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Welcome to the 2018-19 Annual Report for the County of San Luis Obispo.

2018-19 Year in Review



Together, we accomplish notable achievements by acting on good ideas. As reflected in this report, "Ideas into Action" is a fitting theme for the County of San Luis Obispo in FY 2018-19.

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Your County government focuses on people and results, working together to keep the people of SLO County safe, enhance the local economy and quality of life, and protect the land and environment.

While we experienced challenges last year – such as the first employee strike and a rise in the number of homeless individuals in SLO County – we also accomplished much together.



Public Safety, Health and Wellness

The County made significant changes to medical and mental health care services at our County Jail. We hired a chief medical officer, outsourced health services to a company specializing in in-custody health care, and we focused on working together to reduce the number of people with mental illnesses in jail. We also expanded resources to incarcerated veterans, saving taxpayers money and helping to break the cycle of crime.

Our Health Agency expanded mental health crisis services, serving more people at our new Crisis Stabilization Unit, which helped reduce law enforcement requests to admit individuals to our inpatient Psychiatric Health Facility.

In the wake of the devastating fires that struck the northern part of our State, we launched a new website making it easier for the people of SLO County to prepare for emergencies and get information quickly if a disaster strikes.



Economic Stability

SLO County's economy is still strong, as is evidenced by the \$1 billion crop value milestone reached by our local agriculture industry in 2018. This report shows how we helped support and protect the local agriculture industry last year.

We studied the economic impact of our SLO County Regional Airport last year and found that by providing jobs and bringing visitors to pay, stay and dine here, the airport is part of a system that has an incredible \$85.2 million impact on San Luis Obispo County.

We also continued to work with state and regional partners, including those in the private sector, to prepare our local economy for the closure of Diablo Canyon Power Plant, which is scheduled to stop operations no later than 2025.



Protecting Land and Governing Well

The County worked with local homeowners to reduce utility costs and energy use, saving them money and protecting our environment.



We also worked with the community and local partners to take a more regional approach to housing.

and infrastructure and addressing homelessness across SLO County.

The County was recognized as having one of the best fleets in the nation, ensuring that over 770 County-owned vehicles are maintained and serviced so that departments like the Sheriff's Office and Public Works can continue providing great public service to our communities.

I invite you to review the actions we took this year based on ideas that came from staff, elected officials, and the people we serve. As always, we make it our mission to serve you with pride and enhance the economic, environmental and social quality of life in San Luis Obispo County.

Thank you,
Wade Horton
County Administrative Officer

In This Report...

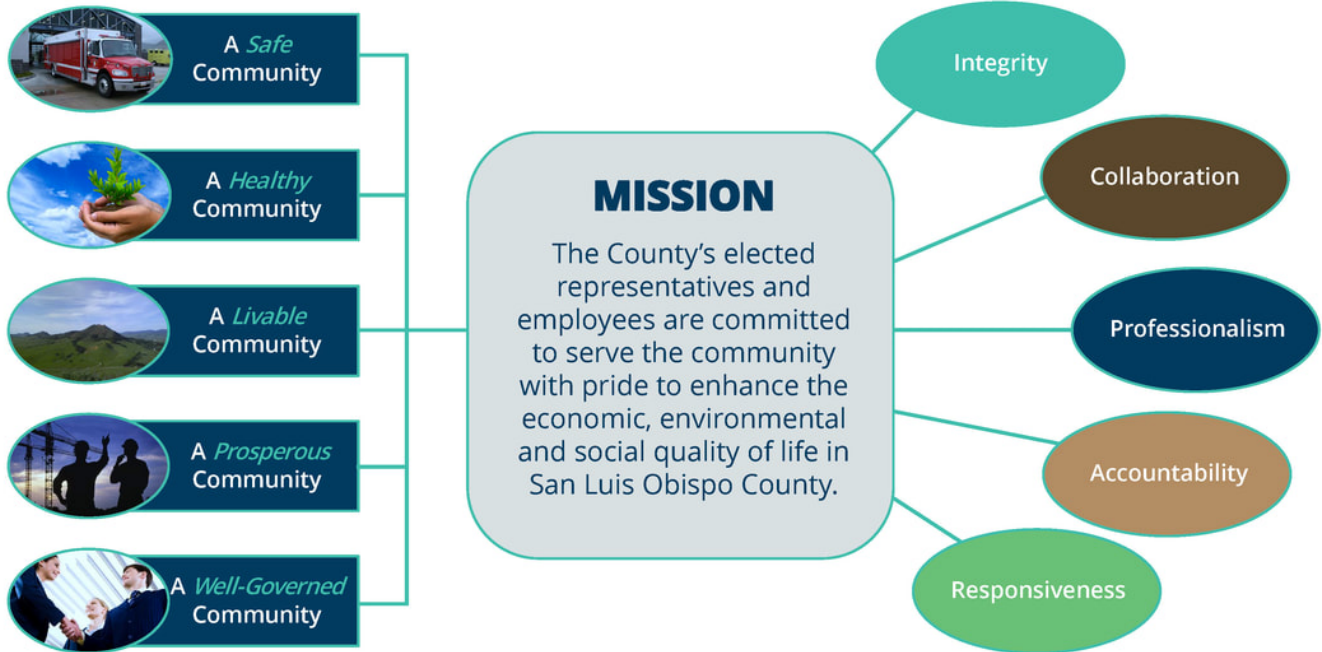
PUBLIC PROTECTION	+
HEALING & WELLNESS	+
LAND & ENVIRONMENT	+
COMMUNITY	+
GOOD GOVERNANCE	+

Our Mission, Vision and Values

VISION STATEMENT, COMMUNITYWIDE RESULTS



ORGANIZATIONAL VALUES



Each Supervisor represents a specific district within San Luis Obispo County, and together they make up the County's legislative body.

District 1



John Peschong

District 2



Bruce Gibson

District 3



Adam Hill

District 4



Lynn Compton

District 5



Debbie Arnold



Public Safety, Health Supported by Strong Fleet




Do you ever wonder who services and maintains the Sheriff's Office patrol vehicles, or the County construction machines that create flat surfaces for roads?

The Fleet Division of the County's Central Services Department maintained and serviced over 770 County-owned vehicles in FY 2018-19, ensuring that County staff could provide important public services to the community. This skilled team of 13 turns Chevy Tahoes into Sheriff's vehicles, maintains the County fuel site, and services mammoth dump trucks, graders

and excavators county workers use to build new roads and bridges. The division is located on Kansas Avenue as part of the County Operations Center and overlooks beautiful Cerro Romauldo.

The Fleet Services team has a reputation for being reliable, professional and friendly and has the awards to prove it.

In April 2019, the division was named as one of America's "[Leading Fleets of 2019](#)" by Government Fleet Magazine and the [American Public Works Association](#) (APWA). Each year, only 50 fleet teams in the nation are recognized with this industry award. Those honored demonstrate excellent leadership, efficiency and field competitiveness.

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April brought another prestigious recognition as the team was designated as an accredited agency by the American Public Works Association (APWA).

To be accredited, an agency must not only adhere to, but exceed the 'best practice' measures of over 175 procedures. Out of 38,000 eligible agencies, only 197 have earned accreditation. Of these 197, our County's Fleet Services Division happens to be the second standalone Fleet to ever receive the honor.

The team was audited thoroughly in November 2018 in each of the 175 areas, and was required to produce the documentation, policies and procedures to ensure each requirement was met. The team met 100% of the compliance goals and a few of the practices were reported as "model," by the APWA. One of these particular findings, the thoroughly successful implementation of the Local Motion program, utilizes ride-sharing and alternative fuel vehicles.

The County is just behind Google as one of the first pioneering agencies to employ this system. The division was awarded in December 2018 and presented the accreditation to the Board of Supervisors in April 2019.

The division continued to raise the proverbial bar for all other Fleet teams as they were ranked number 16 by the ["100 Best Fleets in North America"](#) program in April 2019. This program, administered by Governing Magazine, recognized operations with the highest performance standards and a voracity to continuously improve.

Over 38,000 fleets are eligible to qualify like the Leading Fleets award, but the "100 Best Fleets in North America" program places higher emphasis on forward thinking and creativity, two traits familiar to this innovative team. Innovations such as their team-implemented oil filtration system, their adoption of the Local Motion program and their in-house technician training are all examples of progressive thinking and innovative success.

This was Fleet's fourth consecutive year earning the award.

While these awards are well-deserved and revered, the team finds tremendous value in being able to serve the County in a unique way. When you see a Sheriff's patrol vehicle rushing down the highway en route to a rescue, graders smoothing new road surfaces or a County vehicle carrying a Social Worker to assist a family in need, it's comforting to know the County's outstanding fleet team has a supporting role in that success.



County Fire Department Enhances the Lives of SLO County Residents in 2018-19

CAL FIRE / San Luis Obispo County Fire Department enhanced the lives of SLO County residents in fiscal year 2018-19 by expanding the scope of Emergency Medical Services (EMS), providing new Emergency Medical Technician (EMT) elective skills trainings, using a new electronic health record system, reducing potential fire fuel, and creating pre-attack maps.

EXPANDING THE SCOPE OF EMS



A well-qualified EMT uses critical thinking and problem-solving skills every day. It is vital that they stay abreast of current methods for improving their proficiency and patient care skills to deal with different scenarios that they may encounter.

EMT Elective Skills. County Fire in Cooperation with the San Luis Obispo EMS Agency brought new EMT skills to San Luis Obispo County. County Fire trained about 215 County Firefighter/EMT's to provide a new standard of care.

They were trained to:

- Use Epinephrine auto-injectors to treat anaphylaxis (severe and potentially life-threatening allergic reaction)
- Administer intra-nasal Narcan for the treatment of opioid overdose
- Use CPAP (Continuous Positive Airway Pressure) for the treatment of respiratory distress

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- Treat diabetic emergencies through blood glucose monitoring

These new skills will allow our Firefighter/EMT's to provide lifesaving interventions that previously required waiting for the arrival of a paramedic.

ImageTrend Elite. County Fire implemented a new electronic health record system called ImageTrend Elite. This system was deployed to every fire department in San Luis Obispo County.

ImageTrend's Electronic Patient Care Report (ePCR) solution is cloud-based and connected for better data flow. It allows import of data from Computer-Aided Dispatch (CAD) systems and prior patient contacts to speed documentation, facilitate patient tracking, and can send ePCRs electronically to other care providers at scene and the receiving emergency department. This enhances the ability of first responders and hospital staff to quickly provide appropriate patient care in an emergency.

MAKING THE COUNTY MORE FIRE SAFE

California experienced its most destructive and deadliest fires in 2018. Statewide there were 1.8 million acres burned, 23,000 structures destroyed, 98 civilian lives lost and 6 firefighter deaths. In San Luis Obispo County, we had 218 wildfires totaling 3,115 acres burned, 60 structure fires and 65 vehicle fires. The loss of structures and vehicles totaled \$4 million. Prevention continues to be a priority.



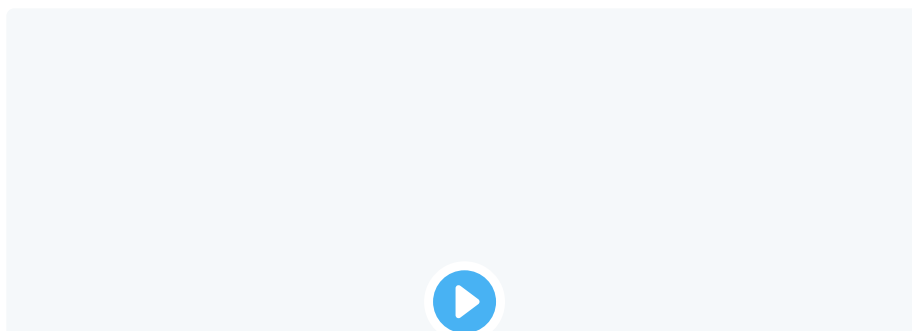
Fuel Reductions. The County works to prevent fires in many ways, including prescribed burning (broadcast burning), to burn off excess brush that might otherwise fuel a wildfire.



CAL FIRE SLO
@CALFIRE_SLO



@FireSafeSLO crews continue removing French broom and chipping dead trees along Cambria Pines Road.
[#CambriaFireSafe](#)



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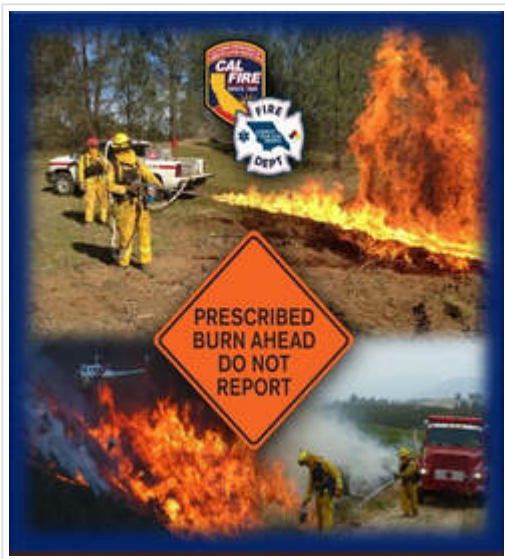
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10:52 AM - Aug 5, 2019

[See CAL FIRE SLO's other Tweets](#)

In 2018, we spent 4,972 personnel hours completing 1,230 acres of broadcast burning and 189 acres of mechanical fuel reduction of hazardous fuels. Broadcast burns are controlled application of fire to fuels, under specified environmental conditions that allow fire to be confined to a predetermined area and produces the fire behavior and characteristics required to attain planned fire treatment and resource management objectives.



CAL FIRE / San Luis Obispo County Fire conducts broadcast burns to reduce hazardous fuels and improve forest health. In our ongoing prevention efforts, we are focused on dramatically increasing broadcast burning; hoping to burn 2,000 to 4,000 acres in 2019. We now have a dedicated crew for San Luis Obispo County that will focus on high priority hazard reduction and will not be reassigned to fires in other parts of the state. Strict criteria must be met for a broadcast burn to occur, including smoke dispersal, weather, staffing and fuel moistures. Many agencies can be involved in broadcast burns. Here in San Luis Obispo

County we collaborate with:

- Air Pollution Control District (APCD)
- San Luis Obispo County Planning & Building Department
- California Department of Fish & Wildlife (CDFW)
- Regional Water Quality Control Board (RWQCB)
- California Coastal Commission (CCC)
- The California Coastal Act (CCA)
- California Department of Transportation (Caltrans)
- US Fish and Wildlife Services (USFWS)

CAL FIRE / San Luis Obispo County Fire with private landowners, cooperating agencies, and the County, administer numerous programs which support the California Strategic Fire Plan. In the effort to make the vegetation management achievable, this plan has broken Vegetation Management into three strategic

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categories: defensible space fuel treatment, non-defensible space fuel treatment, and vegetative management prescriptions.

Within the last year, County Fire has:

- Burned 1,230 acres in planned, prescribed burns
- Reviewed 831 fire plans
- Inspected 8,496 properties for defensible space

Environmental review must be conducted for all pre-fire management activities that could cause either direct or indirect changes to the natural or human environment. Fuels treatment efforts conducted by County Fire include the following methods and techniques:

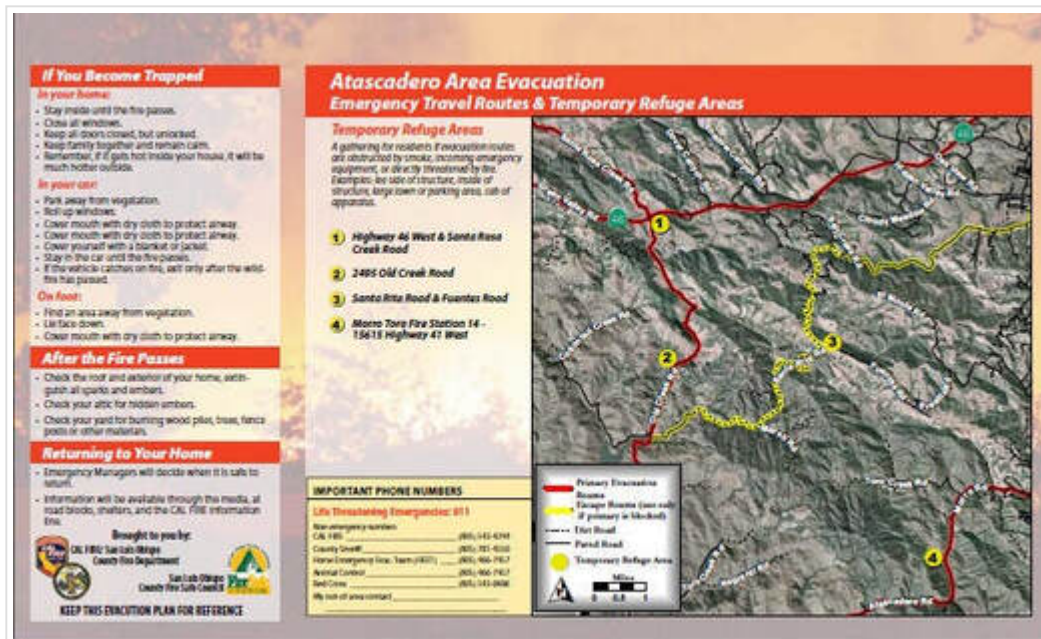
Methods	Techniques
<ul style="list-style-type: none">• Defensible Space Treatment• Non – Defensible Space Treatment<ul style="list-style-type: none">Fuel BreaksFire BreaksPrescribed BurningHazard ReductionRange ImprovementTraining BurnsInvasive Weed Control• Ingress/Egress Enhancement<ul style="list-style-type: none">RoadsTruck Trails	<ul style="list-style-type: none">• Mechanical<ul style="list-style-type: none">MowingMasticationPiling/CrushingPlowing/Disking/Harrowing• Manual/Hand Work<ul style="list-style-type: none">Cut/Lop/ScatterCut/Pile/BurnCut/ChipPruningWeed eating• Broadcast Burning• Prescribed Herbivory<ul style="list-style-type: none">CattleGoats• Chemical Applications

Widland Pre-Attack maps. County Fire created five additional wildland pre-attack maps, which cover several high-fire hazard areas in the County. Quality maps are critical to effectively manage incidents within San Luis Obispo County.

These five new maps were made possible with funding from the San Luis Obispo County Community Fire Safe Council. CAL FIRE Pre-Fire Engineering/GIS created the Wildland Pre-Attack maps to add to their

existing 10 maps which aid first responders in planning and fighting wildland fires in San Luis Obispo County.

We are taking steps toward creating wildland pre-attack maps that cover all high fire hazard areas in the county. Pre-fire management is a collective term that refers to all activities undertaken by county land managers, property owners, agencies and fire departments intended to reduce the risk of wildfire and resulting suppression costs and to minimize the resulting damage to lives, property, and the environment.



In the last decade, geographic techniques have increased and been broadly applied to the fire service. Geographic Information Systems (GIS) have become a major tool for the fire service to improve preparedness, response and recovery to incidents. Quality spatial information is critical to effectively manage an incident where large numbers of public safety resources are deployed with various assignments. GIS techniques have made access to maps and imagery commonplace.

One side of these plans include text with specific information about the geographic area with regards to climate, topology, fuel types, demographics etc., as well as specific hazards, additional/specialized resource recommendations, and general strategies and tactics. The other side is a road map with key tactical locations represented, including escape routes, safety zones, radio frequency availability and lookouts (LCES) as well as items such as proposed dozer line, safe refuge areas, staging areas, helispots etc.

Moving into next fiscal year, the County Fire team will continue to work with the community and partnering agencies to protect lives, property and the environment from fire hazards.



< BEST IN NATION

FIGHTING HIGH-TECH CRIME >



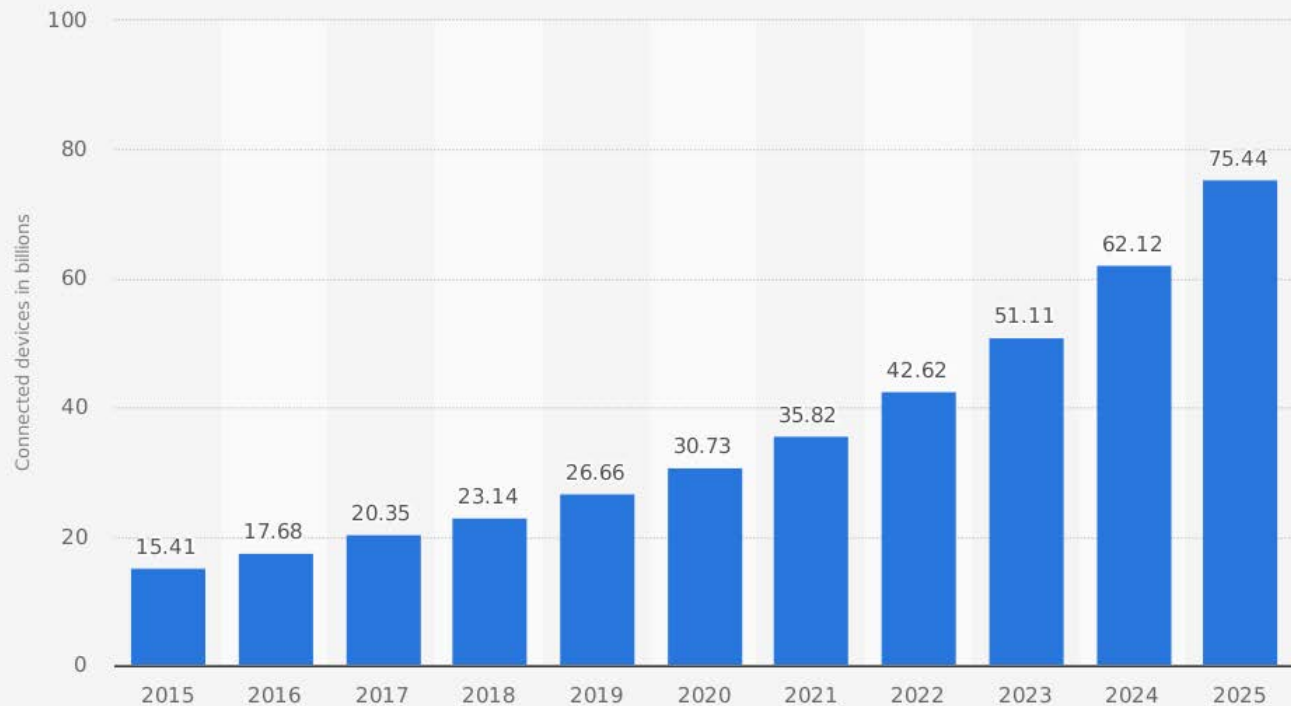
In 2018-19, County of San Luis Obispo's District Attorney's Office ...

...Fought High-Tech Crime...

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Internet of Things (IoT) connected devices installed base worldwide from 2015 to 2025 (in billions)



Source:
IHS
© Statista 2019

Additional Information:
Worldwide; IHS; 2015 to 2016

"Digital forensics is a critical investigative tool for law enforcement. This grant increases the 3CFL's capabilities by securing a broad range of hardware and software tools that bolsters the District Attorney's Office ability to aggressively prosecute crime in our County," said 3CFL Manager Rob Swift.

The digital forensics field is leading investigators to discover crimes that would have gone undetected before.

These cases range from human trafficking, child pornography, homicide, narcotics, and criminal threats to weapons violations, among others. Cases involving computers and other electronic devices have no borders. As a result, multiple agencies in various jurisdictions may be involved in a criminal investigation of cyber-related crimes.

In FY 2018-19, the Central Coast Cyber Forensic Lab

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(3CFL) enhanced collaboration and communication for investigations of cyber or cyber-related criminal activities, and to establish consistent digital forensic standards, across all county law enforcement agencies.

The 3CFL opened in March 2017 and has helped various law enforcement agencies in San Luis Obispo County combat cyber-related criminal activity since then.

Due to the number of devices connected, almost all crimes now have a digital footprint. The 3CFL is there to discover, collect, and preserve digital evidence for the prosecution.

This additional resource of facilities, equipment, and cyber forensic specialists helps law enforcement to collect and analyze digital information, understand new kinds of potential case-solving evidence, and tap into new methods of prosecution.

MAJOR CASES PROSECUTED WITH HELP OF DIGITAL EVIDENCE

District Attorney
County of San Luis Obispo

Fiscal Year 2018-19

Very few crimes do not have digital footprint. These crimes range from online scams, bank fraud, criminal threats, assuming false identities on social media apps, human trafficking, child pornography, and gaining access to nearly endless cloud based storage. With these ever evolving threats, we must stay with or ahead of industry trends.

- People v. Beau Brigham**
Defendant accused of hiring "hit man" in dark web to kill his step mother.
- People v. Carlo Fuentes Flores**
Defendant accused of killing Nancy Woodrum in Creston.
- People v. Chris Berdol**
Defendant accused of creating and possessing child pornography.
- People v. Levente Lazar**
Defendant accused of killing his mother Athena Valentini.

Press releases regarding these cases can be found on the District Attorney's website under latest news:

- [People v. Carlo Fuentes Flores](#)
- [People v. Chris Berdol](#)
- [People v. Levente Lazar](#)
- [People v. Beau Brigham](#) (case concluded in FY 2019-20; more info below)

"48 Hours" Click for a Killer: Part 2

Aired on Sept. 29, 2018: CBS News featured a "48 Hours" investigation into the Beau Brigham case mentioned above. Watch the episode below.



Local Law Enforcement Agencies



San Luis Obispo
County Sheriff's Office



San Luis Obispo
Police Department



Paso Robles Police
Department



Grover Beach Police
Department



Atascadero Police
Department



Arroyo Grande
Police Department



Cuesta College
Police Department



Morro Bay Police
Department



Pismo Beach Police
Department



Cal Poly Police
Department



SLO County
Probation Dept.



SLO County DA
Bureau of
Investigations



California Highway
Patrol

State and Federal Agencies



CA Dept. of
Corrections & Rehab



California State
Parole



Atascadero State
Hospital Police



California
Department of
Justice



National Domestic
Communications
Assistance Center

In order to stay with or ahead of industry trends, digital forensic examiners depend on collaboration in the workplace. Several investigators from the San Luis Obispo County District Attorney's Office, the San Luis Obispo County Sheriff's Office and the San Luis Obispo Police Department work collaboratively at the lab.

The 3CFL fosters collaboration using shared software, systems and resident specialists and the multi-agency effort helps law enforcement across the county and beyond to meet rising demands and collect digital evidence in criminal cases. **The 3CFL staff examined over 400 devices during FY 2018-2019.** These ever-increasing numbers would not be possible if each department were to do it alone.

In October 2018, the County District Attorney's 3CFL was awarded \$148,946 from the Privacy and Piracy Grant of the California Department of Justice, which is being used to purchase additional state-of-the-art digital forensic equipment necessary for law enforcement investigations.

The grant also funds additional training for staff and improvements to the lab operations that will ensure that digital evidence is collected and preserved for admission in court by dynamically adapting to changing technology.

...Took Steps to Combat Mass Victimization Events...

Taking Steps t...




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...And Served on the Anti-Human Trafficking Task Force

Anti-Human Tr...



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A Message from County of San Luis Obispo Sheriff-Coroner Ian Parkinson

For me, and for the Sheriff's Office, I believe 2018 was the year of change. And I think that change will continue into 2019. I say this because, while change is good, it can also be challenging. It is my firm belief that we have risen to the challenge and implemented innovative, positive changes at the Sheriff's Office.

One of the biggest challenges, which ended up being one of our biggest changes, is in the area of medical and mental health services in our County Jail. We hired a chief medical officer for the jail. We outsourced all medical, mental health and dental services to a private company that has expertise with [in-custody health care](#).

Not only will this change provide expanded healthcare to inmates, but it will do so at a significant cost savings to the county. We are also getting closer to the opening of our new Behavioral Health Unit which will be able to treat inmates with mental health issues so they don't become a danger to themselves or others.



Change was a big factor in the technology we use. We introduced a smart phone app to help in active shooter situations in schools. The [Rave Panic Button smart phone](#) app is designed to immediately [report](#) enforcement of an active shooter incident on a school campus. The app provides every school employee

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the ability to immediately connect to the 911 Dispatch Center for their school and at the same time send a message to the other employees on campus to alert them to the incident.

Another technological change we had was the debut of our new Sheriff's Office mobile phone app. This free app is available to the public to download to their smart phones. It contains many of the same features you can find on our website like inmate information, press releases, and all the different Sheriff's Office programs. The app also features push notifications and alerts. You can receive updates on breaking news notifications like wildland fire evacuations or severe weather alerts directly to your phone.

We also had major changes in personnel. Chief Deputy Ron Hastie retired after a 31-year career at the Sheriff's Office. Undersheriff Tim Olivas also retired after a long, distinguished career in law enforcement. We will miss them both and wish them well in their retirements. I have chosen some top-notch people here at the Sheriff's Office to take over their positions. I selected Commander Jim Taylor for the Chief Deputy position and Commander Jim Voge as Undersheriff for my second-in-command.

One thing that didn't change? The dedication and commitment to public service by the people who work at the Sheriff's Office. I've said it before and I'll say it again: we have some of the finest professionals in law enforcement working for us. Thank you to all Sheriff's Office employees and volunteers for their commitment to providing safety and security to the citizens of San Luis Obispo County, proving once again that we are truly leading the way!

IAN PARKINSON

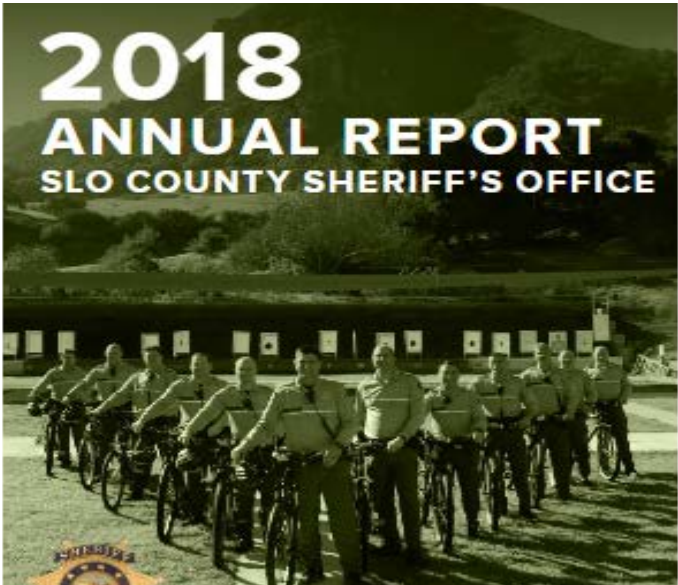
San Luis Obispo County

Sheriff-Coroner

Read the Full Sheriff's Office 2018 Annual Report Below

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< FIGHTING HIGH-TECH CRIMES

NEW EMERGENCY WEBSITE >

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Other Related Reports



2018-19 Annual Report

IDEAS INTO ACTION

The County Office of Emergency Services worked hard last year to help SLO County prepare for disasters and emergencies.

Emergency Planning Strengthens Emergency Response

Emergency Planning

Administered **\$1.5 million** in grants used to better prepare San Luis Obispo County for emergencies

Represented the County emergency team on about **20 local, statewide and national committees**

Updated more than **60 emergency response plans** and created **4 new plans**



6,836



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training
hours



3 FEMA-evaluated
nuclear power
plant drills



Training and Exercises

County of SLO Office of Emergency Services staff members trained local responders in the latest standards, techniques and tools to get them ready for a local emergency. The team also led 3 nuclear power plant exercises that were evaluated by the Federal Emergency Management Agency (FEMA), which found no issues upon evaluation.



Response

A County of SLO emergency services coordinator was on duty 24/7 in FY 2018-19, ensuring that the County could manage an emergency when it happened. The County's Emergency Operations Center staff also provided support to Butte County during Camp Fire.



Duty Officer
on call 24/7

Recovery



2 million
in recovery
assistance

The County of San Luis Obispo's OES team oversaw 3 active Federal Disaster Declarations. As a result, our County was reimbursed for more than \$2 million in federal and state assistance.

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We Also Managed

Emergency Contact Lists | Access and Functional Needs Integration |
Early Warning System Sirens | Emergency Supply Trailers | WebEOC |
Community Outreach | Emergency Operations Center | Emergency
Worker Exposure Control Equipment | Evacuation Assistance List |
Wireless Emergency Alerts | Emergency Alert System | Emergency
Planning Calendar | Activation Guides | FEMA Annual Letter of
Certification | Alert and Notification Systems

Want to find out more?
Contact us at oes@co.slo.ca.us


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SLO County Emergency Planning 2018-19
Infogram

New Regional Website Makes It Easier Than Ever to Prepare for Emergencies

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California has experienced multiple large-scale wildfires and other emergencies that have resulted in numerous fatalities over the last several years. One of the critical lessons learned from these emergencies is that more timely and accurate information could have resulted in fewer deaths.

The Office of Emergency Services (OES) wants San Luis Obispo County to be as informed as possible before, during and after an emergency. To help accomplish this, OES has created a resilient a cloud-hosted emergency-based website, www.ReadySLO.org, which went live at the beginning of August 2019.

Last year, OES worked to design the website in a way that will allow SLO County residents and visitors to easily gather important information online. OES wrote the site content and divided the information into color-coded sections focused on three main topics: emergency preparedness, current emergency information, and recovery information.

- **Preparedness Section:** This section covers a range of topics, including family and business preparedness planning, alert and notification systems and information on local hazards.
- **Current Emergency Information Section:** This section provides detailed information *during* an emergency. Information will include evacuation details and maps, road closures, family reunification and ways the public can help those affected by the disaster.
- **Recovery Section:** This section is for after an emergency, and will include details on debris removal, financial assistance and rebuilding information.

Visit www.ReadySLO.org to begin preparing for a local emergency before it happens.



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Promoting Opportunity and Success for Children in SLO County

Promoting Opportunity and Success for Children in #SLOCounty





Supervising Sex Offenders on Probation in SLO County

In FY 2018-19, 106 registered sex offenders were under supervision of the County of San Luis Obispo's Probation Department. This video highlights the Probation Department's efforts to ensure public safety and reduce victimization through a State-mandated approach known as the Containment Model.

Supervising Sex Offenders on Probation in #SLOCounty



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Expanding Behavioral Health Services to Meet Mental Health Needs



Behavioral Health Department Expands Crisis Services

The Behavioral Health Department has expanded mental health crisis services this year, with benefits for individual clients and the community as a whole.

Last year's opening of SLO County's first and only Crisis Stabilization Unit at the County's Health Agency Campus in San Luis Obispo has significantly reduced demands on the 16-bed Psychiatric Health Facility.

A partnership with local hospitals means mental health providers are now available in local emergency departments. And a grant focused on youth triage will allow for a new program focused on responding to minors in psychiatric crises.

Crisis Stabilization Unit. In its first year, the Crisis Stabilization Unit served 271 individual residents with 307 total stays. At any given time, the Crisis Stabilization Unit allows medical professionals to stabilize up to four community members who are experiencing serious mental health issues. The primary goal of crisis stabilization is to prevent the need for individuals to be admitted to an inpatient psychiatric hospital setting. Other potential outcomes include:

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- reduction in depression and other symptoms
- reduced risk of self-harm
- prevention of criminal justice involvement
- improved school and work success
- increased engagement in supportive mental health treatment

After opening the Crisis Stabilization Unit, which is operated by Sierra Mental Wellness Group, law enforcement requests for admitting individuals to the County's inpatient Psychiatric Health Facility reduced by nearly 48%.

Mental Health Providers in Local Emergency Departments. The Behavioral Health Department entered into an agreement this year with Tenet Healthcare, which operates Twin Cities Community Hospital and Sierra Vista Regional Medical Center in SLO County, to establish capacity for mental health crisis workers to be available within their emergency departments.

The County, extending its contract with Sierra Mental Wellness Group (which also operates the Crisis Stabilization Unit and provides the mobile Mental Health Evaluation Team program), has now placed qualified and trained mental health staff in each emergency department to provide mental health crisis evaluation, support emergency department staff, and facilitate transfer to the Crisis Stabilization Unit or Psychiatric Health Facility.

This project, being considered within other hospitals, creates more expedient care and reduces the length of stay in emergency rooms for individuals suffering from mental health crises.

New Grant to Support Youth in Crisis. The Behavioral Health Department successfully competed for a statewide grant from the Mental Health Services Oversight and Accountability Commission (MHSOAC) to provide a Youth Crisis Triage Program. With this grant, the County is expanding the mobile Mental Health Evaluation Team to include a specialist in youth crisis response, along with case management from a peer (person or family member with lived experience).

This three-year program will focus on crisis calls from schools and emergency departments. The program, which is set to launch by the end of the 2018-2019 school year, aims to serve more than 350 young people per year.

Crisis services are key to preventing and reducing the impact of psychiatric emergencies in the community. The expansion of crisis services with qualified and trained providers over the past year reflects the County's values of responsiveness, professionalism, and collaboration, while promoting a safe and healthy community.

Behavioral Health Department Launches New LGBTQ+ Mental Health Initiatives



For the past two years, the Behavioral Health Department has worked with stakeholders to address mental health services needs for the LGBTQ+ population in our community.

This work has resulted in an LGBTQ+ needs assessment, two trans-trainings for behavioral health staff and providers, and a Mental Health Services Act (MHSA) Innovation project titled Affirming Cultural Competence and Provider Training: Offering Innovative Solutions to Increase LGBTQ Mental Health Care

Access (SLO ACCEPTance).

LGBTQ+ Needs Assessment. The first initiative was the implementation of an LGBTQ+ needs assessment, developed in partnership with Cal Poly and QCARES and funded by the Behavioral Health Department Mental Health Services Act. It is the first study in SLO County to better understand the needs and concerns of the LGBTQ+ community.

The QCARES program developed and conducted a mixed-methods research study that included a comprehensive online survey and a series of in-person focus groups with community members of various backgrounds and identities. Some of the findings reveal the existence of barriers to seeking mental health support, including finding and accessing LGBTQ+ affirming or competent providers.

The study found:

- 68% of respondents did not know how to find an LGBTQ+ competent provider
- 60% of respondents reported having no LGBTQ+ knowledgeable mental health services in their neighborhood
- 74% of transgender and nonbinary respondents and 56% of LGBTQ+ respondents reported that their distress is due, at least in part, to issues related to their gender or sexual orientation

Some of the recommendations of the study include the implementation and delivery of trainings to promote LGBTQ+ affirming practices for mental health providers, agencies, and community organizations; development and implementation of suicide prevention efforts; increase in services for LGBTQ+ youth; and

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the creation of a database highlighting LGBTQ+ affirming services and providers.

Transgender Cultural Competence Trainings. Next, the County provided trainings related to the transgender population in our community. A cultural competence survey completed by the Behavioral Health Department in fall of 2017 identified a need to prioritize training to support enhanced skills and knowledge providing services to the transgender community.

The first training was held in March 2018, with more than 50 County behavioral health staff and providers attending. The second training was held in July 2018 with over 55 attendees. The trainings addressed binary terms, myths and facts, how to become inclusive, reflections for therapists, tips to support the transgender community and more.

SLO ACCEPTance. The most recent initiative is the MHSA Innovation project SLO ACCEPTance. This project is intended to test the implementation of a new curriculum in SLO County that will best support mental health professionals in developing skills and knowledge to become LGBTQ+ affirmative as they engage with community members and provide services.

The project is currently reaching out to all mental health professionals countywide, creating a network of therapists serving all regions and representing various cultural populations and perspectives.

The County of San Luis Obispo Behavioral Health Department continues to work to become a more culturally and linguistically responsive, inclusive, and diverse organization. These LGBTQ+ initiatives are in line with the County's values of responsiveness and collaboration, and further the vision of a healthy community.

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Connecting Veterans in Jail to Benefits and Services



In January 2019, the County Veterans Services Office launched a new program to help connect incarcerated veterans with services, giving them a better chance of succeeding upon release and preventing a return to criminal activity.

By connecting veterans to their Veterans Administration (VA) benefits, we can reduce costs to the County and free up resources for other inmates. Additionally, the County works in partnership with Supportive Services for Veteran Families, to help soon-to-be-released veterans find post-release services and housing they may need to successfully reintegrate into the community.

The program is funded for 18 months by the Community Corrections Partnership using funding from Assembly Bill 109 (AB 109), which was State legislation passed in 2011 that realigned funds to address public safety. This legislation resulted in more offenders being placed in County jails instead of State prison and led to the need for new programs at the County level to address the change in population. Through the partnership, the County Veteran Services Office was able to add a limited-term veteran services representative to work directly with incarcerated veterans, as well as at the [Veterans Treatment Court](#).

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The addition of someone dedicated to working with the County Sheriff's Office and Veterans Treatment Court. Or vo

Court has yielded great results in a short period of time. The County veterans services representative works with veterans to establish VA benefits, which allows them to get much needed treatment that they are entitled to as part of their VA benefits for issues such as post-traumatic stress disorder (PTSD), substance abuse disorders, and mental illnesses.

Success Stories

Free Jail Phone Line to Veteran Services

In October 2017, in partnership with the County Sheriff's Office, the County Veterans Services Office launched a free phone line for veterans serving time in County Jail for them to be able connect with the Veterans Services team. In that time, the team has received more than 500 calls from veterans at the jail.

Compensation and Pension Examination in the Jail

An incarcerated veteran at County Jail needed a Compensation and Pension examination as part of the process to determine the level of disability related to their military service. Typically, these are completed in a doctor's office. The veteran qualified for benefits after the Veterans Services Office worked with the Sheriff's Office and the VA contractor to arrange an in-jail exam.

In-Jail Video Exam Hearing Leads to Treatment

A homeless veteran who had multiple interactions with law enforcement needed treatment upon release from jail. The County Veterans Services Office worked with the Sheriff's Office and the VA [Domiciliary Program](#) to conduct an in-jail video interview using a cell phone. This allowed the veteran to get admitted to the domiciliary facility in Los Angeles that provides long-term rehabilitation in a residential environment. Additionally, we worked with the jail to arrange transportation from San Luis Obispo to the facility.

Making Service Honorable in the Eyes of the VA

Individuals whose character of service upon separation was classified as "less than honorable" are not eligible for VA benefits. The County Veterans Services Office helps veterans understand the situation that

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led to their less-than-honorable separation, and determine if extenuating circumstances, such as PTSD, could have been the cause. The County helps the veteran initiate the fully developed claim process for a VA rater to determine if their service could then be “honorable” for VA purposes. Through this process, the County has successfully upgraded the status of multiple incarcerated veterans with the VA, allowing them to connect to their benefits.

Working in the Veterans Treatment Court

When veterans are diverted to the Veterans Treatment Court, the County Veterans Services Office works to understand what issues led to them there. Veterans Treatment Court is a structured supervised probation program that includes treatment, counseling, drug/alcohol testing, and mandatory court appearances to oversee progress. In San Luis Obispo County, numerous agencies and County departments work together to help rehabilitate these veterans. The State Superior Court collaborates with the County's Sheriff's Office, Probation Department, Behavioral Health Department, District Attorney's Office, and Veterans Services Office and the Public Defender's Office, the VA and trained volunteer veteran mentors to help over 80% of veterans sent to the Veterans Treatment Court get or increase their VA benefits and awards.

Started Working with the California Men's Colony

Using AB 109 funding, the County Veterans Services Office also started to work with incarcerated veterans in the California Men's Colony, a State prison located in San Luis Obispo County. This new project is similar to efforts in County Jail. The County has already successfully processed claims for six veterans at the California Men's Colony and have more claims in progress.

Save the State and County Money, while Bringing in Additional Funds

Connecting all veterans, whether they are incarcerated or not, to their benefits helps save the State and County money by moving individuals who may be relying on Medi-Cal or County health care services to VA health care services. Additionally, the County works to help veterans get their VA disability or pension benefits. In 2018, the veteran population in San Luis Obispo County received more than \$64 million in benefits from the VA. Additionally, this fiscal year we have processed over \$840,000 in tuition fee waivers.



Launching SLO County's First Comprehensive Community Health Improvement Plan



COMMUNITY HEALTH IMPROVEMENT PLAN 2018-2023

[Download the Full Plan](#)

The Public Health Department, in collaboration with more than 95 partners in the non-profit, health care and government sectors, this year reached a milestone for San Luis Obispo County: the release of the county's first comprehensive five-year [community health improvement plan](#).

Together, the partners make up a collaborative known as SLO Health Counts.

"I am thrilled to see this plan in action and especially to see so many organizations from across our community come together to achieve this first for SLO County. I offer my sincere appreciation for the careful thought and hard work that it represents," said Dr. Penny Borenstein, Health Officer of the County of San Luis Obispo. "This is a true community effort and I hope new partners will continue to join us as we embark on this ambitious plan."

This five-year plan represents a strategic and collaborative approach to achieving a shared goal: ensuring

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all San Luis Obispo County residents have the opportunity to be healthy. It provides a path to measurable improvement in eight priority areas.

Those areas and goals are:



[Access to Care](#)

- Improve coordination of health care among service providers.
- Recruit and retain providers to the Central Coast.
- Increase the proportion of low-income children in SLO County with routine and adequate dental care.



Social Determinants of Health

- Increase CalFresh enrollment to reduce hunger and improve health among SLO County residents.
- Improve access to affordable, attainable, safe and supportive housing.



Maternal, Child & Adolescent Health

- Improve social and emotional supports for new mothers.
- Implement a Help Me Grow™ system in SLO County.



Infectious Disease

- Reduce the rate of undiagnosed hepatitis C in SLO County Jail inmate population.
- Reduce the rate of influenza in high-risk SLO County populations.
- Reduce the rate of syphilis in SLO County population.



Chronic Disease & Health Behaviors

- Improve diets and increase physical activity in the environments where people eat, live, learn, work and play.
- Reduce rates of chronic disease among county residents.
- Reduce smoking initiation, tobacco use and exposure to secondhand smoke.




Injuries

- Reduce falls among seniors.
- Reduce vehicle-related injuries.



Environment

- Increase awareness within the agriculture community of the risks associated with Valley Fever and prevention / treatment needed.
- Improve water quality at high priority beach / creek interfaces.

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[Social & Emotional Wellness](#)

- Improve consistency of care across the continuum of social and emotional wellness services.
- Improve the social and emotional support network for teens in SLO County.


The community health improvement plan is informed by the [2018 County of San Luis Obispo Community Health Assessment](#), which paints a point-in-time picture of the county's health and highlights the important social, economic and health conditions that affect SLO County.

After sharing this assessment, the Public Health Department brought together partners from across the community to develop a shared vision, identify eight priority areas, and form teams around those priorities. Team members used data, best practices and their own expertise to define goals, develop measurable objectives and outline strategies for the plan.

The resulting community health improvement plan serves as a road map for prioritization and a lens through which to focus on collaboratively-developed statements of highest needs. In some areas, it builds on existing efforts and creates measurable objectives; in other areas, it lays the groundwork for aspirational efforts where the Public Health Department and community partners may either aim limited discretionary funding or seek additional funding sources.

Now, teams are working to put the plan in action. Examples include:

- Bringing together state and local leaders for a regional housing needs summit and helping local agencies develop the methodology for SLO County's future housing targets;
- Developing [educational materials](#) with a specific local angle to help people working in agriculture reduce their risk of Valley Fever and recognize the symptoms if they become sick;

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- Equipping parents, educators and teens with up-to-date information on the health effects of vaping and tobacco use;
- Collaborating with the Public Health Institute to facilitate a discussion among health officials and community leaders from San Luis Obispo, Santa Barbara and Monterey Counties on the creation of a Wellness Trust in California and what new, dedicated prevention funds might mean to the emerging work of the collaborative;
- Supporting an increase in the number of dental practices in SLO County that accept Medi-Cal Dental benefits and establishing three “virtual dental homes” where children can receive dental care in their elementary schools.

“The true power of this plan is in the diverse partnerships behind each goal,” said Dr. Borenstein. “Working together means we can focus fresh attention on challenging issues and pool expertise and resources to create the greatest collective impact.”

To see the full plan and get involved, visit www.slohealthcounts.org/CHIP.

Health Care Navigators Take on Tough Questions for County Residents

When health care access team members answer the phone, they’re ready for questions that cover the range of human experience with health care, from the logistics to the potentially life-altering: Now that I have insurance, where can I find a doctor? Why is this medical bill so high? I’m worried about this lump—but what if treatment is too expensive?

“No matter what the question or issue is, I want people to know: you’re not alone,” said Laura, a nurse navigator who joined the team this year.

“We’re here to answer their questions,” said Susana, who has served as a patient services representative since 2011. “We help people to see their options ... sometimes we can help give them peace of mind, too.”



The team helps connect people with health coverage, including signing up for plans through [Covered California](#), applying for [Medi-Cal](#), or getting short-term emergency assistance through the County’s [MISP resources](#). But that’s often just the beginning.

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“It’s great to have health insurance, but if you don’t understand your plan and how to use it, you will miss out.”

out on getting all your health needs met," Laura said.

And even if you have health insurance, you need to renew it each year. Susana said she often helps residents who didn't realize they missed a renewal deadline until they found themselves at the doctor's office without coverage. In those moments of panic, as in other situations, "we're here to help," she said.

The team helps SLO County residents find doctors who take their insurance, helps decipher confusing medical bills, and can even serve as a go-between for residents and insurance companies or hospitals in especially complex cases. They also help residents navigate the particulars of public and nonprofit programs—for example, transferring an elderly parent's hospice services from another county.

There is no typical question, they say, and no typical solution. Their job is to listen carefully and then find an answer.

"I have time to listen and figure out solutions," Laura said. "It's not that I know all the answers, but I know how to find things out. And I don't stop—I keep calling. Because my goal is to come back with something for that person, a solution or an option."

Susanna said she often connects people with services they didn't know were available.

"A lot of people don't know they qualify," for low-cost or free coverage, she said. "Either they don't have the information, or they don't know what information to trust." In her years in this role, she's built relationships and trust by consistently offering reliable information and showing up to offer support.

Laura's career in health care helped prepare her for the challenge. She worked as a nurse for more than 35 years in settings ranging from emergency rooms to home health to community care and more. That experience means she speaks the language of the health care and insurance worlds, and she's not intimidated by situations that can seem confusing or hopeless from the outside.

Her motivation is simple: "I'm really driven by wanting to make a difference, to address social justice and relieve disparities," she said. "When I get a tough question, I just think, 'What if this were my mom? My son? My neighbor?'"

As Susana explains: "It's a reward seeing that you're doing something to help."

In 2018-19, the health care navigation team helped clients complete 197 applications for health care coverage: 63 for the County's MISP Program, 48 for Covered California and 86 for Medi-Cal. At the same time, they helped County residents navigate a full range of health care challenges, for a total of 1,668 client contacts.

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To learn more or get help with a health care question: call 805-781-4838 or visit slocounty.ca.gov/health-care-navigation.

Appointments are available in English or Spanish, over the phone or in person in San Luis Obispo, Grover Beach and Paso Robles.

Making the Connection to Protect People and Animals at the Fair

Public Health Department investigation of variant flu leads to new research and recommendations

In early August 2018, a microbiologist working in the County Public Health Laboratory discovered an unexpected result to a routine flu test. Thinking perhaps she'd made a mistake, she worked with her supervisor to carefully repeat the test. The result was the same: the test was positive for influenza, but the specimen did not match strains that commonly circulate among people.



Around the same time, another unusual lab result reached the Public Health Department team. A veterinarian concerned about the spread of illness at the California Mid-State Fair, which had closed just a week earlier in Paso Robles, had performed a necropsy to determine the cause of death for a pig that had died at the fair. The pig tested positive for H1N2 influenza, a type of flu that commonly circulates among pigs.

With this information, the Public Health Department began an investigation that ultimately involved experts from the Centers for Disease Control and Prevention (CDC), international news reports, new research in the field of infectious disease and important recommendations for limiting the spread of influenza.

Launching the Investigation

First, the lab team sent the unusual specimen to the state public health laboratory for confirmatory testing and then on to the CDC for genetic sequencing.

The Public Health Department put out a call to local health care providers requesting that they conduct flu tests for patients with flu-like symptoms and send the results to the public health lab. The lab team began to work testing the specimens that began to arrive.

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The epidemiologist and public health nurses began making calls to the family of the patients, to the people who had been in contact with the patients over the past week, and to local doctors who were seeing an unusual number of children with flu-like symptoms in early August.

As the epidemiology team continued their interviews, a pattern became clear: the patients had all spent a lot of time around swine exhibited at the Mid-State Fair. Family members mentioned they thought more pigs than usual had seemed sick. (It's not unusual for some animals to appear ill under the stress of an agricultural show.)

With these pieces, the central question of the investigation began to take shape: was the virus that killed the pig the same one that was making people sick?

How Does Influenza Affect People and Pigs?

From time to time, influenza viruses can be transmitted from a pig to a person. (In these cases, the virus is referred to as a variant influenza virus infection in people.) This most commonly happens when people have extended close contact with pigs. In recent years, these infections have occurred each summer in the U.S. around agricultural events.

When the virus is transmitted from a pig to a person, it generally does not spread widely to other people. It cannot be transmitted by eating pork. While serious illness is possible, these variant influenza infections are usually mild, with symptoms similar to seasonal flu.

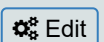
Yet public health teams and infectious disease specialists—from local health departments to the CDC and World Health Organization (WHO)—follow these situations closely. This is in part out of concern that the virus may change in a way that allows it to spread rapidly among people, leading to the next deadly flu pandemic.

Making the Connection with Laboratory Confirmation

In this case, laboratory testing provided a clear answer to the central question: the flu cases were all related, and the virus that made people sick was the same one that killed the sick pig. This virus is common in pigs and on rare occasions can jump to people.

Six people in San Luis Obispo County were diagnosed with laboratory-confirmed variant influenza, H1N2v. (The "v" indicates that the strain is a variant, meaning it typically circulates among animals and in this case has infected a person.) Of these, four exhibited pigs at the fair; one exhibited other animals nearby; and one had no contact with pigs and did not attend the fair, indicating that the virus spread in a limited way from person to person.

In addition to these six laboratory-confirmed cases, the investigation found 67 more probable cases and



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117 suspected cases. In these cases, the patients experienced all or some of the signs and symptoms that would meet the clinical definition of flu, and they also had close contact either with swine at the fair or with another sick patient—but they did not get a flu test, so there is no laboratory confirmation that their illness was linked to this outbreak. In many of these cases, the patients had a mild illness and didn't see a doctor.

The patients all recovered after brief illness.

These six cases were among the first H1N2v cases ever diagnosed in California. Two others were diagnosed around the same time in another California county.

Expanding Research and Recommendations to Protect Health

For the Public Health Department team, the investigation was just beginning. In the weeks and months ahead, the team interviewed 382 people and conducted research in collaboration with the California Department of Public Health and the CDC. For example, the team reviewed the locations within the show barn where people and swine were ill, mapping these in connection with fans and air flow patterns to track the spread of the virus.

Using this analysis along with insight from fair organizers, public health veterinarians and variant flu specialists at the CDC, the Public Health Department developed recommendations to help limit the spread of flu—and the accompanying risk to human and animal health—at agricultural fairs. Later in 2019, CDC will publish the Public Health Department's research documenting the incident and the resulting recommendations.

Staying Healthy at Animal Exhibits in 2019 and Beyond

Now, the team is working to ensure that people who show animals or attend the fair are as safe as possible from the spread of influenza. The Public Health Department provided recommendations for fair organizers and met with local 4H and FFA groups to talk through tips for staying safe, like washing your hands frequently and making sure not to eat or sleep in the same space with pigs.

This year, the Mid-State Fair is implementing new measures to help protect people and pigs from the flu, including a requirement that all pigs receive the flu shot before entering the agricultural show.

These measures are key. Although this investigation brought in advanced technology for genetic sequencing, the proven techniques for preventing the spread of disease from animals to people are firmly back-to-basics: wash your hands, stay home if you or your animal are sick, call a veterinarian if needed.

With these steps and collaboration across the community, SLO County is well positioned to share knowledge and support to help people and animals stay safe at exhibitions locally and across the nation.

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We partner with the community to enhance self-sufficiency while ensuring that safety and basic human needs are met for the people of San Luis Obispo County.

General Assistance Program Updated to Reflect Community Needs



Each year, about 650 community members meet their basic needs through the County's General Assistance program, while they pursue employment or long-term disability benefits. This year, the program received its first major update in 25 years.

In November 2018, [the County Board of Supervisors adopted updated guidelines](#) for the County's General

Assistance program, which is a program of last-resort to support indigent County residents who have no other available means of meeting their basic needs.

This program has not been significantly updated since it was established in San Luis Obispo County in February 1993. However, Federal laws have changed the requirements for other programs administered by the County Department of Social Services.

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The County worked with advocates to update General Assistance program requirements to be in line with Federal guidelines and to reflect the needs of our community. The major program changes were:

- Applicants for General Assistance can begin the application process in any of the six regional Department of Social Services offices. They must still attend their intake appointment at the main office in San Luis Obispo.
- Applicants who need to obtain a doctor's note to verify disability will be provided additional time to obtain that verification.
- Housing costs are no longer considered as part of the grant calculation formula.
- Resource limits have been revised.
- Job search requirements have been revised and now align with the CalFresh Employment and Training program requirements.
- Benefit payment eligibility time frames have been adjusted.
- Student eligibility has been updated.
- Drug felon eligibility has been updated.

Now, the County's General Assistance program more closely aligns with Federal and State guidelines, focuses on clients, and increases support to this highly vulnerable population.

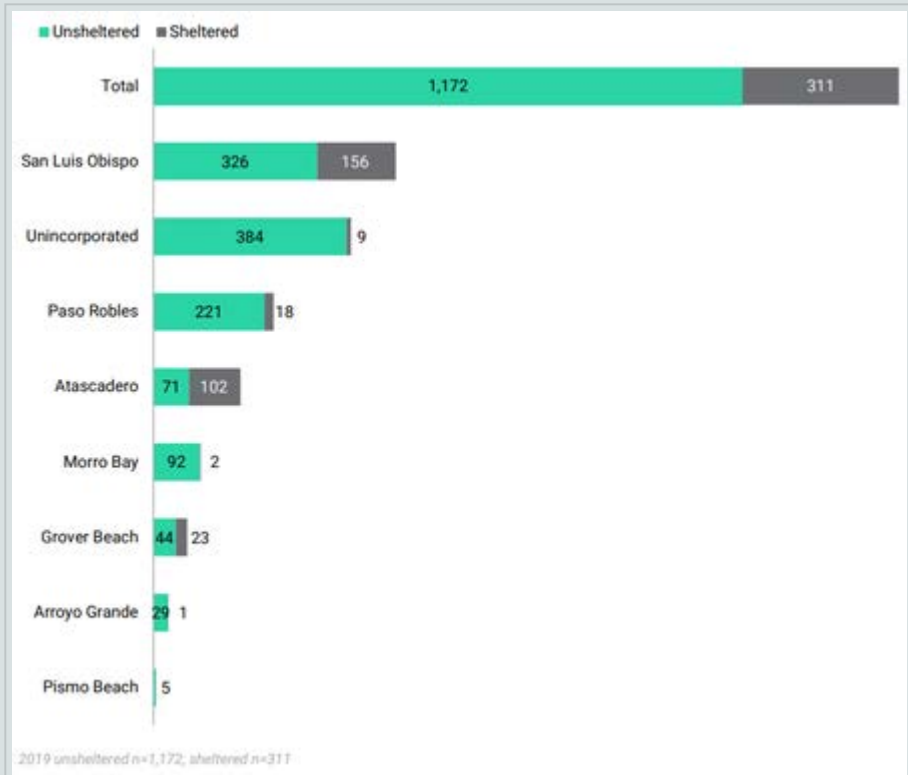
These changes support the County's goals of ensuring that all people in our community enjoy healthy, successful and productive lives, and have access to basic necessities.

SLO County Homeless Numbers Rise 32 Percent in 2019

The number of homeless persons counted in San Luis Obispo County on a single day in 2019 increased by nearly 32 percent compared to 2017 numbers, according to [a report released by the County Department of Social Services](#).

A one-day census in January 2019 found 1,483 homeless persons throughout SLO County, an increase over the 2017 census, which counted 1,125 homeless persons.

"We expected some increase, because heavy rains in 2017 would have caused more people to seek
shelter rather than remain in • Or



riverbeds and other waterways where they normally would have stayed,” said County Homeless Services Coordinator Laurel Weir. “Local agencies also reported an average increase in the number of homeless persons seeking assistance. Many similar communities across California are also seeing a rise in homelessness.”

Regions that receive [Federal Continuum-of-Care funds](#), like the County of San Luis Obispo, are required to conduct a census of their homeless populations every two years. The County conducts its

local homeless census in a single, 24-hour period at the end of every other January. This year’s census took place between January 27 and January 28, 2019. The census is intended to provide a snapshot of the population in a single point in time that allows the County to measure trends in homelessness over time. Key findings from this year’s report include:

- 79 percent of persons counted were unsheltered
- 21 percent were sheltered
- Less than 10 percent were veterans
- Most homeless persons surveyed were either from this county or had a connection to the area
 - 74 percent reported becoming homeless while living in San Luis Obispo County
- Atascadero was the most frequent place of residence at the time of housing loss (17 percent of surveyed respondents)

Weir said that, though not in the report, local sites where people first look for homeless assistance reported an average 16 percent increase in the monthly number of homeless persons seeking assistance in the first half of 2019, compared to the end of 2017, when the data was first made available.

Weir also noted that similar communities across the state are also seeing an increase in homelessness. Of 13 Continuum-of-Care regions in Southern California, 10 have reported increases, ranging from a 1.7 percent increase in Long Beach to a 64 percent increase in Kern County. However, three Southern California regions saw decreases: San Diego County (down 11.5 percent), Santa Barbara County (down 3.0 percent), and Pasadena (down 5.7 percent).

A separate report released this year by the [National Low Income Housing Coalition](#) found that the fair market rent for a two-bedroom apartment in SLO County increased by 17.8 percent from 2017 to 2019, whereas the average hourly wage for renters increased by only 9.2 percent.

“Rising rents may have played a role in the local increase in homelessness, because increased rental housing costs extend the time people experience homelessness by making it harder to find housing,” Weir said. “Data from local emergency shelters indicate that the length of time people remained in shelters increased from 2017 to 2018.”

There are currently only two year-round emergency shelters in SLO County: the ECHO shelter in Atascadero and the 40 Prado facility in San Luis Obispo. Their combined capacity is about 150 beds. In April 2019, the County Board of Supervisors approved funding to expand the ECHO shelter by an additional 10 beds and to build a warming center in Paso Robles that will create emergency beds during the winter.

The 2019 San Luis Obispo County Homeless Census and Survey Report can be found at www.slocounty.ca.gov.

New Social Services Mentoring Program “Opens Doors for the Leaders of Tomorrow”

With the growing difficulty in attracting and retaining talented staff in a competitive market, combined with the upcoming anticipated “silver tsunami” of retirees, the Department of Social Services recognized the need to grow talent from within.

The department decided to focus on developing expertise and expanding leadership opportunities to build workforce skills and provide a high level of professional service to the community through its inaugural Leadership Engagement Action and Development (LEAD) Mentoring program in July 2018.



This program matched 11 mentees with mentor leaders throughout the department and provided training to the mentors, several tools to help the mentor/mentee pairs create personal development plans, targeted trainings designed around the needs of participants in this cohort, and opportunities to open

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doors for the leaders of tomorrow.

“My participation in the LEAD mentoring program was a very rewarding experience. I gained valuable insight, constructive criticism, and exposure within the department that has helped me improve my skill set,” said Thomas Villegas, one of the mentees in the program.

Several participants later applied for and earned promotions within the department.

Staff morale and employee retention are top priorities for department leaders, and this program gives staff the opportunity to grow their skills at very little cost to the County.

Additionally both the mentors and the mentees benefit. Mentors gain skills in coaching staff and have access to training and coaching for mentors, while mentees get the opportunity to shadow leaders within the County and develop their professional skills and interests through both in-person training and suggested reading materials.

One of the most popular offerings in this program was a training on interview skills that pushed participants past standard interview prep strategies and provided opportunities to mock interview with executives and leaders. Many participants commented how valuable this was to them and how much they learned from this experience.

The number of participants has already doubled, at 22 mentor-mentee pairs, for the next round of the mentoring program, which launched in March 2019.

This incredible growth underscores the value staff saw in this program.

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RESCUING HORSES >

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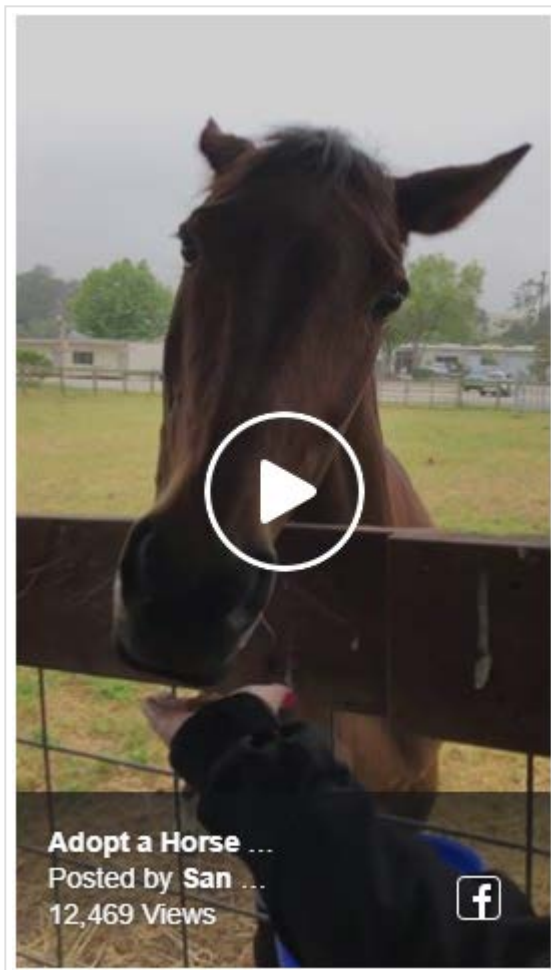
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Helping Horses in Need Through County Animal Services




By far and away, most animals (over 90%) handled by the Animal Services Division of the County's Health Agency are dogs and cats. However, the division frequently deals with animals of many different species, ranging from horses and sheep to koi and goldfish, or from pythons and lizards to Guinea pigs and emus.

The sheer diversity of animals that may be encountered makes it difficult to anticipate, plan, and be prepared for what may come through the shelter on any given day.

Providing safe and secure housing for these animals, along with appropriate feeding and care – often with little or no notice – requires Animal Services' staff to remain flexible and creative. This is particularly true when faced with many non-traditional animals.

Such was the case in January 2019 when Animal Services took custody of 34 neglected, malnourished, and unsocialized horses. The number of horses exceeded what Animal Services could house and care for at the Oklahoma Avenue shelter and

alternative placement was required.

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Thanks to the help and efforts of volunteers and community members, Animal Services was able to identify off-site housing for the horses.

Over several months they were able to recover their physical condition and received personal care and attention, helping them to become adoptable companions.

By August, most of the horses had been placed into new homes and were thriving with their new families.

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Local Agriculture Industry Thrives, Remains Protected

Protecting the Local Agriculture Industry from Harmful Pests

2018 Agriculture Weights and Measures in #SLOCounty



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Top Crops in SLO County in 2018

Countdown: To...



The overall value of agricultural production [hit a milestone record of \\$1 billion in 2018](#), a 12% increase over the value reported in 2017. This figure represents only commodity gross values and does not reflect net profits received by local agricultural producers. Also, reported values do not include multipliers related to secondary economic benefits to the community.

The Top 10 commodities by value in 2018 were:

1. Wine Grapes - all
2. Strawberries
3. Broccoli
4. Avocados
5. Cattle and Calves
6. Vegetable Transplants
7. Cauliflower
8. Cut Flowers
9. Head Lettuce
10. Lemons

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Despite an extended summer heat wave, wine grape producers enjoyed a good growing season with an 8% increase in production and a modest overall price increase of 3%. The total wine grape value hit a record high of \$276 million.

Fresh and processed strawberry production skyrocketed due to increased acreage and the planting of higher yielding varieties. Prices plummeted early in the season due to an oversupply of strawberries following a statewide freeze that prevented growing regions from the typical phasing in of product. Despite this price drop, the overall strawberry value was up 18% to more than \$268 million.

Vegetable acreage has rebounded to come back in line with historical levels. The rebound was attributed to increased rain over the last couple of years, a more stable labor market and favorable growing conditions for vegetable crops.

The animal category increased by 1% compared to 2017, valued at just over \$48.5 million. The number of cattle and calves sold during 2018 increased by 4% to 44,900. Cattle prices dropped 5% averaging \$131 per CWT. Since 2016, the cattle industry appears to have stabilized relative to the prolonged drought experienced in recent years.

The nursery industry is in a state of transition with indoor cannabis production beginning to replace nursery stock. Local greenhouse facilities are being leased or purchased for cannabis production, resulting in decreased indoor decorative and ornamental plant production during 2018.

Ironically, the cut flower market stabilized because of less competition from neighboring counties where some cut flower production areas have been converted to cannabis. Despite the conversion of some local growing area to cannabis, the nursery stock industry remained relatively stable with the overall value declining just 2% to \$81.2 million.

“Local agricultural producers amplified their economic contributions to the local and statewide economies in 2018 with an increased overall value of agricultural commodities of \$1,035,499,000, a milestone in San Luis Obispo County,” according to Martin Settevendemie, Agricultural Commissioner/Sealer.

Statistics for the local agricultural industry featured in the Department’s Annual Crop Reports for 1928 through 2018 can be viewed in the [Crop Report Library](#).



Working Together to Help Communities



The Counties of San Luis Obispo, Santa Barbara, and Ventura are partnering to offer a portfolio of regional energy efficiency programs on the Central Coast. These programs will serve hard to reach residential customers and all building professionals in the residential and commercial construction industries.

In an effort to reduce utility costs and energy use, some homeowners have taken advantage of utility programs and rebates to upgrade their homes with energy efficient appliances and construction. These offerings, however, were often difficult to use and not available to many residents.

Similarly, some building professionals have taken advantage of utility programs to get trained on building applications, home performance practices, and California's ever-changing and complex energy code. Until now, however, architects, contractors and building department staff needed to travel several hours and incur significant costs to receive training.

These challenges created gaps on the Central Coast where ratepayers did not have equitable access to energy efficiency resources available elsewhere.

The Tri-County Regional Energy Network (3C-REN) is a collaboration among the Counties of San Luis Obispo, Santa Barbara, and Ventura. These three local government agencies are working together to • Or vo

design and deliver ratepayer-funded, energy efficiency programs across the Central Coast that are intended to address the needs and challenges of residents and building professionals.

3C-REN will administer three programs: Workforce Education and Training; Codes and Standards; and Residential Direct Install. The Residential Direct Install Program will serve Hard to Reach customers – those that meet state criteria related to geography, language, income, and housing type, or who live in a disadvantaged community. The Workforce Education and Training and Codes and Standards Programs are designed to address the needs and challenges of all building professionals in the tri-county region.

Residential Direct Install Program



3C-REN's Residential Direct Install Program will help "Hard-to-Reach" residents who are underserved by existing utility programs make free and low-cost energy efficiency upgrades to their homes.

These improvements will not only help residents save money and energy, but also improve the health, safety, comfort, and durability of their homes, and reduce carbon emissions. Examples of upgrades available to eligible residents through 3C-REN's Residential Direct Install Program will be attic insulation, duct sealing, LED lighting, EnergyStar appliances, and heat pump hot water heaters.

To qualify as Hard to Reach, residents must meet state criteria related to geography, language, income, and housing type, or live in a disadvantaged community. In San Luis Obispo County, if you meet two of the criteria, you can qualify.

Workforce Education and Training Program

The Workforce Education and Training Program serves all building professionals - including contractors, architects, raters, realtors, plans examiners, and building inspectors.

In partnership with existing educational providers, such as the investor-owned utilities, Build It Green, and local



community colleges, the Workforce Education and Training Program will bring new opportunities to Central Coast building professionals.

These will include:

Technical energy efficiency trainings and certifications focused on building science and home performance practices. An example of this is how to design and build a high-performance wall.

- In-Field Training and Installation Support: Local, in-person and onsite mentorship opportunities that provide building professionals with the hands-on experience to incorporate energy efficiency practices into their businesses. An example of this is how to perform a blower door test.
- “Soft Skills” Trainings designed to facilitate better communications, sales and marketing. An example of this is the National Association of Realtor’s Green Homes training.

Codes and Standards Program

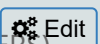
The Codes and Standards Program will serve all building professionals and offer regional services, resources, and trainings focused on California’s Energy Code and designed to increase comprehension, compliance, and enforcement.

The Codes and Standards Program will deliver technical resources and code trainings designed to meet building departments’ challenging schedules and capacity limitations.

The key resources offered by the Codes and Standards Program include an energy code coach service, energy code trainings, and compliance resources. The Code Coach Service will provide over-the-counter, on-call, and in-the-field service to building professionals - at no cost - for technical questions and compliance needs.

In partnership with existing educational providers, such as International Code Council (ICC), CalCERTS, and the California Energy Commission (CEC), the Codes and Standards Program will also offer regional energy code trainings and resources intended to increase comprehension and improve compliance with an ever-changing and complex energy code.

These can include compliance forms, checklists, software support, Home Energy Rating System (HERS) verification, and much more.



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Enhancing SLO County Residents' Quality of Life

Enhancing the quality of life for residents of #SLOCounty



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**The County of San Luis Obispo
Libraries celebrated 100 years of
service this past year by designing the
libraries of the future.**

Celebrating 100 Years of #SLOCounty Libraries in 2019



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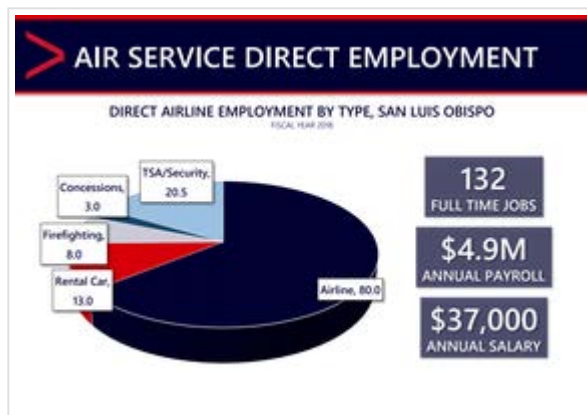
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A Fast-Growing Airport Provides Increased Benefits to Communities in SLO County.

The San Luis Obispo County Regional Airport works continuously to support businesses, connect people, and bring prosperity to San Luis Obispo County residents. Fiscal year 2018 – 2019 was a year of great growth for the airport. Not only was the County able to measure that growth, it was also able to add to it.

Now Arriving: Economic Development



An airport is vital to a community, because it allows goods to be sold in other markets, brings in tourists, and enables businesses to connect across the world. Airports also provide essential support in the community infrastructure, creating jobs and generating tax revenue. This year, the County of San Luis Obispo was able to measure just how much its regional airport contributed economically to the region.

In 2019, the San Luis Obispo County Regional Airport commissioned Volaire Aviation to conduct [an economic impact study](#). The comprehensive study measured the value of commercial air service, the new visitors that come to the region because of the air service, and

the companies and agencies that work at the airport, like rental car companies and flight instructors. It also examined the indirect effects those businesses have on the community, including what aviation employees spend locally and what tourists contribute. Finally, it calculated how these factors all impact local, state, and federal taxes.

The results were stunning. Through a combination of providing jobs, generating taxes, and bringing in visitors that play, stay, and dine here, the airport has an incredible **\$85.24 million impact** on San Luis Obispo County each year. The airport creates 562 full-time jobs directly on the airport property, and supports a total of 871 full-time jobs in the region. It also generates \$14.3 million in taxes, \$6.2 million of which stay at the local or state level.

Tourism also has an enormous effect on our economy. Visitors that arrive to San Luis Obispo County by air have an estimated \$33.4 million impact in the region, as they rent cars, shop in stores, and eat in restaurants. The report concluded that visitor activity is also responsible for 387 jobs in SLO County.


These measurements are important for several reasons:

1. Now airport and County staff have a benchmark for the airport's impact on the region. We can finally understand in real, specific, ways how the airport contributes to the local economy.
2. The County can measure future efforts against this study to see if those efforts were successful—for example, did bringing in a new flight change the economy in a way we had predicted?
3. These figures can be used to educate the SLO County community on the importance of the airport and its air service. When local businesses recognize that flying out of the hometown airport can help them keep revenue in their community, they may choose to fly out of that airport more often. They may decide to support additional efforts to bring in tourists or campaigns to acquire new air service.

These numbers are powerful and will help the region better understand its airport.

The San Luis Obispo County Regional Airport economic impact study has enabled SLO County to calculate the airport's financial impact, and the findings confirm the powerful effect the airport has on the community.

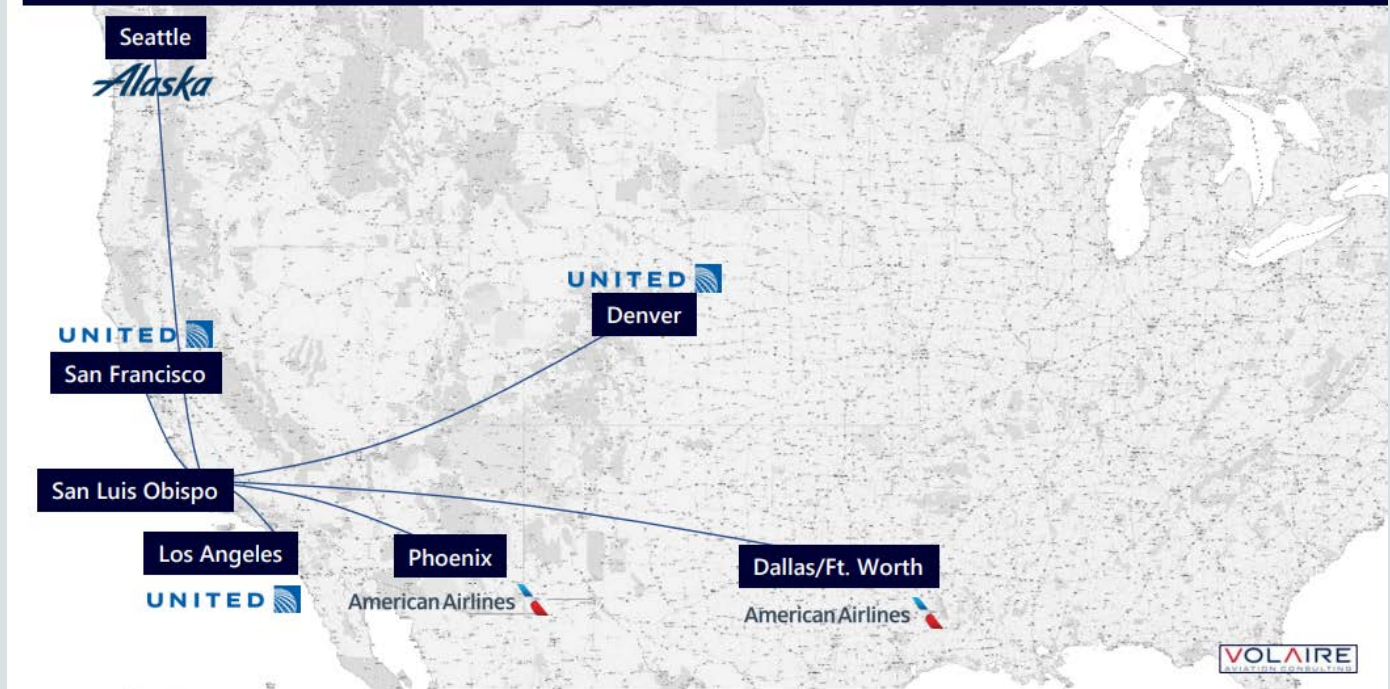
Now Boarding: Nonstop Service to Dallas/Ft. Wort

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> NONSTOP ROUTES

TODAY




A long-held idea finally came to fruition in 2019 as the San Luis Obispo County Regional Airport welcomed **daily nonstop service to Dallas/Ft. Worth** on American Airlines. The route came after years of work on behalf of the airport, SLO County, Visit SLO CAL and several regional partners.

The new service provides several benefits to the San Luis Obispo community:

- The new flight links the region directly to American Airlines' hub airport, which allows easy connections across the country.
- The Dallas/Ft. Worth flight also offers one-stop access to destinations throughout Latin America and the Caribbean.
- The flight makes it easier than ever for the world to access SLO County's businesses, higher learning institutions, and popular wine region.

The nonstop route—flown on a comfortable Embraer 175 jet with First Class, Main Cabin Extra, and Main Cabin seats—offers a quick way to connect the two popular locales. Both regions are known for their agriculture industries and as vacation destinations, and this daily flight allows SLO County residents the opportunity to easily visit the Lone Star State, while bringing in tourists who might never have visited had it not been so easy to arrive.

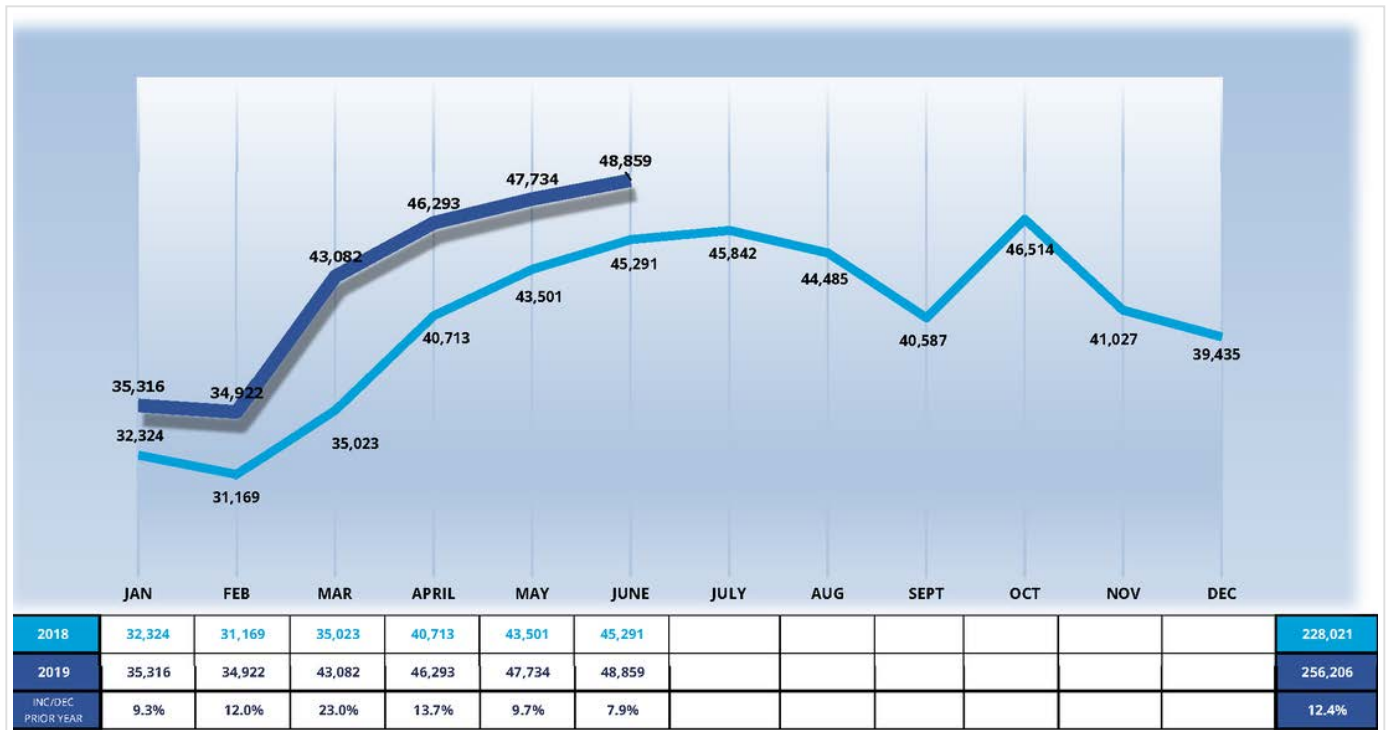
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Increasing air service into San Luis Obispo County is not only vital to the strength of our tourism industry, it

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is also essential to SLO County's overall quality of life. These new flights don't just connect people. They also connect economies. Each time that happens, we make SLO County an even better place to live, work, and visit.

Now Departing: Long Drives to Different Airports



This graph shows the number of passengers at SLO County Regional Airport over time.

The new flight to Dallas/Ft. Worth has already proven to be popular and helps extend the airport's impressive growth streak. San Luis Obispo County Regional Airport now has service to six major cities with a total of 16 flights each day and has doubled its passenger traffic over the last five years.

In fall 2018, a report from international organization Airports Council International – North America [ranked San Luis Obispo County Regional Airport as the fifth-fastest-growing airport in the United States](#) and the seventh-fastest growing airport in North America.

Using total passenger numbers from calendar year 2017, airports across North America were ranked by the percentage of growth over the previous year. With 407,646 passengers in 2017, the San Luis Obispo Airport registered a 23.4 percent increase over 2016 levels. Additional service landed in 2018 means the airport is likely to have a similarly remarkable jump during the next survey.

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This ranking is yet another way the San Luis Obispo County Regional Airport is proving its value to the community. Increasingly, passengers are able to skip the inconvenience of driving long distances to large hubs and get to their destination quickly from their local airport. The more destinations an airport has, the more likely it is for a local passenger to find a route that serves their needs.

And the word is spreading about the convenience of flying local: The airport has charted consistent and sustainable growth over the past five years. In 2012, the airport served 272,268 total passengers. In 2018, the airport served 485,911 passengers, and is [on pace to smash that record in 2019](#). New flights, larger planes, and happy repeat customers all contribute to those numbers.

San Luis Obispo County Regional Airport seeks to keep up the momentum, and works diligently to bring new flights to the region. The staff collaborates with local partners like Visit SLO CAL to recruit businesses and tourists to visit SLO County, and meets regularly with major air carriers to encourage additional service.

Increased flights allow SLO County residents to connect to the world quickly and easily, and to bring in visitors that eat in our restaurants and shop in our stores. As residents continue to utilize their hometown airport, the airport will continue to provide increasingly powerful benefits to San Luis Obispo County.

[< 100 YEARS OF LIBRARIES](#)

[PARKS & RECREATION COSTS >](#)



New policy helps county recover the cost of providing public parks and recreation services



Last year, the County adopted a new cost-recovery policy for its Parks and Recreation Department to create a more financially stable funding structure for County parks and continued park and recreation services at existing levels into the future.

The approved cost-recovery policy brings greater clarity and specifies how the Parks Department will come into greater alignment with the County's current policies.

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- Regional parks will be operated under a special revenue fund that is largely supported by park user fees. Parks has successfully implemented marketing and pricing strategies to improve fee revenues to maintain services while keeping access to recreation affordable. Parks will not reduce levels of service in areas where cost recovery was at 100% or more, such as campgrounds. This is because those services generate revenue that pay for themselves or help offset costs of other complimentary services.
- Community parks will be operated under the county general fund support. These services are community benefits where the public feels that the services are a public good and should have low to no cost recovery where no user fees are charged, such as playgrounds, picnic grounds, trails and neighborhood parks.



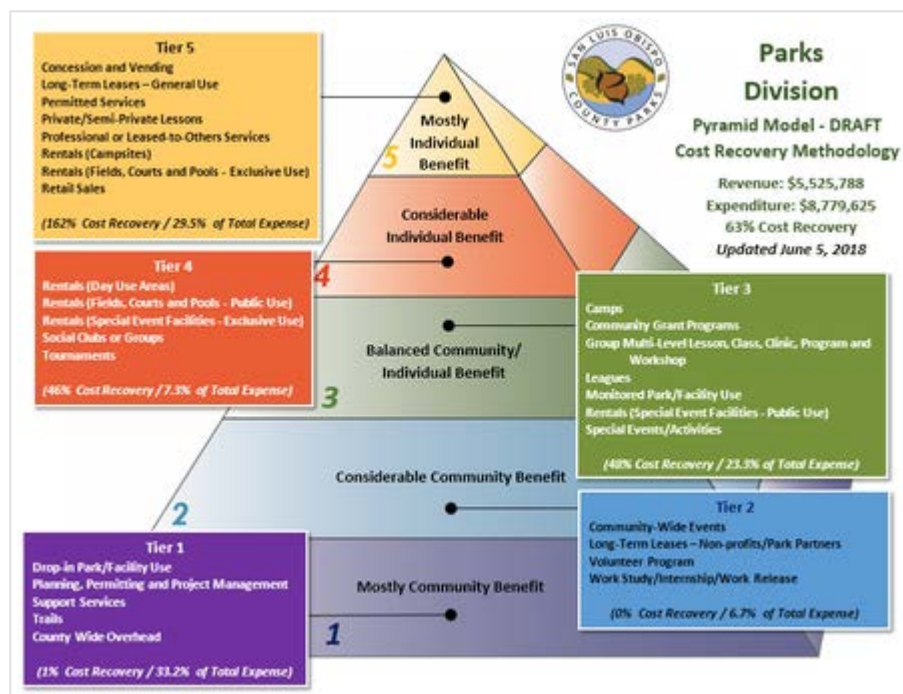
Golf will continue to be operated under an enterprise fund that is largely supported by golf course user fees. Parks has successfully implemented marketing and pricing strategies to improve fee revenues to maintain services while keeping access to golf affordable.

In 2018, the County Parks and Recreation Department worked with GreenPlay, a consulting firm specializing in parks and recreation, to study how the County might recover the cost of providing various parks and recreation services. This process evaluated the mission-based services that County Parks provides, identified the costs to provide those services and made recommendations on cost recovery and subsidy levels for each type of service based on the amount of community benefit versus individual benefit associated with each service.

The study found that the County had not significantly increased General Fund support to its parks and recreation programs over the past 10 years. This resulted in increased fees and deferred maintenance in order to continue services at the same levels. This is not sustainable as costs of doing business increase, the consumer market changes, and the County had limited control to adjust fees to keep pace with those costs.

As a result of the study's findings, the County Board of Supervisors adopted a comprehensive cost-recovery policy as the framework for the department's operations, including budgeting, fees, and capital projects funding with targets for services based upon the benefit received by the park user.

To develop its new cost-recovery policy, the County used a pyramid methodology built on a foundation of understanding who is benefiting



from park and recreation services to determine how the costs for service should be paid and illustrates a pricing philosophy based on establishing fees commensurate with the benefit received.

The pyramids are based on public input through workshops, focus groups and stakeholder input and define the cost recovery targets for each tier of service, from tier 1 (mostly community benefit) to tier 5 (mostly individual benefit). Different cost-recovery pyramid models were used for the Golf Division and the

Parks Division because one is an enterprise fund while the other is a special revenue fund, respectively, but the overall policy is the same.

Now, the County will charge user fees to fully recover the costs of providing highly individualized services, such as a campsite, private lessons or exclusive rental of a facility. The County will not charge user fees to recover costs of providing park services that offer broader community benefits, where the public feels that the services are a public good, such as playgrounds, picnic grounds, trails and neighborhood parks.

< IMPACTING LOCAL ECONOMY

TRAINING MASTER GARDENERS >

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Other Related Reports

Comprehensive Financial Reports

FY 2018-19 Year-End Financial Status Report (PDF)

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Master Gardeners, Master Food Preservers Help Community Grow

The UC Master Gardener Program extended research-based knowledge and information on home horticulture, pest management and sustainable landscape practices to the residents of San Luis Obispo County.

Last year, the UC Master Gardener Program in SLO County offered residents free monthly “Advice to Grow By” workshops in the Master Gardener demonstration garden, Garden of the Seven Sisters in San Luis Obispo.



These workshops focused on sharing best practices in a fun and informative way on everything from soil and composting, irrigation management and fruit tree pruning to growing cut flowers, berries and natives in the garden.

593 residents participated in these workshops in 2018. Participants were surveyed and the program impacts were evaluated. The results show that residents are learning how to protect natural resources by using less water, less pesticides and by choosing the right plants for their garden.

Water Conservation

- 100% of those surveyed reported choosing low water use plants.
- 80% of participants have installed or have improved drip irrigation systems and have improved their use of mulch.
- 60% have learned how to better use their irrigation timers or have installed new ones.
- 40% have reduced the amount of turf area in their yard and have increased their knowledge and use of captured rain water.

Monitoring for Pests

- 72% of participants have improved their pest monitoring practices, have reduced their overall use of pesticides and are more diligent in following pesticide label requirements.
- 64% have avoided planting or have removed invasive plants from their yards.

Right Plant, Right Place

- 78% reported an improvement in plant selection practices. Selecting the right plant and planting it in the right place reduces the amount of inputs, such as fertilizers, needed for plants to thrive.

Workshop participants also reported additional benefits including an increase in edible gardening, increased donations to the local food bank, and more time spent gardening and outdoors in general.

Workshops scheduled for 2019 will continue the work of teaching sustainable landscape practices to home gardeners. UC Master Gardener volunteers understand that being good stewards of managed and natural landscapes helps to protect natural resources for all SLO County residents.

Helping Residents Extend Food Shelf Life

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It was a windy spring day in Los Osos while certified UC Master Food Preserver educators endeavor to set up a demonstration table at the Food Bank distribution site at Baywood Elementary. On this day, they taught local community members how to make and freeze applesauce, extending the bounty of apples received for another day. With recipe cards and food safety information blowing away with the wind, the educators persevered. They soon set up the information and equipment and were ready to help community members extend the life of the produce they take home.

Trained and certified by the UC Cooperative Extension Department of San Luis Obispo County, UC Master Food Preserver educators taught safe and low-cost food preservation methods to almost 900 food-insecure community members at Food Bank distribution sites throughout San Luis Obispo County this past year. Participants learned how to freeze, dry, and safely store their produce. At each demonstration, UC Master Food Preservers provided a recipe and a reinforcement item to help individuals immediately use the information they learned. These items included a box of freezer safe plastic bags for storing applesauce, a juicer and ice cube trays for freezing citrus juice, and a spice kit and canning jar for pickling vegetables.

The most popular demonstration offered by the volunteers at Food Bank sites was refrigerator pickled vegetables. Each person received a quart mason jar with a recipe card and spice packet. UC Master Food Preserver taught participants how to make a brine using simple ingredients, how to clean and prepare vegetables received from the Food Bank, and how to pack the vegetables with the brine and spice packet. The jars were placed in the refrigerator for safe storage (since they are not shelf stable) and allowed to marinate. This kit gave individuals and families the opportunity to implement the information they learned to preserve produce for a future meal. Pickled foods are a part of many different cultures and versatile in their use, so participants were excited to have the skill, knowledge, and opportunity to make their own.

Partnering with the Food Bank has been an effective way to teach simple preservation techniques, which allow food insecure community members to maximize their food resources. Over 98% of participants surveyed indicated that they learned useful information from participating in these lessons. Additionally, these efforts focus on reducing food waste by targeting produce items that may otherwise end-up in the landfill if recipients do not know how to prepare and store them before they spoil. In these ways, the UC Cooperative Extension Department supports healthy people and communities, as well as safeguarding abundant food for all.



Preparing for a Post-Diablo Canyon Power Plant Economy

It was a busy year for the County of San Luis Obispo as the local government continued to prepare for the closure of Diablo Canyon Power Plant by the end of 2025. Though the future is still uncertain, the County worked with local cities, school districts, community members, PG&E, and State and Federal representatives to develop plans that would help ease the local impacts of the power plant's eventual closure.

"We're focused on moving forward with our stakeholders and partners to growing and diversifying our regional economy," said County Administrative Officer Wade Horton at a State public information meeting in June 2019.

Located near Avila Beach, Diablo Canyon Power Plant is California's last nuclear power plant and is managed and operated by PG&E. Since 2016, the County has led the community's efforts to prepare the region for 2025, when PG&E will decommission Diablo Canyon's last active nuclear reactor. In 2013, it was estimated that the plant provides an [economic benefit](#) to the area in the amount of approximately \$1 billion.

In August 2018, the State of California passed a [bipartisan bill into law](#) to ease the local and statewide impacts of the plant's impending closure. The law was originally introduced in March 2018 by Senator Bill Monning (D-Carmel) and Assemblyman Jordan Cunningham (R-San Luis Obispo).

The new law called on the California Public Utilities Commission (CPUC) to approve elements of a Joint Proposal between PG&E and others to retire the Diablo Canyon Power Plant. The proposal modified the settlement agreement between PG&E, the County, local cities and local school districts to also include • Or vo

measures that would ease how the closure would impact the region. To this end, the new state law called on the commission to approve the following:

- Full funding of the \$350 million employee retention program
- A community impact mitigation settlement of \$85 million, which is broken into two components: Economic Development Fund (\$10 million) and Essential Services Mitigation Fund (\$75 million). Roughly half of the Essential Services Mitigation Funds will go to local schools to support and maintain important education programs.
- An integrated resource plan to ensure that there is no increase in greenhouse gas emissions due to the retirement of Diablo Canyon

“We can’t thank Senator Monning and Assemblyman Cunningham enough for their efforts, and the community for their incredible outpouring of support,” said District 1 Supervisor John Allan Peschong, who was the chairperson of the Board of Supervisors at the time. “This law will help ensure the safety, health and economic security of our community as we transition to a post-Diablo Canyon economy and environment.”

The County began receiving SB 1090 funds in early 2019. By the spring, the County received roughly \$400,000 of the funding, which was placed in an economic development fund. In April 2019, the County granted \$300,000 of these funds to the [Hourglass Project](#), a coalition of business and civic leaders who will develop a [Central Coast Jobs Roadmap and Action Plan](#). The County set the remaining \$100,000 aside for other future grant purposes or for future use to further assess the local impacts of the closure of the power plant.

The State, via the CPUC and University of California, Berkeley, commissioned an economic impact study and released initial findings in June 2019. While the study states that the plant’s closure will be less than the originally estimated \$1 billion, it estimated that the impact will still be significant – about \$800 million.

One of the County’s priorities in the coming year will be to work with partners on initiatives to further study the impacts and create plans to develop the economy and prepare our community for the significant impact of the plant’s closure. The County is also working with community partners to help develop a plan for surrounding land preservation and reuse of Diablo Canyon assets.




Property Records Advance to Digital Age

Taking #SLOCounty Property Records into the Digital Age



Modernizing and safeguarding the property records of San Luis Obispo was the goal of Assessor Tom Bordonaro in advancing the Assessor Records Transformation Project (ART). Now, a huge step forward has resulted from the successful completion of the digital conversion of millions of individual pieces of paper. Detailed property information, maps and technical data are now available electronically making it much easier for the public to obtain information and saving staff time searching through stacks of paper files, vo

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with many containing handwritten notes and weathered maps.

This is quite an undertaking when you consider that more than 2.75 million pieces of paper were removed from the old paper files after being examined to determine if they were needed for the future. Once reviewed, the remaining 2.8 million sheets of paper were scanned to create a state of the art and highly secure digital parcel library called Open Text.

Improving public service by making essential property records more easily accessible is a high ideal that has been accomplished by Assessor Bordonaro and his team. The benefits to County residents are these:

1. **Reduced Costs** – Producing, distributing and sorting paper files requires substantial staff time and cost. Digitally scanning documents saves money by automatically handling information intake. By accurately scanning and capturing relevant information, staff no longer spend countless hours searching, sorting and printing files that can be accessed at the click of a mouse;
2. **Increased Efficiency** – A congested room of file cabinets, paper stacks and unlabeled documents is inefficient and can delay service for the public. Not only does this chaos undermine efficiency, it reflects poorly on public turnaround if the office is unable to quickly locate vital documents. Digitizing documents is a safe route to [store records in an organized and efficient manner](#);
3. **Easier Accessibility** – Scanning and document automation services provide county wide accessibility, allowing other county departments, local governments and the general public to retrieve files through a compatible program. High security measures and greater transparency for documents that are widely utilized by multiple sources is a tremendous benefit achieved through the ART project. The next step in modernization is remote capability where property appraisers can utilize laptops or tablets to make all property record changes or even creation of maps in the field.

Transformation of property records to a high tech digital format requires a vision for the future, a commitment of time and outstanding teamwork to move the project from an idea to reality. When the ART project was launched in 2017, the Assessor established an ambitious goal of purging unneeded data from more than 168,000 individual property files and converting the remaining essential data to the most modern and secure digital format available. Now, with the highly successful project completed ahead of schedule and below budget, the idea of streamlining government paperwork has been transformed to reality at the Office of the San Luis Obispo County Assessor.

The immense task of manually sorting paper files to remove unimportant bits of information and then creating a digital image of the essential pages while usual work of the office continued. The Assessor's essential role in discovering, inventorying and valuing all real and personal property was carried out without a hitch. The annual property tax roll was completed with efficiency and accuracy, even as the staff worked diligently on the task of reviewing every paper file and each piece of paper to determine if it needed as part of the permanent digital property record for each piece of property.

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Improving service for the public by making the essential property documents easily accessible was the top vo

priority of the Assessor’s digital modernization project. With Open Text the public, assessor staff and other governments that require property data, can easily access information with the click of a mouse, rather than digging through a mountain of files to find a piece of paper lodged somewhere in a manila folder.

Another key reason for urgently moving to a digital records system, was the practical and serious consideration of safety regarding the weight of the paper archive. When the Assessor made the move to the third floor of new county administration building, the weight of 38 tons on the structure was a source of serious concern in the event of an earthquake or even severe winds. The structural integrity of the county facility was in doubt with the tremendous weight of the paper files. With the successful completion of ART those concerns are eliminated and even the heavy storage cabinets have been removed.

Creating a more efficient and responsive county government provides a great benefit to the people we serve. A big advancement forward in meeting these goals results from the Assessor Records Transformation which is now reality in San Luis Obispo County.

[< DIABLO CANYON CLOSURE](#)

[ELECTIONS & RECORDS >](#)

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Other Related Reports



County Clerk-Recorder's Office in 2018-19



County Clerk-Recorder

2018 at a glance:

Vital Record Requests

6,334 Birth Certificates

4,438 Marriage Certificates

1,520 Death Certificates

We processed 2,030 Marriage License applications, conducted 358 Marriage Ceremonies, and deputized 225 Deputy Commissioner for the Day

Marriages



Customer Service

Last years turnout for the election was unprecedented and our office experienced it first hand. During the time period of October 1 through November 30 we answered over 4200 phone calls! In addition to the calls, we helped our customers at the counter.

Business Services

As part of our business services there were 3,270 Fictitious Business Name Statements that were submitted and filed either in person or by mail.



Notary Public

332 individuals were registered and sworn in as a Notary Public.

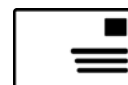


53,399 Recorded Documents!

17,702 documents were recorded (indexed & verified) electronically

35,697 documents were recorded in-person or by mail

All were scanned, indexed, verified and mailed



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Clerk Recorder Annual Stats
Infogram

Voter Turnout in SLO County Broke Records Last Year

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The November 6, 2018 Gubernatorial General Election shattered many records for the County of San Luis Obispo:

- an unprecedented number of registered voters – 172,544 eclipsed the previous record of 168,257 during the 2016 election (a presidential election!)
- 130,848 vote-by-mail (VBM) ballots were sent to voters representing 77.8% of voters, the most VBM ballots ever sent during an election.
- the highest percentage of voter participation at 74.39% for a gubernatorial election, well above the estimated 64% statewide turnout

The increased statewide turnout was due in part by California implementing a new law enabling eligible voters to register and vote as late as Election Day. This is known as conditional voter registration but is commonly referred to as same-day registration. The conditional voter registration period started after the traditional close of registration 15 days before the election and ran through the 8 p.m. close on Election Day at the County's main offices in San Luis Obispo and Atascadero. Approximately 700 voters came to the County Clerk-Recorder's elections offices on Election Day to exercise their right to vote by utilizing Conditional Voter Registration.

To prepare for the spring 2018 primary election, the County Clerk-Recorder's office implemented a new paper-based ballot counting and tabulation system.

This new system was used for both the primary election in the spring and the general election in November 2018 and was designed for high volume. It uses high-speed scanners; full ballot image scans; ballot on-demand technology; enhanced security with audit logs; and software that detects ballot exceptions (overvotes, stray marks, blank ballots, write-ins), which can be adjudicated electronically by staff to streamline the vote-counting process.

This results in a reliable, accurate, and modern vote tabulation system that the public expects with counting their votes, thereby increasing public trust and satisfaction with increased transparency and quicker results and certification of elections. This system will continue to be an integral part of the vote counting and tabulation process.

How Can You Help?

The election process is not only about casting a vote but having that vote counted and it takes a well-organized, trained staff of temporary election and [precinct workers](#) to help accomplish this. They also are an incredible support team for the San Luis Obispo County elections office and their contribution during • Or vo

elections is invaluable.

These temporary workers are a vital part of the election process of ensuring that San Luis Obispo County voters have the right to cast a ballot, which is an essential part of our democracy. With the pending primary election less than a year away the County Clerk-Recorder's Office is now recruiting for election and precinct worker help.

The following is a list of ways you can become involved in the elections process:

1. *Precinct workers* are paid \$97, plus pay for training, for working from 6am until 9 or 9:30pm, when Election Day tasks are complete. Precinct worker positions are:

Clerks - work specifically at individual precincts in a variety of duties to assist voters


Voter assistance clerks - used in larger facilities to greet and direct voters

Voting system clerks - work with our new accessible voting devices, allowing disabled voters to cast a ballot with minimum assistance.

2. *Inspectors* are paid \$137 plus pay for the mandatory training. They must have an in-depth knowledge of Election Day procedures. Duties include picking up and inventorying supplies, contact assigned precinct workers.
3. *Lead inspectors* are paid \$162 plus pay for the mandatory training. They must have an in-depth knowledge of Election Day procedures. Duties include picking up and inventorying supplies, contacting their polling place and other Inspectors as needed. Previous inspector experience is preferred.
4. *Adopt a poll*. Groups can get involved by participating in our successful Adopt-A-Poll Program, which is for organizations, service clubs, church groups, or others to volunteer by staffing a precinct. In addition to your group earning up to \$550 per precinct staffed, your group will have the satisfaction of knowing that it has contributed to a vital part of democracy in San Luis Obispo County and be a great fundraiser for the organization. Adopt-A-Poll workers also have training opportunities.

We would love to have you come join our team for the next election cycle. We have started our recruitment so if you are interested in any of these positions, please fill out the [Precinct Worker Application](#) or if you have any questions please contact our office at 805-781-4989 or by email at precinctworkers@co.slo.ca.us

Thank you very much for helping us serve the voters of San Luis Obispo County.

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Electronic Recordings of Official Records

On September 26, 2017, the County Board of Supervisors approved participation in the Electronic Recording Delivery Act of 2004, authorizing the County Clerk-Recorder to adopt an electronic recording delivery system, as well as impose a \$1 per recorded instrument fee to fund the ERDA program.

The County Clerk-Recorder implemented electronic recording (e-recording) during the Spring of 2018, utilizing technology provided with the current recording system. Since going live in April 2018, 33% of all documents recorded were submitted electronically, amounting to 17,702 documents.


Now that additional agents and submitters are participating with San Luis Obispo County, we currently process 60% of all recordings electronically, with more submitters requesting approval every week. As the usage increases, it will contribute to greater efficiencies for the department, additional postage cost savings, and higher satisfaction among our customers.

The electronic recording process is a time-saver and convenience for both staff and customers. Customers can now keep possession of their original signed documents, be notified if there is a correction needed to record a document, receive confirmation of recording and recording information as soon as a document is processed, and are no longer required to come into the office or rely on mailing services to complete their transaction.

The County Clerk-Recorder's staff saves time and tax dollars by no longer having to count pages, scan documents, process checks, and mail back recorded documents for electronically recorded documents. All recording fees for electronic documents are paid for by automatic deposit by the authorized agent the day following recordation, so the risk of returned checks is eliminated for these documents.

The County previously had e-recording experience with government to government electronic lien recording, which allowed governmental agencies, such as the California Employment Development Department, the California Franchise Tax Board, and our local Tax Collector, to submit their lien and release documents electronically. The new program has allowed large-volume customers the ability to submit their real property documents without having to come into the office or mail original documents to the Clerk-Recorder.

This program is authorized and regulated by the State Attorney General's office and includes many security measures, including fingerprinting requirements for all users, Department of Justice oversight and auditing, and clearly defined memorandums of understanding with all parties involved. It is a safe, secure, and convenient method of conducting business.

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2018-19 Annual Report IDEAS INTO ACTION

Fiscal Year 2018-19 Year-End Financial Status Report

After several years of budget surpluses following the Great Recession, the County faced a modest budget gap moving into FY 2018-19.

The \$3.6 million gap represented less than 1% of the General Fund budget and was driven by a combination of factors including:

- Flattening State and Federal revenues
- An increased investment in Capital and Maintenance projects as a result of the County's Facility Condition Assessment process which has identified necessary County facility repairs
- significant programmatic growth in the last several years
- The cost of negotiated salary and benefit increases that were approved for FY 2018-19

With limited ability to increase revenue, developing the FY 2018-19 Budget was a balancing act that required compromise to address the needs of the County's many and varied customers.

Given the gap moving into FY 2018-19 and direction from the Board on a number of significant program augmentations, balancing the budget required implementing a number of the County's long-standing Budget Balancing Strategies and Approaches, some of the same strategies that guided the County through the Great Recession and the 'Seven Year Pain Plan.'

Overall, the County spent less money than it budgeted, but also brought in less revenue than budgeted.

County staff reported on the financial status of the County after the end of the fiscal year to provide the

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Board and public with a clear view of the County's financial position compared to projections made mid-year and when the budget was adopted.

[Download the full financial status report](#), including various attachments and supporting documents.

[< ELECTIONS & RECORDS](#)

[LABOR BARGAINING >](#)

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Other Related Reports



Pulling Back the Curtain on the Labor Bargaining Process

In FY 2018-19, the County was busy negotiating successor labor contracts with several employee organizations, and reached agreements with several of those unions.

However, FY 2018-19 wasn't without its labor challenges. The County's largest employee organization, San Luis Obispo County Employee's Association (SLOCEA), went on strike for the first time in the County's history in December 2018. About 900 of the County's 2,665 permanent employees participated in the strike, with about 300 stopping work for multiple days and the rest stopping work for one day. County officials provided daily updates on known public service impacts of the strike.

Because the labor bargaining process can sometimes be confusing, the County has made an effort to pull back the curtain on the process and activities surrounding bargaining. Below is a breakdown of the labor bargaining life cycle.

The Life Cycle of County of San Luis Obispo Labor Bargaining

The labor bargaining process can sometimes be confusing. Below is each step in the process for the County of San Luis Obispo.

There are approximately 2,665 permanent County of San Luis Obispo employees. Many of these employees belong to a union, there are nine different unions that represent employees in 16

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there are nine different unions that represent employees in 10 different bargaining units in our County government

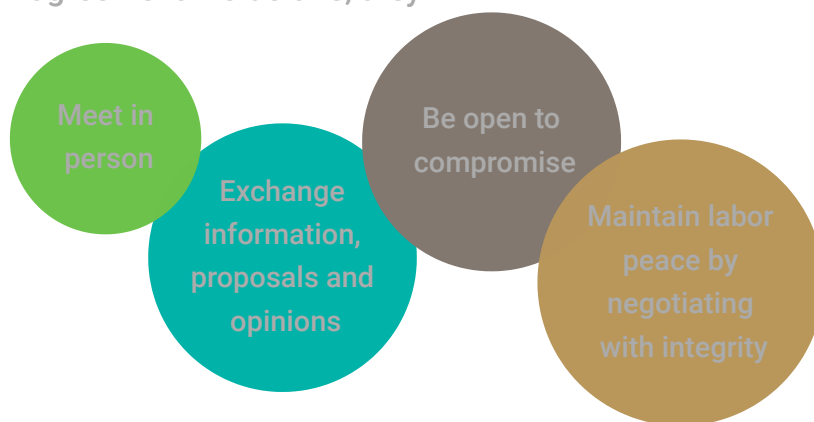
The County and unions have a legal responsibility to deal fairly and honestly with one another, which is commonly referred to as bargaining in good faith. There are times an agreement cannot be reached even though both sides meet in good faith. When this happens, it is called reaching an impasse. The County and/or the union can then take certain actions after this to attempt final resolution.

It is always the intent of the County to reach an agreement that is fair to employees while at the same time being fiscally responsible.

Step 01

01

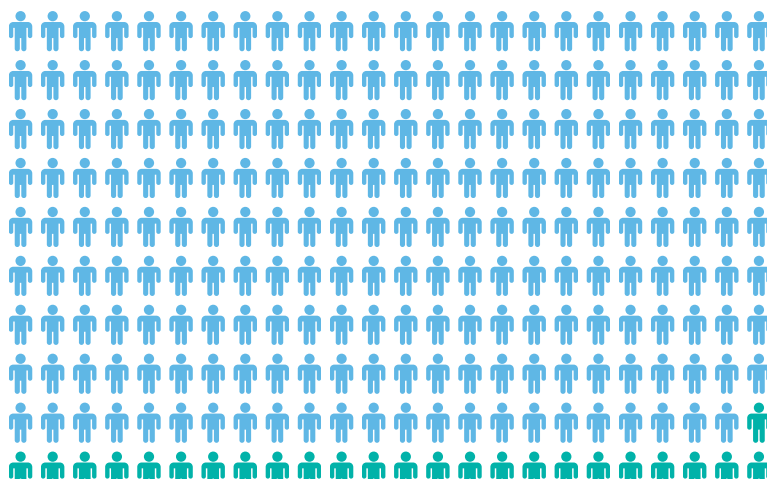
The County and Employee Associations have a legal responsibility to negotiate in good faith to reach an agreement. To do this, they will:



Step 02

02

Representatives from the nine (9) unions will meet with the County to negotiate a new contract.

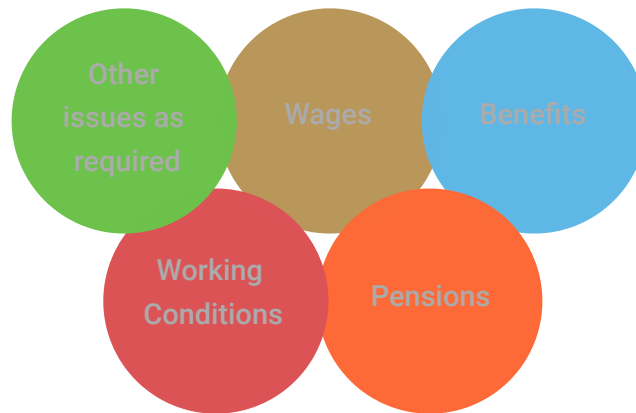




03

Step 03

The Board of Supervisors (BOS) designates the Human Resources (HR) Director as their Management Representative to negotiate with Employee Associations over mandatory subjects of bargaining. These issues include:



04

Step 04

The County and Employee Associations prepare for negotiations using different resources and data.



Gathering contracts, called Memorandum of Understanding (MOU's)



Identifying past practices and work place concerns



Assessing needs and priorities



Gathering economic data and various assessments

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05

Step 05

Negotiations typically begin before the union's MOU expires. Negotiations typically start with the bargaining teams establishing ground rules that will guide the process. Throughout negotiations:



Guidelines for the exchange of information and proposals are put in place



Initial offers are introduced and exchanged



Over several meetings each party will discuss their proposals



Compromises are discussed

06

Step 06

A tentative agreement may be reached. While tentative agreements are not legally binding, they are a starting point for an MOU.

An MOU is drafted when the parties can agree on all matters



The members of the union vote on the proposed MOU



The terms become binding and take effect once the Board adopts the MOU.



If members vote to approve the MOU, the Board of Supervisors reviews it.

07

Step 07

If no agreement can be made either party may declare impasse.



When impasse is declared, the parties may agree to mediation or the Employee Association may invoke a process called factfinding.

An impasse meeting is held in an attempt to reach an agreement, per the County's Employee Relations Policy .



If the Association invokes factfinding, a hearing will be held and the factfinder may recommend terms of a settlement.

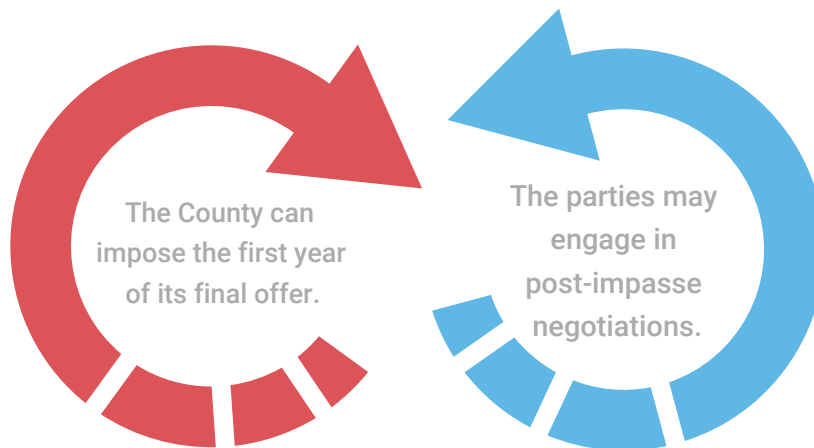
The factfinders' decision is made public within 10 days of issuance unless otherwise agreed upon by the parties



Step 08

08

The negotiation process is complete after all impasse processes have been exhausted; however, there are still actions available to both sides.



Step 09

09

The County remains committed to maintaining a relationship of mutual respect with employees and their Unions. The County has made several efforts this past year to maintain and keep labor peace.



Last year, the County Administrative Officer, Human Resources Director and Board of Supervisors hosted “Listening Sessions” for employees.

The County HR Director and members of the labor negotiation team hosted Q&A Sessions to hear from staff.

Human Resources began sharing informational bargaining updates with staff.

Then Back to Step 01

 Share

made with 

The Life Cycle of County of San Luis Obispo Labor Bargaining
Infogram

[< FINANCIAL STATUS](#)

[MODERN TAX PROCESSING >](#)

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In the 2018-2019 fiscal year, the County was able to process tax payments faster than ever before.

Improved Tax Payment Processing Tools in #SLOCounty



Last year, the County of San Luis Obispo Tax Collector's Office replaced a manual process and an old mail-opening machine at the end of its life with a newer, faster system. County staff began using the new payment processing system and software in August 2018, already saving about 782 staff hours, which • Or

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equates to more than \$19,000.

Once a tax payment is received, a staff member feeds it through the new machine that opens the envelope; scans the payment, stub and check; and saves a digital copy, which allows for electronic deposits. More than 140,000 payments have been processed electronically since the system was installed in August 2018.

Trained staff members still need to verify a small percentage of payments that the system has flagged before the payment can be processed. In that case, staff confirms the payment and processes it. In some instances, incorrect amounts or already paid items are rejected and returned to the taxpayer.

The whole process has sped up the tax payment process and allows for electronic check deposits, which means fewer banking fees.

Thanks to the speed and efficiency of this new system, the Tax Collector's staff can spend more time helping the public on the phone or at the counter.

[< LABOR BARGAINING](#)

[SAVING WITH NEW SYSTEMS >](#)



The County replaced over 3,300 phones in over 160 locations in just under nine months.

Last year, the County Information Technology Department replaced the County's phone system, undertaking a large-scale project that will save the County an estimated \$2.5 million over 10 years.

County departments can now leverage and integrate this new communications system into current and future business systems and processes. At the same time, first responders will now be able to identify the physical address of those who place emergency 911 calls from the County's phone system.



Prior to this change, the County spent over \$1 million per year on an AT&T legacy telephone system that AT&T announced it would replace with newer technology beginning in January 2020.

With this announcement, the County's Information Technology Department sprang into action by comparing new technologies and potential implementation options. The technology chosen is known as Voice over Internet Protocol (VoIP), which uses digital data packets that traverse the County network for internal calls, and to and from outside external entities over a private AT&T fiber connection. This meant new technology, new equipment, much more functionality, and savings estimated at \$400,000 annually

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after implementation costs are recovered. This means the County will realize over \$2.5 million in savings over 10 years.

The first step was to build the business case in order to prioritize, properly fund, and staff the project according to the information technology governance process.

What are the benefits?

Beyond costs, the switch brings many other benefits including:

- The new system provides accurate site information and location of the caller to the responding public safety organization. Prior to VoIP, when the County employees dialed 911, the public safety responder may not have received their specific location or site address.
- The new system reduced the time needed to perform physical changes from three business days to the same day. Unlike the former system that required dispatching an AT&T technician at a cost to the County for each move, moving a VoIP phone can now be accomplished with the help of County ITD.
- The system provides the ability for citizens and County departments to reach staff members at their desk or cell phone with single number function, regardless of their actual location.
- Emergency notifications to staff in specific locations or facilities can now be sent using the VoIP system.
- Fax machines have been replaced with virtual fax services, allowing incoming and outgoing faxes to be generated and saved electronically without the need for a paper copy.
- The VOIP phones are caller-ID enabled, allowing users to screen calls and effectively identify and respond to pre-scheduled calls.

The County's Technology Steering Committee approved the business case in October 2016. The Board of Supervisors approved and funded the project during the 2017-18 annual budget cycle.

Action Plan

The new system required new telephone hardware, thousands of VoIP phones, and professional IT services to help County departments migrate from old to new.

A Request for Proposal was released in January 2018, and the final contract was awarded to AT&T Consulting and approved by the Board of Supervisors in May 2018. And yes, AT&T was selected to help move away from their own legacy phone system!

The project began in June 2018 a pilot migration within

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the County’s Information Technology Department, which allowed the team to learn and document how to use the new phones and get the most out of the new system.

Once comfortable, the County Information Technology Department migrated the remaining departments in two phases:

- Phase I from September through December 2018, with approximately 1,070 phones at 53 locations, and
- Phase II from February through May 2019, with approximately 2,295 phones at 108 locations.



That’s correct: The County replaced over 3,300 phones in over 160 locations in just under nine months.

The project completed in May 2019, two months ahead of schedule, and just under budget at a total cost of about \$2.4 million.

[< MODERN TAX PROCESSING](#)

[A REGIONAL APPROACH >](#)



Thinking Regionally for the People of SLO County

Leaders in local government across San Luis Obispo County want the best for residents. That's why the County government and local city governments have been working together with school districts and other special districts to leverage our resources to better serve residents and visitors.


In other words, local leaders are embracing regional collaboration to shape the future of SLO County.

"Local communities face many of the same social and economic challenges, and these challenges occur across multiple jurisdictions," said County Administrative Officer Wade Horton. "We believe we can do better for the communities and people we serve by collaborating with each other instead of constantly competing."

Most residents live their lives across multiple jurisdictions – their home may be in one community, their work might be in another, and their shopping and recreation in several others. Local leaders have recognized that collaboratively addressing the challenges our residents face in a way that leverages our resources and strengths can improve the quality of life in our communities.

Here are some of the ways we collaborated in the past year:

40Prado Homeless Services Center

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40 Prado Road



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Today is a day of celebration! Friends of [#40Prado](#) held a ribbon cutting ceremony this afternoon celebrating the completion of the 20,000-square-foot homeless services center for [#SLOCounty](#). We are a proud collaborative partner on this project and contributed \$500,000 toward the construction of this new center last year.

Add a comment...

Community members, local government agencies, supporters from the business and nonprofit communities joined in celebration in [September 2018](#) when the new regional homeless services center opened at 40 Prado Road in San Luis Obispo.

The new center, known as [40Prado](#), consolidates homeless services under one roof. Those services include the County's social services, drug and alcohol services, and various health services along with other private-sector services that were previously provided at the Maxine Lewis Memorial Shelter and the Prado Day Center. This project offers a cost-effective central location and sober environment for homeless families and individuals embarking on the path to self-sufficiency and personal care.

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The center represents a unique collaboration from diverse community organizations and local government agencies, including the County of San Luis Obispo, SLO Chamber of Commerce, SLO Downtown Association, City of San Luis Obispo, Community Action Partnership of San Luis Obispo, Interfaith Coalition for the Homeless, People's Kitchen, and many individual dedicated community members.

This longtime project was made possible by community support, including [the single largest financial contribution to 40Prado](#) – \$500,000 – which was granted by the County Board of Supervisors in July 2018. In April 2019, the Board also approved \$500,000 in Public Safety Realignment (AB109) funds to build a new withdrawal management and residential treatment center adjacent to 40Prado, which will fill a gap in care locally for those who suffer from substance abuse disorders.

40Prado currently provides a safe haven for those in need and offers a comprehensive array of services and resources to meet basic needs:

- Housing referrals
- Job counseling and skills assessment
- Access to computer & resume/interview coaching
- Medical and rehabilitation services
- Restroom and shower facilities
- Laundry room for client use
- Local phone usage
- Lockers to store personal items
- Voice mail and message service
- Enriching, age-appropriate activities for children
- Fenced play yard and indoor homework area for children
- Community vegetable and flower garden
- Daily meals provided by People's Kitchen
- Bus tokens for local bus routes to essential service sites

Housing & Infrastructure

As we often hear, San Luis Obispo County is currently one of the least affordable places to buy a home in the United States. According to a report by the National Association of Home Builders, only 19 percent of families can afford to purchase the median priced home in the county.

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Local non-profit affordable housing developers and other community stakeholders have identified a lack of critical infrastructure and insufficient local funding availability as some of the key obstacles to building more affordable housing in the county.

The County is coordinating a broader regional effort to examine infrastructure and housing needs countywide and to integrate efforts to address the region's critical housing

and infrastructure shortage.

A cornerstone of this effort will be the collaborative efforts between the County, seven cities, San Luis Obispo Council of Governments (SLOCOG), community stakeholders, and neighboring counties. The results of this collaborative effort will be laid out in our community's first Regional Infrastructure and Affordable Housing Strategic Action Plan.

Stepping Up Initiative

The Stepping Up Initiative



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In October 2017, the County Board of Supervisors proclaimed the County's commitment to the nationwide Stepping Up Initiative, which focuses on reducing the number of people with mental illnesses in jails. In FY 2018-19, several local efforts and services provided worked toward this commitment.

An executive leadership team was formed that meets monthly to evaluate and recommend changes or improvements related to Stepping Up programs and services. Additionally, three staff were added to assist the Sheriff's Office Community Action Team and the Cities of Paso Robles and Atascadero Police Departments. These staff help to divert adults with serious mental illness or co-occurring disorders from the criminal justice system to community based services.

Additionally, on December 11, 2018, the [Board approved a contract with Wellpath for jail healthcare services](#). Wellpath began providing services on February 1, 2019 and will begin operating a Jail Based Competency Treatment program in FY 2019-20 to treat mentally ill inmate charged with a felony that are deemed incompetent to stand trial.

The Board of Supervisors also approved a new Stepping Up Coordinator position, which will be filled in FY 2019-20. This position will help lead future efforts related to the Stepping Up Initiative.

New Animal Services Shelter



The design for a [new animal services center](#) in San Luis Obispo County continued to move forward last year. All seven cities and the County agreed to participate in the project and are working together to serve the needs of our community members and animals.

In April 2019, the [County Board of Supervisors adopted the environmental review document](#) for the new animal services facility, and authorized the issuance of a Request for Proposal to three qualified design-build entities.

Proposals were due at the end of June 2019 and a contract is anticipated to be awarded in FY 2019-20. The facility is planned for completion and occupancy in 2021.



Last fiscal year, 30 local leaders graduated from The Centre for Organization Effectiveness's the Central Coast Leadership Academy.

The Centre's Leadership Academy is the next generation program that inspires a leader to leverage the strengths they have as an individual to make a significant impact within the organization they work and in the communities they serve.

The Central Coast Leadership Academy began in October 2018 and participants graduated in April 2019. Participants of the Leadership Academy had an opportunity to complete their Certified Public Manager "CPM" Certification® a nationally recognized certification. The Centre acknowledged that 23 of the participants completed this certification and joined the ranks of 28,000 Certified Public Managers across the nation working in federal, state, and local government agencies.

Leadership Academy Capstone Projects

A distinguishing feature of this Leadership Academy is that it provides participants with an opportunity to address a significant strategic impact on their organization. This is an opportunity to demonstrate an increase in conceptual and planning skills and to showcase potential for senior leadership roles. Besides making a notable contribution to the community, several of these projects have offset the cost of the program. Capstone projects include a significant amount of thinking, preparation, study, planning, engagement, and execution.

The Capstone Projects in the Central Coast Leadership Academy were designed to address regional issues. Participants worked in diverse teams to complete regional Capstone Projects on the following topics:

1. **Educating Employees on Homelessness** The Homelessness Education Program for public service employees is a practical, tangible, and adaptable toolkit provides guidance on how to interact with community members who are experiencing homelessness. The product encompasses three main components. The first component is a formal training program made up of local experts, the second is a resource card to provide help and direction, and the third is an educational web portal so employees have a place to go for additional information.

Formal training program: This program should be tiered towards the level of interactions an employee may have with someone experiencing homelessness. We developed a sample ***Tier I training program*** that can be used for employees with less frequent interactions (office workers, for example). This PowerPoint template was provided on a thumb drive to each municipality and can be easily tailored to fit an organization's need.

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Resource card: These are already prepared for the San Luis Obispo County. Updated cards were

distributed to the San Luis Obispo County organizations attendance at the graduation 04/18/19. Santa Maria staff members are currently working on preparing a similar document for Northern Santa Barbara County. Other resource cards are available from existing organizations in our region including the Community Action Commission in Santa Barbara County, the Benefits Advocacy and Resource Connections for the Homeless in San Luis Obispo, and Home4Good

Website: The group has prepared a public employee web portal template that contains information including links to resource cards, training materials, and other information sources for public employees. This was provided on the thumb drive distributed to each organization at the graduation ceremony.

2. **Central Coast Alliance for Cannabis Education (CACE):** The legalization of cannabis in California poses new risk for Central Coast youth. Existing information and educational resources are not leveraged or effectively promoted locally. This group's vision is to prevent under-aged cannabis use by engaging, educating, and empowering local youth to make informed and responsible decisions.

The group created a charter to form the regional coalition, Coastal Alliance for Cannabis Education (CACE), with four founding members from our respective agencies. Launching an educational campaign is anticipated to be the first action by CACE, to promote awareness of cannabis use risks to youth. From various meetings to date, the consensus from the coalition is to proceed with a customized Marijuana FactCheck website for the Central Coast region that will include an on-line toolkit of local resources. The initial Marijuana FactCheck campaign cost is \$23,000. San Luis Obispo County Behavioral Health included youth cannabis education in a grant application to the State Dept. of Healthcare Services; however, have since received notice that they were not selected. As such, CACE will proceed with a funding plan to include cost-sharing among the member agencies. A Memorandum of Understanding (MOU) and agreements need to be developed to launch the campaign.

3. **Promoting Public Employment:** This group proposed the establishment of a Joint Powers Agreement (JPA) to serve as a facilitator for coordinating employment opportunities, resources, and assistance for new and current employees in the Central Coast region. They also propose a website that contains helpful information and connects the different agencies for purposes of recruitments and resources. The project is ready for a steering committee to be formed so they can vet out the formation of the JPA. The team has a draft agreement ready for review for the steering committee or any other interested agency. The project team is ready to support the steering committee in any way to help ensure continuity of the project. We are planning on continuing the team's weekly check-in meetings to ensure materials are ready for all interested parties and to help coordinate the implementation of the project.

4. **Central Coast Knowledge Exchange:** The Central Coast Knowledge Exchange is a program that provides agencies in the Central Coast to share resources, knowledge, and experience. Agencies can choose to participate by hosting or providing their staff an opportunity to engage in an exchange with another agency for a specified amount of time, i.e., 4 hours or 8 hours. During the exchange participants will have an opportunity to interact with the host agency creating a dynamic knowledge exchange. This group planned another knowledge exchange in June with the City of Santa Maria hosting. The group will gather the needs/requests of each agency to see what positions will be shadowed.

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[FY 2018-19 Year-End Financial Status Report \(PDF\)](#)

[FY 2018-19 Performance Measures Results \(PDF\)](#)

[2018 Annual Crop Report \(PDF\)](#)

[2018 Commission on the Status of Women Annual Report \(PDF\)](#)

[2019 Homeless Census & Survey Report \(PDF\)](#)

[2019 Legislative Platform \(PDF\)](#)

[Prior County Annual Reports](#)

[Affordable Housing Annual Report \(PDF\)](#)

[Business Migration Report \(PDF\)](#)

[County Business Improvement District Year-End Report \(PDF\)](#)

[Mental Health Services Act Annual Update \(PDF\)](#)

[Special Districts Fire Protection Study \(PDF\)](#)

[2017-18 Tourism Marketing District Annual Report \(PDF\)](#)

Annual Report Sitemap

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Healing & Wellness

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Helping Veterans in Jail
Improving Public Health
Meeting Basic Needs
Rescuing Horses

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100 Years of Libraries
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Year-End Financial Status Report

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