



County of Monterey

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Board Report

File #: 14-429, **Version:** 1

Receive a presentation from Monterey County Department of Social Services on how performance measures are used as a management tool within that department.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

Receive a presentation from Monterey County Department of Social Services on how performance measures are used as a management tool within that department.

SUMMARY/DISCUSSION:

Use of mission driven approaches to support program planning, quality improvement, and staff development are deeply ingrained elements of the Department of Social Services culture. These approaches are at the heart of performance management for the Department. Notable examples of DSS culture and management intended to promote customer service excellence and positive community outcomes include:

Culture of performance and integrity

- Mission driven management and operations
- Organizational focus on core services and mandates
- Responsiveness to constituent, customer, and community concerns
- Promotion of positive employee morale through staff appreciation
- Incorporation of team decision making processes where appropriate
- Strong and regular supervisor review process
- Joint labor-management meetings

Process tracking

- Workload and productivity tracking tools
- Response time in our Community Benefits Community Assistance Response & Eligibility Center and Covered California Regional Call Center
- Timeliness and accuracy in delivering benefits
- Timeliness of child abuse and neglect assessments and responses
- Timeliness of In Home Supportive Services assessments and reassessments and assistance

Reviewing outcomes

- Percent of potentially eligible community members accessing CalFresh benefits.
- Work participation rates
- Levels of recurrence of child maltreatment after initial assessment of abuse or neglect
- Levels of success in family reunification (percentage of successful reunification)
- Foster care placement rates per capita
- Stability of placements when children must enter foster care

Planning and continuous improvement

- Continuous performance and outcome assessment, including Quality Control systems and Corrective Action Team reviews in Community Benefits and Aging and Adult Services and the Child Welfare Self Assessment, Systems Improvement Plan and Quality Assurance processes in Family and Children's Services Division
- Needs assessments including, but not limited to, those developed by the Area Agency on Aging, the Community Action Partnership, and the Health Department
- Tracking poverty, employment data and other community demographics to anticipate workload and community need for public assistance, child welfare and adult services
- Ongoing scan of the policy landscape

OTHER AGENCY INVOLVEMENT:

Quality control efforts and system improvement planning are done in partnership with State and Federal oversight agencies. Needs assessments are conducted by a variety of organizations and done in partnership with community stakeholders.

FINANCING:

Receiving this report and presentation has no budget impact.

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