The County of Santa Clara government serves a diverse, multi-cultural population of 1.9 million residents.

The $6.5 billion budget for Fiscal Year 2017-18 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 2017-18, 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 2017-18 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 nearly 20,000 employees are proud and honored to serve our residents through these essential services:

- Public health protection
- Environmental stewardship
- Medical services through Santa Clara Valley Medical Center and clinics
- Maintaining County parks, roads and expressways
- Libraries
- Emergency response to disasters
- Protection of minority communities and those under threat
- Providing access to a fair criminal justice system
- And many other services, particularly, for those in the greatest need

We are committed to offering opportunities, programs and resources to better assist individuals that live, work and visit Santa Clara County.

We encourage you to learn more about what we do. Visit us at www.sccgov.org
The Consumer and Environmental Protection Agency (CEPA) provides services that protect public health and safety, consumers, the environment, and domestic animals.

2017 ACCOMPLISHMENTS

- Weights and Measures performed 23,800 inspections and found 2,227 violations. For price scanners, the team tested 880 stores and sampled 15,585 items. 34% of tested stores failed inspection, a drop from over 40% in previous years. Staff worked with businesses to correct violations.

- Animal Care & Control investigated 274 complaints of pet and livestock neglect and cruelty; helped place 752 animals into foster care; saved 92.5% or 2,595 of the dogs and cats placed in our care; spayed or neutered 544 animals, and facilitated altering another 3,037 pets through low cost programs with partner agencies.

- The County is one of only nine jurisdictions in California with an Extended Producer Responsibility collection program for unwanted pharmaceuticals. As required by County ordinance, the pharmaceutical industry established and serviced 23 collection kiosks with an additional 115 planned for 2018. The pharmaceutical industry also provided free pharmaceutical mail-back envelopes at libraries, schools and city offices. For an interactive map of all pharmaceuticals disposal locations, visit sccmeds.org.

- Vector Control provided 46,347 services and activities countywide to limit the public’s exposure to mosquitoes, wildlife, and other vectors. No West Nile Virus fogging was needed in 2017, in part, thanks to our staff’s preventative efforts.

- Department of Environmental Health inspected 14,102 food facilities to ensure compliance with food safety regulations and performed 3,226 hazardous materials and waste program inspections to ensure safe handling, storage and disposal.

Support for emergency flood relief:

- Launched a comprehensive flood recovery website that covers topics including food and drinking water safety and safe handling of hazardous material debris.

- Performed over 325 field assessments and provided outreach activities at hazardous materials facilities, retail businesses, schools and public swimming pools.

- With the Public Health Department, conducted emergency shelter site visits to ensure proper sanitation.

- Collected and disposed of 25,800 pounds of household hazardous waste from flood victims.

2018 GOALS

We will be getting ready to break ground on a new Animal Care Center; implement oversight activities for cannabis, and install innovative green infrastructure to treat storm water at County facilities.
COUNTY OF SANTA CLARA

Clerk of the Board

The Clerk of the Board is dedicated to ensuring that the governance of the County of Santa Clara 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.

2017 ACCOMPLISHMENTS

- Implemented a new online lobbyist registration system and lobbyist filing search.
- Supported the establishment of new Brown Act bodies including the Prostitution Prevention and Harm Reduction Subcommittee of the Human Trafficking Commission and the Joint Foster Youth Task Force; and the transition of the HIV Planning Council into a new HIV Commission.
- Held and supported 502 public meetings and workshops.
- Deployed technological upgrades to the Board of Supervisors Chambers to increase reliability of technology and accessibility to the public, including new mobile streaming capabilities and equipment to support translation services.
- Processed over 7,300 Form 700 Statements of Economic Interest from elected officials, executive managers and other governmental employees; 92% of the cases were handled timely.

2018 GOALS

In 2018, the Clerk of the Board looks forward to commencing a major archives project to improve storage and public access to historical records in the custody of the Clerk, implementing ongoing technological improvements in meeting rooms, and continuing to provide impartial oversight of agenda and meeting processes.
The Santa Clara County Fire Department is an integrated emergency services agency that provides preparedness, prevention, education and emergency response services to partner cities and towns within Santa Clara County, including the communities of Campbell, Cupertino, Los Altos, Los Altos Hills, Los Gatos, Monte Sereno, Saratoga, Redwood Estates and surrounding unincorporated areas.

2017 ACCOMPLISHMENTS

- County Fire responded to more than 20,000 calls for service including extended deployments of firefighting and incident management personnel to the fires in northern and southern California.

- County Fire completed one of its largest fire academies to date, adding 24 firefighters to our ranks.

- County Fire’s HazMat 72 successfully completed re-certification. HazMat 72 is one of four “Type 1” hazardous materials response teams in the greater Bay Area.

- County Fire entered into a new 10-year agreement with the communities of Los Altos and Los Altos Hills, reflecting our long-term commitment to a regional service model.

2018 GOALS

- County Fire will continue to make significant investments in our facilities and fleet. Fire stations in the communities of Monte Sereno and Redwood Estates are scheduled for replacement. Additionally, we will replace the County’s Hazardous Materials response unit, which consists of six wildland “Type 3” fire engines and four command staff vehicles.

- County Fire will continue to work closely with our partner agencies to explore the integration of services and facilities so we can improve regional planning and response to all emergencies.

- County Fire will coordinate a Fire Academy in 2018, as a large number of our most experienced personnel are eligible to retire.

The men and women of Santa Clara County Fire Department are grateful to be a part of this community and proud to serve you.
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 the enforcement, collection and distribution of child support to families.

The Department of Child Support Services continues to focus on improving its service delivery to families that rely on us for the financial support of their children. This support provides for food, clothing, and shelter to over 50,000 children in our community annually.

The Department has recently embarked on a new collaboration with the other 10 Bay Area County Child Support Offices to promote various convenient payment options, such as paying by phone, paying online, and making cash payments using MoneyGram and PayNearMe at local retailers such as 7-Eleven stores, CVS and Walmart.

2017 ACCOMPLISHMENTS

- The Department collected over $94.3 million in financial support for children.
- Managed 35,000 cases that served over 50,000 children.
- Implemented a multi-media campaign to improve community outreach and collaboration efforts.

Visit the Department of Child Support Services YouTube channel to see new payment option videos and find out more.
COUNTY OF SANTA CLARA

Social Services Agency

The Social Services Agency’s Departments of Aging and Adult Services (DAAS), Employment and Benefits (DEBS) and Family and Children’s Services (DFCS) are committed to “Serve, Empower, Transform” the lives of people in our community.

2017 ACCOMPLISHMENTS

- The Department of Aging and Adult Services became the World Health Organization’s first “Age-Friendly County” in the nation, and upgraded the Adult Protective Services (APS) 24/7 hotline to protect elders from abuse.
- The Department of Employment and Benefits Services established an innovative service that allows application submittals via phone or email. The department provided year-round employment workshops/paid summer internships to over 400 CalWORKs and foster youth through the County’s Intern&Earn program.
- The Department of Family and Children’s Services diverted 1,900+ families out of child welfare into supportive programs. The Department’s Child Abuse and Neglect Reporting Center received more than 24,000 calls—97% of calls were answered in an average of 15 seconds.

2018 GOALS

- The Department of Aging and Adult Services will explore models to empower isolated and vulnerable adults, so they have access to senior nutrition programs.
- The Department of Employment and Benefits Services will transform CalFresh by engaging Able-Bodied Adults Without Dependents aged 18-49 in activities that meet the State’s work requirement, and include CalFresh youth in Intern&Earn.
- The Department of Family and Children’s Services is committed to actions in support of a strategic plan that ensures all of our community’s children are safe, their needs are met, and they have equal access to services that open doors to positive outcomes.

The Department of Aging and Adult Services promotes safe and independent lifestyles for seniors, dependent adults and people with disabilities.

The Department of Employment and Benefits Services empowers low-income individuals by providing access to healthcare, nutrition and employment services while they transition to economic stability.

The Department of Family and Children’s Services 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.
COUNTY OF SANTA CLARA

Registrar of Voters

The Registrar of Voters’ Office (ROV) conducts all federal, state and local elections and aims to be a model of integrity, innovation and community empowerment. Registrar Shannon Bushey considers voting to be “the most important action in a democracy,” and the ROV’s mission is to “protect and ensure the community’s right to participate in fair, inclusive, accurate and transparent elections.”

2017 ACCOMPLISHMENTS

• Greatly expanded community outreach efforts, with presence at hundreds of community events and the unveiling of “Essie the Voting Bee.”
• Implemented Conditional Voter Registration.
• Piloted Election Day Call Center, a computer-assisted way to provide on-the-spot information to poll workers.
• Conducted four elections.

2018 GOALS

This year brings the 2018 Primary and General Elections, with more than 50 federal, state and local offices up for election. It also brings the DMV’s automatic voter registration debut. The County is in the process of acquiring a new voting system, electronic poll books, and a remote accessible Vote by Mail system.

The ROV registers eligible voters and maintains the voter database. In hyper-diverse Silicon Valley, ballots and other election materials are created in five languages; facsimile ballots and polling place materials are made available in an additional four languages.

The ROV charts precinct boundaries and recruits and trains election officers for more than 800 polling places. After polls close, the ROV tallies and reports initial results, then tallies provisional ballots, vote-by-mail ballots that were dropped off, and ballots postmarked on or before Election Day. Once all ballots are accounted for and audited, the ROV issues the official results.
COUNTY OF SANTA CLARA

Employee Services Agency

The Employee Services Agency (ESA) provides a range of services that include employee relations, human resources and benefits administration, in support of 27 County Departments, 30,000 County employees and retirees, and the community at large.

2017 ACCOMPLISHMENTS

- Completed 75 classification studies resulting in 64 revised classifications. Over 1,000 employees (or groups of employees) were reviewed to determine their appropriate classification and compensation.
- Reviewed 107,214 job applications and hired 3,181 employees (1,908 regular employees, and 1,273 extra-help employees and Sheriff’s Reserves).
- Hired 210 new employees for the Social Services Agency (SSA) workforce, including 60 Social Workers and 15 Eligibility Workers; and provided 36 training sessions to SSA employees.
- Successfully placed 52 individuals into Executive Leadership positions.
- Utilized new social media tools for recruitment campaigns, and to improve outreach to diverse and talented individuals.
- Launched the Executive Recruitment newsletter to complete our marketing and branding strategy implementation for ESA-Executive Services.
- Enhanced the ESA-Executive Services website to communicate that the County of Santa Clara is the employer of choice.
- Automated the Medicare B Reimbursement process through a collaboration with the Information Services Department and the Finance Agency. This led to increased efficiency and accuracy.
- Held 26 retiree medical enrollment sessions to prepare 474 employees for their transition into retirement.
- Held 11 benefits open enrollment fairs and assisted over 4,300 employees to enroll in the County’s benefits programs.
- Enrolled over 1,800 employees into the County’s 457 Deferred Compensation Program to secure their independent savings for retirement, bringing total enrollment to almost 21,000 participants with total plan assets of over $2.27 billion.
- Successfully negotiated multi-year successor memoranda of agreement with the International Association of Fire Fighters Local 1165 for the General Fire Unit and the Battalion Chiefs Unit.

2018 GOALS

In 2018, ESA will continue implementing strategies to build internal capacity and strengthen partnerships with County departments to foster a productive, skilled and diverse work force for the efficient and effective delivery of services to county residents.
The Santa Clara County Library District (SCCLD), with eight libraries and two bookmobiles, serves over three million visitors annually. SCCLD provides residents with free, equal access to computers, programming and a collection of 1.94 million items. Our collection and services are broad and diverse, matching the interests of Santa Clara County residents. A free SCCLD library card gives access to over $164 million worth of total services.

2017 ACCOMPLISHMENTS

- Served 3,296,716 visitors – almost 10,000 visitors per day.

- Launched the “Lunch in the Library” program serving approximately 4,100 free, nutritious meals, and providing educational activities to children and teens in low-income areas during the summer when subsidized school lunch is unavailable.

- Over 25,200 kids, teens and adults participated in the 2017 Summer Reading Program.

- Expanded our coding classes district-wide to include programs for kids, teens and adults; programs included Hour of Code, Teen Hackathon, Girls Who Code, Dash & Dot, and a series of Maker Workshops with 2D and 3D design and printing.

- Initiated a new program working with Saratoga Union and Campbell Union School Districts, providing their students with Library eCards and giving them 24/7 access to the SCCLD online library.

2018 GOALS

We will continue to grow our online content and services; redesign our website and encourage all residents to take advantage of its ease and convenience; work with additional school districts to provide every student with a library eCard; continue Lunch in the Library, English as a Second Language (ESL) classes, and the Adult Reading Program to offer valuable services to our underserved population; and expand our STEAM programs to provide equal access to library services and inspire the next great breakthrough idea in the Silicon Valley.
COUNTY OF SANTA CLARA

County Communications Department

The Communications Department provides 9-1-1 call answering and dispatch services for a vast majority of the Santa Clara County community. This includes serving as the County’s mutual aid coordination center and the primary dispatch center for the Sheriff’s Office, Santa Clara County Fire, and Santa Clara County EMS. We also design, implement and maintain a radio communication system used by public safety agencies county-wide.

2017 ACCOMPLISHMENTS

* The Communications Department implemented a new, state-of-the-art 9-1-1 phone system in the dispatch center, that streamlined 9-1-1 call answering processes and reduced overall call answering times.

* The Department hosted four recruit dispatcher academies and provided training to 36 new recruits.

* Completed the administration workstation replacement project providing new, ergonomic workstations for all administrative/office staff.

* The Communications center answered over 60,000 9-1-1 calls for service within Santa Clara County.

2018 GOALS

For 2018, the Department will remain focused on supporting its employees and customers through recruitment and retention efforts, leadership training, infrastructure improvements, and ongoing capital projects.

The Department will continue reducing 9-1-1 call answering times and will dedicate staff to the Computer Aided Dispatch (CAD) replacement project slated to be completed during 2019. The new, state-of-the-art CAD, in conjunction with the new 9-1-1 phone system, will bring next-generation 9-1-1 technology to the county, including the ability to report emergencies via text message.
The County of Santa Clara Health System is our community’s public healthcare safety net providing comprehensive care, services and programs to the residents of our county. It includes the Behavioral Health Services Department (BHSD), Public Health Department (PHD), Santa Clara Valley Medical Center (SCVMC), Emergency Medical Services (EMS) Agency, Custody Health Services Department, and Valley Health Plan (VHP).

• Custody Health Services adopted HealthLink, an electronic medical records system, to support caregivers in delivering effective patient care.

• The EMS Agency updated procedures for transporting people having strokes to get them to the right care as soon as possible. Over 1,000 transports were provided for people experiencing a stroke.

• VHP received the highest rating from Consumer Assessment of Healthcare Providers and Systems for member satisfaction.

• Out of 500 hospitals across the U.S., SCVMC received the top quality award in specialty care for improving access, continuity of care and patient experience.

• Over 4,420 people received PHD nursing services to support healthy pregnancies, healthy babies, and successful transitions from hospital to home.

• Over 7,740 youth and adolescents screened for mental health issues and 5,388 young people were referred to services by BHSD.

• EMS Agency funds were used to place 596 AEDs in our community, including in County Parks and Sheriff’s patrol cars.

• PHD promoted the necessity and benefits of immunizations, leading to 98% of kindergarteners in our community being fully vaccinated.

• SCVMC and its clinics were the first County system in California to achieve national recognition for using technology to provide quality care and improve patient outcomes.

2017 ACCOMPLISHMENTS

• SCVMC opened the new Sobrato Pavilion, home to the nationally recognized spinal cord and traumatic brain injury rehabilitation centers.

• PHD responded to and controlled over 220 infectious disease outbreaks including norovirus, hepatitis A and E. coli.

• BHSD Suicide Prevention Program conducted community campaigns reaching over 738,200 adult men and 3.1 million young people. Their Suicide and Crisis Hotline responded to 21,434 calls.
The Office of the Sheriff Custody Bureau is committed to providing a safe, secure jail environment for nearly 3,500 individuals. We provide a level of supervision and rehabilitation that is consistent with the needs of the community.

2017 ACCOMPLISHMENTS

The Classification Unit implemented a revised evaluation system. This comprehensive risk assessment process ensures the safety and security needs of the individual and the institution. The process (comprised of an initial risk assessment interview) utilizes a nationally validated classification assessment, and, every 60 days a face-to-face reclassification interview.

This year marked the deployment of Body Worn Cameras and the installation of additional fixed cameras throughout our correctional facilities. Also, all sworn staff completed a Use of Force training as part of one of the most progressive policies of its kind nationwide. These trainings and technology upgrades allow our agency to resolve complaints, increase accountability and keep safety our highest priority.

This past year, we expanded programming opportunities and vocational training for inmates in our correctional facilities. In addition to increasing parenting and meditation classes, the Sheriff’s Office added yoga and a co-ed construction crew that identifies projects, designs them, and builds them around the facility.

2018 GOALS

We look forward to having a more advanced correctional system. We anticipate future technology acquisitions of a new Jail Management System, Dual View Body Scanners and inmate educational tablets.

The Custody Bureau continues to move forward with robust reforms to reduce recidivism and enhance re-integration into the community.
Santa Clara County Parks was created to enhance the quality of life in our region by preserving natural, cultural and scenic resources. The Parks Department provides access to 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, with 28 County parks comprising over 50,000 acres of park-lands and 350 miles of trails.

**2017 ACCOMPLISHMENTS**

- Launched multiple new programs and events to the public, expanding on the variety of options available to park customers. New programs include Pix in Parks, Parks Prescription Program, the Amazing Race at Hellyer, the Plein Aire Art in the Park, and the Spring Celebration at Martial Cottle Park.

- Opened new facilities and renovated and improved amenities and infrastructure to better meet the needs of park visitors. This includes the Lisa Killough Trail at Calero, the Martial Cottle Perimeter Trail, the new playground at Hellyer, and the visitor centers at Anderson and Hellyer County Parks.

- Expanded the management and preservation of the County Parks’ natural resources through vegetation management controlled burns, goat grazing, and a monitoring program for the ponds at Grant Park, and the restoration of the Rancho San Vicente ponds at Calero.

**2018 GOALS**

- The Parks Department’s Strategic Plan is updated once every 10 years to chart the course for the next two decades. The Department will revisit and update our long-term vision, clarify our priorities, and improve the processes we use to carry out the important work we do for the 3 million visitors that use our County parks and trails each year.

- Identify improvements to meet ADA requirements throughout the park system that will improve accessibility for less abled residents.

- Increase our understanding of the preferences, desires and needs of our park visitors through data collection, research and new partnerships.
The Medical Examiner-Coroner’s Office excels in and advances the forensic sciences. Our responsibilities include performing autopsies to render cause and manner of death and investigating all unnatural deaths: homicides, suicides, accidents, drug overdoses, suspicious deaths and those natural deaths when someone is not under the direct care of a doctor. The Medical Examiner-Coroner’s Office is also responsible for authorizing the release of organs and tissues to help save lives.

2017 ACCOMPLISHMENTS

- The Office published the “Homeless Deaths in Santa Clara County, CA - A Retrospective Study 2011-2016." The Office’s intern, Karin Wells, will present the study at the American Academy of Forensic Sciences (AAFS) 70th annual scientific meeting in February 2018.

- The Office published the “National Association of Medical Examiners Position Paper: Recommendations for the Definition, Investigation, Postmortem Examination, and Reporting of Deaths in Custody.”

- The Office collaborated with Lieber Institute for Brain Development, a nonprofit organization that provides families the opportunity (with their consent) to donate their loved one's brains for advancing research in mental illness such as schizophrenia, autism, mood disorders, post-traumatic stress disorder (PTSD), traumatic brain injury (TBI), suicide and addiction.

- Chief Investigator, Rosa Vega, received the prestigious 2017 Department of Justice Studies Distinguished Alumni Award from San Jose State University.

2018 GOALS

- Promote continued excellence in death certification as supported by national standards of the National Association of Medical Examiners (NAME).

- Create mass casualty policy and procedures to be widely shared through the County, and revised the entire Office’s policy and procedures.

- Promote outreach education on areas such as homeless deaths and safe sleep practices for infants.

- Continue to serve the community by rendering cause and manner of death to help families achieve closure after the death of their loved one.

- Continue our relationship with law enforcement agencies and other stakeholders in the county and the District Attorney’s Office that rely on these findings.
The Office of the Sheriff’s is dedicated to faithfully serving and 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.

2017 ACCOMPLISHMENTS

• The 2017 deployment of Body Worn Cameras (BWC) was an important step for the Sheriff’s Office in its commitment toward greater transparency. BWC feedback from community members and deputies has been overwhelmingly positive. This bridge of trust established with community members enables an open dialogue between law enforcement and county residents.

• During October’s North Bay Fires, the Sheriff’s Office made an immediate commitment of law enforcement resources. Deputies maintained a 24-hour presence in Sonoma/Napa Counties to assist with humanitarian aid and the preservation of law and order in the disaster zone.

• The “Heroes Run” benefiting Santa Clara Valley Medical Center (SCVMC) Pediatrics celebrated its fifth year. This family event has become a community favorite, as it draws residents from all over the county to our superhero festival benefiting a wonderful cause.

• The Sheriff’s Office acquired Automated External Defibrillators (AED) for its entire fleet of patrol vehicles through a partnership with the Board of Supervisors and Racing Hearts. With an AED in every patrol vehicle, deputies enhance their ability to save lives while on patrol.

2018 GOALS

In 2018, the Sheriff’s Office is committed to expanding community engagement. We have built strong partnerships with schools, community groups and government agencies. We look forward to educating community members, connecting vulnerable populations with valuable resources, providing safety tips, and maintaining public safety.
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 risk management and assessment, climate change and sustainability planning, asset and economic development, coordination of equal opportunity compliance, and the County's Center for Leadership and Transformation program. Additionally, the CEO provides direct services to residents of Santa Clara County.

**2017 ACCOMPLISHMENTS**

- Promoted effective coordination of services to facilitate full inclusion of immigrants and entire immigrant communities.

- Ended homelessness for 2,754 persons who were housed in 1,973 households between November 1, 2016 and October 31, 2017. This represents a 4% increase in the number of homeless that were placed in housing/ households, in comparison with the prior 12-month period.

- Made a considerable impact on custody and health services within our jails that resulted in improved conditions for inmates and their families, the staff, and our community.

- Offered supportive services and programs to individuals reentering society from jail or prison as well as to individuals in custody.

- Mitigated and managed emergency conditions and disasters that threatened the lives, safety, and property of county residents and visitors.

- Fostered employee engagement, greater understanding of Countywide functions, and the importance of process improvement through learning opportunities and data utilization.

- Provided conflict resolution in four languages to 17,480 community members and 13 County Offices and Departments. Offered over 3,800 mediations, facilitations, conflict-coaching sessions, and communication consultations.

- Provided strategic communications and media relations guidance to 27 County Departments.

- Created awareness and opportunities for employees to improve their health and well-being.

- Provided targeted training for LGBTQ client-specific needs and employee-related LGBTQ issues.
The Assessor’s Office is responsible for annually determining the assessed value of all real and business property in Santa Clara County. The assessment roll is comprised of 524,684 assessable roll units and is the basis upon which property taxes are levied. Property taxes are an essential source of revenue to support basic public services provided by schools and local governments. These public jurisdictions form the foundation of our region's quality of life.

2017 ACCOMPLISHMENTS

- For the 22nd consecutive year, completed the annual assessment roll by the July 1st deadline mandated by state law. The roll increased by $30.9 billion to $450 billion, an increase of 7.37% over the prior roll year.

- Completed 99.5% of real property assessments and 100% of business personal property assessments and processed 72,993 title documents.

- Resolved 3,430 assessment appeals, retaining 96% of the assessed value in dispute.

- Achieved a department-wide customer satisfaction rating of 90.28% from an independent survey of taxpayers who contacted the Assessor’s Office for assistance.

2018 GOALS

- Each year, the Assessor’s Office strives to produce the annual assessment roll in a timely, accurate, and efficient manner, and to provide excellent customer service to taxpayers, public agencies and other stakeholders.

- We seek to improve the following achievement levels of the 2017/18 roll: Overall completion (99.8%), average number of days to deliver supplemental assessments (160); average number of days to resolve an appeal (490); and department-wide customer satisfaction rating (90.28%).
The District Attorney’s Office (DA’s Office) reviews police investigations, files criminal cases, and prosecutes those cases to protect the public, hold offenders accountable and rehabilitate people to be more productive members of the community.

**2017 ACCOMPLISHMENTS**

- Prosecuted approximately 40,000 criminal cases.
- Convicted Antolin Garcia-Torres for the murder of Sierra LaMar.
- Convicted three jail corrections officers for the murder of Michael Tyree.
- Launched the Crime Strategies Unit to use data analytics to solve more crimes, prosecute them better, and examine the fairness of the criminal justice system.

- Expanded the work of community prosecutors to help empower neighborhoods, connect families with resources, and prevent crime.

**2018 GOALS**

In 2018, the DA’s Office will work to speed the criminal justice process to make the system work better for victims, the accused and the public.

The Office will launch a regional gun intelligence program with police partners to link and solve more gun crimes, and to strictly enforce existing gun laws. The DA’s Office will advocate for victims of crime in and out of the courtroom so that their voices are not forgotten.
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 the 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.

2017 ACCOMPLISHMENTS

• Brought litigation challenging the Trump Administration’s attempts to withhold funding from “sanctuary jurisdictions” and repeal the Deferred Action for Childhood Arrivals (DACA) Program.

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

• Successfully dissolved 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.

• Developed 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.

• Prevailed on appeal in a lawsuit against former lead paint manufacturers, obtaining hundreds of millions of dollars that will be used to remove hazards that continue to poison thousands of California children each year.

2018 GOALS

In 2018, the County Counsel’s 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.
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 service to its customers.

2017 ACCOMPLISHMENTS

• The County maintained its AA+ rating for existing lease revenue bonds and a AAA rating for its general obligation bonds, demonstrating solid fiscal management and stewardship. The Controller-Treasurer completed bond issuances with historically low interest rates. The Department advance-refunded $304 million in 2009 Series A General Obligation Bonds (saving over $57 million in net present value debt costs) and issued $250 million in Measure A Housing Bonds to be used for affordable housing purposes.

• In the Clerk-Recorder’s Office, the Agency served an average of 600 walk-in and 250 telephone customers daily; performed 504,850 transactions (averaging 2,019 transactions per day); sold 60,375 birth certificates; sold 37,453 marriage certificates and licenses; processed 11,942 fictitious business name statements; and recorded over 321,000 official records relating to real property transfer of ownership.

• With the establishment of the new Department of Tax and Collections, the Agency improved various operational, online and customer service processes, with new initiatives such as the Partial Payment Program that provides property taxpayers the opportunity to spread the payment of their annual bills. Over $6 billion was collected, including a new online payment record of $1.48 billion from April to December.

• The Agency received the Certificate of Achievement for Excellence in Financial Reporting from the Government Finance Officers’ Association.

• The Agency also received an Award for Counties Financial Transactions Reporting given by the California State Controller’s Office.

2018 GOALS

• The Department of Tax and Collections will continue its focus on improving service delivery through new customer service initiatives.

• The County Clerk-Recorder will continue to provide excellent customer service through our maximized use of technology.

• The Controller-Treasurer Department will work with the Office of Supportive Housing and County Counsel to review the transactions related to the General Obligation Bond funds for Affordable Housing.
COUNTY OF SANTA CLARA

Probation Department

The Probation Department partners with clients, families, other agencies and the community to promote safety and implement proven, strength-based, data-driven strategies, to achieve positive outcomes for clients and communities. Last year, $6.4 million in restitution was collected and disbursed to victims - a 31% increase over 2016.

2017 ACCOMPLISHMENTS

Adult Division supervises 9,000 offenders based on risk level and legal mandates.

- Partnered with Center for Employment Opportunities and Caltrans to provide comprehensive employment services to high-risk clients in order to reduce recidivism; 170 people were served and 46 were placed in unsubsidized employment.

- Increased access for indigent clients to Domestic Violence and Sex Offender programs, counseling and Electronic Monitoring Program (EMP).

Juvenile Division supervises 800 youth; processes 4,000 citations annually.

- Diverted 35% of the cases from Court.

- Expanded Pro-Com Activities League to 100 youth participating in each activity: softball, volleyball, soccer, flag football and trail runs.

- Screened 1,128 youth for Commercial Sexual Exploitation of Children (CSEC) involvement; 87 were identified as victims and directed to services.

Juvenile Hall is a secure facility for youth pending court who pose an imminent risk to public safety. Ensuring quality nutritional, educational, medical and behavioral health services is a priority.

- Implemented Parent Orientations that provide guardians with an overview of Juvenile Hall’s procedures, children’s rights, services provided, and programs to transition into the community; 111 parents were served.

James Ranch, a residential program ordered by the Juvenile Justice Court, offers cognitive behavioral treatment, education, substance use treatment, and counseling. Paid vocational training and linkage to local trade unions.

- Broke ground on a $26 million makeover of the James Ranch facility. The new campus is being built with state funding and will replace the antiquated dorm-style buildings.

2018 GOALS

- Launch mobile appointment and court reminders for adult clients, to decrease missed court dates and warrants.

- Implement Juvenile Hall security enhancements including new video and control room, to increase youth and staff safety.

- Implement evidence-based services to be used with youth under fourteen years old.
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.

2017 ACCOMPLISHMENTS

• Completed multiple storm damage repair projects. The 2017 winter storms resulted in over $35 million in damage to the County road system at 47 locations. The Department has been working non-stop to repair the damaged roads.

• As part of the Lawrence Expressway Pavement Rehabilitation Project, completed pavement repair on the expressway, including pedestrian ramp upgrades, sidewalk, drainage inlet modifications, and pavement resurfacing of the entire expressway.

• Completed the Dewitt "S" Curve Realignment Project, which eliminated an "S" curve and resulted in a straighter, flatter and wider roadway for travelers.

• Staff worked with CalFire to ensure that San Martin Airport was fully functional and an integral part of fighting the Bear Fire in the Santa Cruz Mountains.

2018 GOALS

• Complete design and construction of Capitol Expressway Intelligent Transportation Systems (ITS) and Sidewalk Improvement Project.

• Update the business plans for Reid-Hillview and San Martin Airports.

• Complete repairs to the remaining damaged roads from the 2017 winter storms.

• Complete design and construction of Central Expressway Auxiliary Lane Project in Sunnyvale to improve traffic flow and enhance pedestrian safety.
The Office of the Public Defender provides legal representation in criminal matters to the indigent accused of crimes 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, Palo Alto and Juvenile Hall.

2017 ACCOMPLISHMENTS

- Provided legal assistance to get 1,800 record clearance petitions granted.
- Helped many formerly Direct-Filed youth remain in juvenile court, rather than be prosecuted in adult court.
- Collaborated to produce a multi-lingual “No Cost Release” campaign to be shown in local custodial facilities and throughout the county.
- Participated in monthly outreach initiatives at the following locations: South County Reentry Resource Center, Grace Community Center, Alexian Health Clinic, and Little Orchard Shelter. At these events, Public Defender staff provided legal assistance with criminal court issues including: bench warrant recalls; expungement and immigration consultations; and Proposition 47 and Proposition 64 relief. Additionally, “Know Your Rights” trainings were conducted at local high schools, and our staff participated in Mock Trial, Day on the Bay, and the Community Resource Fair.

2018 GOALS

Criminal justice reform will continue to be prioritized. Improving outcomes for mentally ill clients will also be emphasized. 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 in partnership with County stakeholders.
The Information Services Department develops and delivers innovative, cost-effective solutions that enhance the quality of life for Santa Clara County residents.

2017 ACCOMPLISHMENTS

- Partnered with Santa Clara Valley Medical Center (SCVMC) to achieve Healthcare Information and Management Systems (HIMSS) Stage 7 for excellence in utilization of Electronic Medical Records, improving patient safety and outcomes. SCVMC is the first County healthcare system in California and the second-largest County hospital in the U.S. to achieve this designation.

- Deployed award-winning desktop and mobile applications to support staff and the community. These applications included Virtual Warehouse, an intra-County tool for departments to swap surplus equipment, and the Primary Care Access Program serving low-income residents. The Primary Care Access Program app replaced hard-copy, mail-in enrollment forms with an efficient online process.

- Modified the Court Appearance Reminder Tool to include text messages, increasing the number of defendants appearing for their scheduled court appearances and reducing absenteeism.

- Implemented a new emergency notification system to keep citizens informed and safe during natural disasters and other emergencies.

- Automated social services workflows to increase productivity and protect at-risk communities. This enabled the Social Services Agency to maintain benefits for the homeless who were displaced during the 2017 floods, provided better tools to support at-risk children, and improved the mobility of case workers.

2018 GOALS

The Information Services Department will continue improving efficiency, effectiveness, security and privacy by completing the consolidation of the Department with Social Services Agency information services and the County of Santa Clara Health and Hospital System information services. We will focus on delivering services and information that help County agencies serve our neediest residents. We will make our County government more accessible to all by providing mobile-friendly applications that enable seamless access to commonly used County services.
The Procurement Department upholds the highest standard of professional procurement through integrity, trust and ethical practices. The Department promotes fair and open competition, procures quality goods and services, and meets the needs of our customers while maintaining public trust.

The contracting and procurement services we provide support the operations of all County departments.

2017 ACCOMPLISHMENTS

• The Department successfully negotiated and recorded $13.2 million in cost savings and cost avoidance, and provided rich opportunities to initiate strategic sourcing efforts.

Strategic sourcing projects included, but were not limited to:

• Emergency Medical Services Trauma System
• Enterprise AlertUS Emergency Desktop Notification System
• Registrar of Voters Election Incident Call Tracking System
• Registrar of Voters Election Night Reporting
• Election Officers Training Software
• Biomedical Equipment Repair Services
• Dental Equipment, Supplies and Repair Services
• Pathology Laboratory Testing Services
• Planning and Development Integrated Platform
• Risk Management Information System
• Softcode Courts and Justice Solution

• Park Ranger Information Management System
• Window Washing Services
• Plumbing Supplies

The Procurement Department is dedicated to providing efficient and responsive services. To that end, automated procurement processes and contract execution using Ariba and DocuSign enabled faster delivery of products and services to the public.

2018 GOALS

The Procurement Department is determined to overcome new challenges and continue striving for excellence, to ensure that the public receives the best value for the tax dollars expended.
The Office of Pretrial Services provides appropriate release and detention recommendations to the Superior Court at booking and arraignment hearings. We also provide monitoring and supervision of court ordered conditions for pre-sentenced clients which address compliance, court appearance, and public safety.

2017 ACCOMPLISHMENTS

- Administered Community Awaiting Placement Services Program (CAPS) for Mental Health Clients.
- Administered Community Accountability Diversion Program for low-level offenders.
- Implemented the Ontario Domestic Assault Risk Assessment (ODARA) for intimate partner violence cases.
- Implemented electronic arraignment reports for our stakeholders.
- Implemented the Pretrial Services Mobile App (SCC Pretrial) for active clients.

2018 GOALS

The Office of Pretrial Services will continue to set the standard for California. We will be responsive to the needs of our clients and provide technical assistance to our sister counties as Pretrial Justice Reform evolves throughout the state.
The Department of Planning and Development works to improve the quality of the 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.

2017 ACCOMPLISHMENTS

• Prepared the Santa Clara Valley Agricultural Plan, a regional framework and partnership for preserving agricultural working lands to support the agricultural economy, food security, ecosystems and climate mitigation. The Department received two major California Department of Conservation grant awards to implement the program.

• Successfully implemented a comprehensive Code Enforcement Program using a new set of enforcement tools and compliance incentives. The Department also initiated an Illegal Dumping Hotline and Sub-Standard Multi-Unit Housing Abatement Program.

• Acquired state-of-the-art software for the Permit Center to simplify and quicken the permit process for applicants. The software will allow the Permit Center to consolidate and build on the gains made by the transformation and modernization of the permit process. Also, the Department consolidated the Building, Fire and Land Development Engineering offices into a single Development Services Division to reduce costs and streamline the application process for permits.

• Prepared an analysis of the proposed High-Speed Rail alignments through Santa Clara County to identify environmental and community impacts.

2018 GOALS

• Begin implementing the Santa Clara Valley Agricultural Plan, including the building of housing for farm workers; the creation of an agricultural conservation easement program; and the development of ordinances for agricultural land preservation and permit streamlining of agricultural support projects.

• Configure and “go-live” with new permit processing software enabling online applications, and electronic permit processing and plan checking.

• Develop an ordinance to address blight in county urban pockets.

• Support the implementation of a county-wide business registration and regulatory assistance program.

• Complete an Affordable Housing Nexus Study and evaluate alternatives to mitigate impacts from residential and non-residential development on the demand for low-income housing.
The Facilities and Fleet Department (FAF) provides work space and fleet resources for delivery of County services. FAF strives to deliver services innovatively, with integrity, in a sustainable, cost effective and timely way.

2017 ACCOMPLISHMENTS

• East Valley Master Plan Receiving, Assessment and Intake Center (RAIC)

• Vietnamese American Services Center (VASC) Service Model and Operational Plan

• Multilingual and Wayfinding Signage Pilot Completion

• Property purchase of the HUB, youth-led community resource center for current and former foster and Independent Living Program (ILP) eligible probation youth ages 15-25.

• Negotiated 12-year lease of new Leadership in Energy and Environmental Design (LEED) Silver 204,000 square foot office building

• Completed Santa Clara Valley Medical Center (SCVMC) Bed Building project

• Completed Berger Drive, Building 2 Seismic Retrofit

• Remodeled Juvenile Hall Kitchen

• Completed Restoration of Elmwood Inmate Housing

• Supported projects including the Sobering Station, South County Reentry Resource Center, Temporary Winter Shelter, Crisis Stabilization and Residential Treatment

• Provided major maintenance on Civic Center Emergency power equipment

• Successfully responded to winter storms, including obtaining FEMA reimbursements

• Expanded water quality management program

• Received award for being 39th of top 100 Best Fleets in America

2018 GOALS

• Complete Health and Hospital Service Model and Operational Plan

• Develop and Implement Transportation Demand Management Plan

• Implement Utility Data Management System

• Complete Phase I of Energy Service Company projects

• Finish design for the Vietnamese American Services Center and the Animal Shelter

• Complete Main Jail North and Elmwood Video Surveillance System

• Start Americans with Disabilities Act (ADA) path of travel improvements at Elmwood

• Expand temporary winter shelter beds at Hamlin Court

• Develop 10-year Maintenance Plan

• Upgrade maintenance management information system to be mobile with workforce

• Accomplish 90% of planned maintenance on-time

• Continue working toward 50% Alternative Fuel Vehicles