

COUNTY ADMINISTRATOR'S OFFICE

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To: Board of Supervisors
From: Birgitta Corsello, County Administrator
Date: January 7, 2013
Subject: Biweekly Update of Significant Issues

1. County Administrator's Update on Contracts

The County Administrator signed the following contracts of significance since the last Significant Issues update.

- Resource Management, a contract with Pacific Management Services (effective December 17, 2012 to March 31, 2013) to provide individual assistance to Solano County businesses on the use of the California Electronic Reporting System to enter required hazardous materials business management plans electronically, for a total of \$29,950.

2. Solano County Employees Give Generously in Annual Charity Drives

The County has successfully completed its two charity drives, conducted annually in November and December. The 2012 Solano County/United Way Charity Campaign raised \$41,478, which represents a 21 percent increase over the previous year. A total of \$5,856 was specifically directed to support non-profit and charitable organizations in Solano County. The preliminary figures for the 2012 Counties Care "Food Fight" Challenge shows Solano County employees raised \$24,990, which represents a 30 percent increase over the previous year. This equates to a per employee contribution of \$10.38, breaking the 2009 high of \$9.33 per employee. The final results of the Food Fight are anticipated by mid-January. All of the funds raised by Solano County employees from the Food Fight will be used to support Solano County residents.

- Contact: Mike Lango, General Services Director and 2012 United Way Campaign County Coordinator, 784-7902 or Suzette Andrade, County Administrator's Office and 2012 Counties Care Coordinator, 784-6661

3. Veteran Services Director to Testify Before the Little Hoover Commission

Solano County Veteran Services Director Ted Puntillo will be testifying before the Little Hoover Commission on January 22, 2013 in Sacramento. The expected focus of the discussion is strategies to more efficiently reach the state's 1.9 million veterans and almost as many dependents. Some of the strategies that will be discussed reflect the outreach strategies already in place in Solano County – some long-standing practices and some newly initiated outreach efforts. These outreach efforts include issuing Veteran Discount ID Cards, engaging

military members as part of their Transition Assistance Program (TAP) process for instant claim filing upon discharge, and the cultivation of a variety of partnerships with county agencies, such as Health and Social Services and the Sheriff's Office, and other local, state and federal agencies, such as Employment Development Division, Interagency Veteran Council and AmeriCorps.

- Contact: Ted Puntillo, Veteran Services Director, 784-6584

4. Veteran Discount ID Cards Introduces Veterans to Eligible Benefits

Approximately 40,000 veterans live in Solano County, which is a fairly large population for a county of this size. This population is driven by the presence of Travis Air Force Base and the now closed Mare Island Naval Shipyard, and significant medical care capacity for military retirees at David Grant USAF Medical Center and for all veterans at the Veterans Administration Clinics on Travis AFB and at Mare Island. These support venues, along with the affordable housing in the area, attract veterans to Solano County.

In October 2012, Solano County Veteran Service Office (CVSO) initiated a unique approach to outreach to this population – the issuance of a Veteran Discount ID Card. The purpose was twofold. There was a segment of the veteran population that had not visited the CVSO for a benefit evaluation. This initiative gave these veterans a reason to come into the CVSO and provide staff an opportunity to exchange information with them on their military service and the benefits that they earned by serving in the military. It also provided the nearly 65% of veterans that had no identification card to convey to retailers their veteran status, such as being a military retiree or a member of a veterans service organization or a Veterans Administration health care card.

The CVSO, along with a committee of volunteers, raised \$1,500 for supplies and had a kick off of the Veteran Discount ID Card initiative on October 9, 2012 at the Solano County Events Center. A cadre of 20 volunteers augmented CVSO staff to process more than 700 cards in the first four days. Since that time the ID card process has been incorporated into the regular office routine. A total of 1,086 cards have been issued.

The initiative resulted in nearly 200 claims from veterans who did not know about the benefits available to them for pension, compensation, medical care, employment and housing. For example, many veterans did not know that hearing loss and tinnitus are usually service-connected conditions for veterans who served from World War II through 1980. No hearing protection was used in the service in the early days. There were also many Vietnam veterans who were not aware of the presumptive conditions associated with Agent Orange exposure.

The initiative also helped give exposure through local Chambers of Commerce; the CVSO joined the Fairfield/Suisun and the Vacaville chambers. Both organizations were very helpful in getting their retail members to participate in the initiative. Retailers who support veterans were also given publicity as the CVSO produced a flier listing the retailers that offer veterans discounts. The flier is presented to the veterans when getting the card and is posted on the County's website.

The Solano County program is based upon a similar program established by Shasta County in 2010. As a result of Solano County's success, other counties are now replicating the ID card initiative; Kings and Placer counties recently have embarked on this process. It is hopeful that every county will join Solano in providing this type of benefit to its veteran community and the retailers that support them. There was no residence restriction on the Veteran Discount ID

Card. As such, veterans from Contra Costa, Napa and Sacramento counties have received the discount ID card from Solano County.

- Contact: Ted Puntillo, Veteran Services Director, 784-6584

5. 2012 North Bay Stand Down Summary

The 2012 North Bay Stand Down (NBSD) was held October 16 -18, 2012 at the Dixon May Fair grounds with 238 homeless veterans in attendance. The purpose of the stand down is to provide assistance, services and support for the veteran who is having difficulties reintegrating back into the main stream of the community. This is done by connecting them to County services, Veterans Administration (VA) services, private service providers and the inter faith community.

At the 2012 stand down, there were 30 private providers, 18 County employees, and four superior courts judges from Solano, Napa, Yolo and Sonoma counties. The judges heard 119 cases and gave out 1,134 community service hours. A total of 1,912 meals were served, 134 haircuts provided, 140 HIV tests administered and 169 flu vaccinations given. A total of 534 volunteers assisted with the event. Travis AFB sent 121 volunteers as well as buses and tents.

The 2013 Stand Down will be held from Oct. 15-17, 2013 at the Dixon May Fair. The NBSD Committee is always looking for volunteers and donations to assist with the next event. More information about the NBSD or to volunteer/donate visit its website at www.nbstanddown.org.

- Contact: Patrick Stacio, NBSD Committee Chairman, 344-3743

6. Auditor-Controller's Countywide Control Self-Assessment Program:

The Auditor-Controller's Internal Audit Division launched a Countywide Control Self-Assessment Program as part of the Internal Audit plan for FY2012/13. Control Self-Assessment is a process where managers and work teams assess and examine the effectiveness of the controls of a specific process/function within the department.

The objective of the Control Self-Assessment (CSA) Program is to help County departments improve processes and controls through facilitated self-assessment workshops and/or the use of surveys or questionnaires. By participating in the program, management is taking a proactive approach to identifying best practices and improving internal controls within the department

The Internal Audit Division serves primarily as workshop facilitators. The role of the internal auditors is to facilitate and guide management and staff in the assessment process. CSA differs from a traditional audit in several ways:

- Line employees (work teams), instead of internal auditors, evaluate internal controls.
- Line employees (work teams), not the auditors, issue a report detailing an objective, its related risks and controls and an assessment of the current status of meeting the objective.
- Auditor's role is a facilitator and an educator of risk and control concepts.

The District Attorney's Office recently completed a Control Self-Assessment for its Petty Cash and Change Fund process. The Internal Audit Division prepared and sent an Internal Control Questionnaire and conducted the CSA workshop with four employees from the District Attorney's Office. The group was comprised of a Senior Staff Analyst (Management), Accounting Technician, Legal Secretary, and an Accounting Clerk III. Management and staff

worked together and identified controls, risks and/or findings associated with the petty cash process. They evaluated the workshop results and developed process improvement plan.

The Sheriff's Department and Health & Social Services have contacted the Auditor-Controller's Office to participate in the CSA Program.

- Contact: Phyllis Taynton, Assistant Auditor-Controller, 784-6288