 10,201 marriage licenses, performed 2,805 express marriages, and recorded over 278,638 official records relating to real property.
- Implemented a new cashiersing system to support the collection of more than $200 million counter payments annually. Redesigned the property tax bill to provide more useful information.
- Received the Certificate of Achievement for Excellence from the Government Finance Officers’ Association for the Comprehensive Annual Financial Report and the Certificate of Excellence for the State Controller’s Office Report.

2019 GOALS

- Continue to provide leadership to departments through the development of county-wide policies and procedures.
- Support the County’s efforts in acquiring properties and operations through debt or other financing.
- Continue to provide excellent customer service through maximized use of technology and focus on the expansion of the payment options with the launching of its Mobile App – SCC DTAC – on Apple and Android devices.
The Probation Department collaborates with partners to promote safety and foster opportunities for justice-involved youth and adults. Our services and resources are intended to rebuild their lives and help them move out of the justice system through meaningful client-centered partnerships, treatment services and employment.

2018 ACCOMPLISHMENTS

- Launched the Young Adult Deferred Entry of Judgment program (YA-DEJ). Senate Bill 1004 authorizes adult defendants between 18-21 years of age the option of participating in this program, in lieu of County Jail.
- Launched the Corridor Program, which provides support services and safety planning to parents on formal probation with children either involved in or at risk of penetrating the child welfare system. As of October 2018, the Corridor program had served 99 probation families.
- Launched the Discretionary Warrant policy to reduce unnecessary detention of youth.
- Implemented the Education Liaisons Program, to improve likelihood of high school graduation for youth. Between September and December 2018, the program received 37 referrals.
- Implemented Unchained Dog Therapeutic Adoption program and Trauma Informed Training for all Juvenile Hall staff.
- 71% of youth successfully exited the Ranch program.
- Implemented key tracer system for vehicle inventory and usage tracking, impacting over 900 employees.
- Implemented Active Shooter Training, conducted by the Sheriff’s Office, to increase employee safety.
- Produced high quality reports and analyses that enabled data driven decisions related to programs and services for clients.
- Implemented comprehensive contract monitoring training and conducted site visits, focusing on evidence-based practices and data collection.

2019 GOALS

- Open the new dorm facility at the William F. James Ranch.
- Implement case management systems for both Adult and Juvenile Divisions and a juvenile institutions management system for Juvenile Hall and James Ranch.
- Implement Multi-Systemic Therapy for youth 14 and younger, enhancing parenting skills and providing intensive family therapy to decrease youth violence and other anti-social behaviors.
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.

2018 ACCOMPLISHMENTS

- Completed the public As-Built website, that allows customers to view and print any As-Built drawings as needed at no charge, which saves them a trip to our offices.

- Collaborated with the Valley Transportation Authority (VTA) in the planning and preliminary design of the Eastridge to BART Regional Connector light rail project on Capitol Expressway.

- Completed the San Tomas Expressway Widening Project between El Camino Real and Homestead Road. This project provided an additional expressway through lane in both directions within the project limits, matching the existing four lanes in each direction north of the project, and extended the San Tomas Aquino Spur Trail from El Camino Real to Homestead Road.

- Completed the Runway Improvement Project at Reid Hillview and San Martin Airports, which provided pavement repair, crack-sealing, micro-surfacing, and pavement markings on the runways and taxiways at both airports.

2019 GOALS

- Update the Circulation and Mobility Element of the County General Plan. This project takes a fresh look at the needs of the County road system in the context of current and projected traffic demand and for consistency with the California Complete Streets Act of 2008.

- Implement countywide use and data reporting of traffic safety and collision data using the Crossroads software database tool.

- Implement new Airports Plan based on direction from the Board of Supervisors.

- Develop investment plan for new funding sources: Senate Bill 1 (SB1), which includes new Gas Tax with a Road Maintenance and Rehabilitation Account (RMRA) component; and 2016 Measure B 30-year, ½ cent sales tax to enhance transit, highways, expressways and active transportation.
The Office of the Public Defender provides legal representation in criminal matters to the indigent accused in Santa Clara County. We represent 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 branches in San Jose, Morgan Hill, Palo Alto and at Juvenile Hall.

2018 ACCOMPLISHMENTS

- Provided legal assistance to get 2,000 record clearance petitions granted.
- Advised more than 100 minors, 15 years and younger, who were detained for questioning to explain their Constitutional and statutory rights under SB 395.
- Created a “community outreach attorney” position to meet individuals in their own communities and assist with bench warrant recalls, Know Your Rights trainings, post-conviction relief, and work on juvenile justice prevention efforts throughout the county.
- Received the “Shining Star” award from Momentum for Mental Health for work with homeless and mentally-ill clients.
- Hosted a Sister-County delegation of Russian Defense Lawyers.
- Assisted more than 1,500 clients with immigration consultations related to their criminal cases; obtained relief in the form of expungement, DACA renewals, adjustment of status appeals and motions to reopen removal proceedings.
- Participated in numerous outreach events hosted throughout the county, including: the Immigration Symposium by the Vietnamese American Roundtable, the West Valley Homeless Connect Fair, the Fatherhood Conference at the Mexican Heritage Plaza and the Homeless Health Fair.

2019 GOALS

The Office will continue to provide zealous, constitutionally sound representation for all indigent clients in Santa Clara County. Lawyers, paralegals and investigators will work to keep clients who do not need to be incarcerated out of jail and at home with their families. A top priority will be the roll out and implementation of mental health diversion under California Assembly Bill 1810.
Technology Services and Solutions (TSS) is the County of Santa Clara’s Information Technology department. Our mission is to transform County services through collaboration, technology innovation and operational excellence.

**2018 ACCOMPLISHMENTS**

- Launched an integrated Permit and Code Enforcement system to improve the customer’s experience when applying for a County permit. Customers can apply for permits electronically, check status, make payments and share information with other departments to expedite issuing permits, or initiate complaints on Code Violations - both onsite and online.

- Implemented a new system to automate the Court’s information sharing among the County and other local Public Safety and Justice agencies that work with the Court. This increases efficiency across these agencies by facilitating information sharing.

- Implemented systems to efficiently run operations for this year’s elections that supported record voter turnouts. TSS created the website, provided network connectivity for all systems, implemented processes and upgraded systems to run seamless operations for early voting and on election day.

- Added new online features on the myHealth website to allow patients to complete health record updates, appointment check in, complete questionnaires, e-sign health documents, access financial records and share medical information.

- Created an open data portal for public access to government information on community health trends, public safety and environmental health. The County’s open data platform, https://data.sccgov.org, was launched in April 2018. Now the public can have access to useful information online.

**2019 GOALS**

- The Technology Services and Solutions Department will continue to serve the County of Santa Clara by providing innovative IT solutions that enhance the customer experience.

- Through our recent consolidation of the IT functions of both the Social Services Agency and Health and Hospital System, we are focused on leveraging resources and talents to increase efficiencies.

- By attracting, retaining and empowering a high performing workforce, we will deliver an effective and robust IT infrastructure and provide protection for the security and privacy of our clients’ data.
Procurement Department

The Procurement Department provides contracting and procurement services to support the operations of all County of Santa Clara offices and divisions. The Department promotes success through collaboration with client departments and vendor management by providing the highest quality contracting services, while increasing public trust through full and open competition, inclusion, fairness and use of best practices.

2018 ACCOMPLISHMENTS

- Successfully negotiated and recorded $17.3 million in cost savings and cost avoidance.
- Successfully negotiated and executed 139 master contracts valued at $174.4 million in collaboration with countywide departments.
- Strategically worked with departments countywide to provide guidance and assistance in executing 145 service agreements valued at $6.8 million.
- Successfully increased the vendor pool by 61%, equivalent to 1,111 new vendors interested in opportunities to participate in the County’s procurement process.
- Guided 290 countywide solicitation awards.
- Involved in significant solicitations such as Point of Sale System for Parks and Recreation; Enterprise Cashiering System; Clerk of the Board Assessment Appeals System; Surplus Drug Redistribution; Water Systems Maintenance Services; Goat Grazing; and Explosive Ordinance Disposal Bomb Sniffing Canines.

2019 GOALS

- Decrease the number of non-competitive contracts and increase the number of competitively awarded contracts.
- Realize tangible cost savings and contractual enhancements to benefit the County by promoting the use of negotiations in non-competitive and competitive processes.
- Continue to amplify the vendor pool by outreaching to community and inviting more vendors to participate in opportunities to do business with the County.
Pretrial reform continues to evolve in California and the Office of Pretrial Services continues to be the State leader. Our officers produce pretrial assessments and recommendations for eligible clients to be released while their case is pending adjudication to the Superior Court. We provide supervision of those clients released under the Supervised Own Recognizance Program (SORP) as well as pre-filing diversion.

2018 ACCOMPLISHMENTS

• Community Awaiting Placement Services (CAPS): Collaborative partnership among County agencies providing targeted diversion away from jail to treatment of high-needs individuals with mental health or substance dependencies.

• System of Care Collaboration: Referral program that allows services and support to individuals providing care for children while the parent is incarcerated.

• Just Ask Campaign: Stakeholders from different County agencies developed an informational campaign to make more people aware of no-cost release options through pretrial services.

• Fee removal: The Board of Supervisors approved a resolution in 2018 that eliminated all fees for our services. This enables our clients to financially focus on their own needs and court case.

2019 GOALS

• Implementation of a new pretrial assessment instrument to comply with new bail reform law (Senate Bill 10).

• Expanding our Diversion programming to include more types of charges and clients.

“The SORP program gave me a chance to be with my family and heal with my husband and kids. I was able to receive services that were helpful for me, such as weekly parenting class and weekly counseling. Having a pretrial officer to check in with weekly also made me feel supported and that I wasn’t alone in the legal system. I will always be grateful that I was able to learn from my mistakes and strengthen myself and my family.” - S.D., Pretrial Services client
COUNTY OF SANTA CLARA

Department of Planning and Development

The Department of Planning and Development works to improve the quality of life and the environment 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.

2018 ACCOMPLISHMENTS

• Launched InSite, a state-of-the-art permit process software for the Permit Center. This software facilitates a streamlined permit review process, with easier permit application, tracking, and review, reducing permitting timeframes and improving customer service and work efficiency.

• Adopted and started implementation of the Santa Clara Valley Agricultural Plan, a regional framework for preserving agricultural working lands to support the agricultural economy, food security and climate resilience. The Department is beginning work on 10 programs reviewed in 2018 by the Agricultural Preservation Task Force. The Agricultural Plan won the 2018 Governor’s Environmental and Economic Leadership Award and a $15 million Department of Conservation grant.

• Began rollout of a revamped, comprehensive Code Enforcement Program using a new suite of enforcement tools and compliance incentives.

• Initiated an Illegal Dumping Hotline and Sub-standard Multi-unit Housing Abatement Program.

2019 GOALS

• Continue the rollout of InSite permit processing software and demonstrate increased work efficiency and improved customer service.

• Pursue integration of InSite with partner County departments for development permits and focus on enhanced inter-coordination among Department staff.

• Continue implementation of the Santa Clara Valley Agricultural Plan, including acquisition of agricultural conservation easements, adoption of agricultural worker housing program, creation of an agricultural resilience grant program, an agricultural ombudsperson program, and rollout of a signage and branding campaign.

• With Board authorization, will begin work on a General Plan Update focused on Greenhouse Gas reduction, Climate Adaptation and regional sustainability.
Facilities and Fleet Department

The Facilities and Fleet Department (FAF) provides work space and fleet resources for the delivery of County Services. FAF strives to deliver services innovatively, with integrity, in a sustainable, cost-effective and timely manner.

2018 ACCOMPLISHMENTS

• Made progress toward completing designs and bridging documents for construction of the New South Jail, new Animal Services Center, new Vietnamese-American Services Center and other capital projects.

• Purchased two campuses to address County office needs.

• Purchased a building that will be remodeled for County public health use.

• Amended a lease to build and occupy the third building at the West Julian Campus in San Jose.

• Implemented mobile work order management system to increase response time; increased assessments for building system replacement and renewal project development.

• Provided and maintained 1,700 vehicles for delivery of County services; increased alternative fuel vehicles to 30 percent.

• Completed the New Jail and Elmwood Video Surveillance Project.

• Completed First Phase of ADA Improvements at the New Jail and Elmwood.

• Completed Civic Center Master Plan and Environmental Impact Report.

• Completed All-Inclusive Restroom Standards and Guidelines for County Buildings.

2019 GOALS

• Complete first project at Tasman Campus to house Technology Services and Solutions and Procurement.

• Complete demo of City Hall Annex.

• Develop projects for the Champion Point and Silver Creek campuses.

• Develop new healthcare facilities projects for the SCVMC Campus and new hospital property purchases.

• Start construction phase for the New South Jail, new Animal Services Center, new Vietnamese-American Services Center.

• Complete remodel of Muriel Wright Ranch and new Dormitory and program buildings at James Ranch.

• Complete Service Model and Operational Plans for the Health and Hospital System and Elmwood Correctional Campus.

• Develop projects for other County-owned campuses as departments and agencies transition to newly purchased campuses.

• Complete and adopt County Space Standards, Policy and Guidelines.

• Increase alternate fuel percentage of vehicles with an eye toward electric vehicles.

• Develop initiatives to keep County operations carbon neutral.
The County of Santa Clara government serves a diverse, multi-cultural population of 1.9 million residents.

The $7 billion budget for Fiscal Year 2018-19 is enabling the County to address many of the challenges that families, veterans and the homeless face, as they struggle to find affordable housing and obtain many of the basic necessities to live in Silicon Valley.

In 2018, the County implemented new initiatives to address many of these challenges, including increasing affordable housing, expanding services to help the homeless, and adopting programs to end homelessness in our community.

The Fiscal Year 2018-19 budget also focused on transforming custody (jail) operations, rebuilding the County’s aging infrastructure, and preparing for federal and state threats to County funding.

Chances are that, on any given day, you or someone you know uses or benefits from County programs, services or amenities. The County’s 20,000 employees are proud and honored to serve our residents through these essential services:

• Medical services through Santa Clara Valley Medical Center and clinics

We encourage you to learn more about what we do. Visit us at www.sccgov.org.