

Attachment C

ENTRY FORM

You may type this information on a separate sheet and submit as Page 1 of your entry:

ISSUE AREA CATEGORY:

- ☐ Administration of Justice & Public Safety
☐ Agriculture, Environment & Natural Resources
☒ Government Finance, Administration & Technology
☐ Health & Human Services
☐ Housing, Land Use & Infrastructure

POPULATION CATEGORY:

- ☐ Rural County
☒ Suburban County
☐ Urban County



CALIFORNIA
Counties

Santa Barbara - Human Resources

County Name

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TITLE OF THIS ENTRY

(to be used on award - seven words maximum)

Passport to Public Service in Paradise

REMEMBER TO INCLUDE THE FOLLOWING FOR EACH ENTRY:

- Completed entry form; remember to check the appropriate issue area and population categories.
- 2-Page executive summary.
- Copy of endorsement letter authorizing entry. One letter may be used for multiple entries, but please include a copy for each entry.
- Enclose payment of \$75.00 for each entry. One check may be used for multiple entries.

CHECKS SHOULD BE MADE

PAYABLE TO:

CSAC Challenge Awards

MAIL OR DELIVER ALL OF THE ABOVE TO:

CSAC Challenge Awards
1100 K Street, Suite 101,
Sacramento, CA 95814



2017 CSAC CHALLENGE & MERIT AWARD RECIPIENTS

CHALLENGE AWARDS

Administration of Justice

- Rural: Humboldt County - Re-Programming Corrections
Suburban: Yolo County - Yolo County Construction Program
Urban: Santa Clara County - Advancing Innovative Pretrial Justice Reform for All

Agriculture, Environment & Natural Resources

- Rural: Humboldt County - Medical Cannabis Trace and Trace Pilot Project
Suburban: Monterey County - Farmworker Advisory Committee
Urban: Los Angeles County - The Growing Experience Environmental Resource Center

Government Finance, Administration & Technology

- Rural: Humboldt County - Budget Road Show
Suburban: Tulare County - Project Foxtrot Fire APP
Urban: Los Angeles County - DCFC Student Info Tracking System

Health & Human Services

- Rural: Sutter/Yuba Counties - Embedding Behavioral Health Crisis Staff in ERs
Suburban: Marin County - Rx Safe Marin: Prescription Drug Misuse/Abuse Initiative
Urban: San Bernardino County - Housing Support Program Collaborative
Ventura County - Health Insurance Eligibility APP

Housing, Land Use & Infrastructure

- Rural: Nevada County - Over-the-Counter Plan Review Program
Suburban: Sonoma County - Creating More Housing with 100% Rental Density Bonus
Urban: Los Angeles County - Spanish Planning Program

MERIT AWARDS

Administration of Justice

- Rural: None Given
Suburban: Imperial County - Imperial County Adult Re-Entry Summit
Napa County - Dosage Probation
Shasta County - SB 1143 Early Implementation Best Practice Solutions
Urban: Riverside County - Intensive Re-Integration Services (IRIS) Unit
Santa Clara County - Santa Clara Probation - Family of Friends

Agriculture, Environment & Natural Resources

- Rural: Mariposa County - Mariposa Clean Sweep
Mono County - Thermal Biomass Boiler Project
Suburban: Kern County - Electronic-Based Permit System for Energy Permits
Marin County - Parks Prescriptions Partnership Improves Community Health Outdoors
Urban: Alameda County - Train Next Generation of Climate Protection Leaders
San Diego County - CIVICS Program

Government Finance, Administration & Technology

- Rural: Humboldt County - All Hands Training Day
Humboldt County - Tsunami Zone APP
Mendocino County - Comprehensive New Employee Orientation
Suburban: Sonoma County - Marriage License Signature Project
Urban: Alameda County - Automated Employee Onboarding system
Contra Costa County - Rain Map APP
Los Angeles County - Library Offers Life Skills Training for Teens
Riverside County - Riverside County Information
Riverside County - Unity Medical Health & Traditional Emergency Management
San Bernardino County - Virtual Receptionist

Health & Human Services

- Rural: Humboldt County - Child Support Collections for Multiple Small Counties
Nevada County - Nevada County CalWORKS Connection Program
Nevada County - What's Up? Wellness Checkups in Nevada County
Suburban: Napa County - Homeless and Housing System Change in Napa
Urban: Alameda County - One Touch Customer Centric Distributed Work Model
Contra Costa County - Inter-County Business Intelligence Partnership
Contra Costa County - Parent Partner Program of Contra Costa County
San Bernardino County - Mutual Aid for a Public Health Emergency
San Mateo County - Ending Homelessness in San Mateo County
Ventura County - Safe Alprazolam Prescribing and Benzodiazepine Monitoring Program

Housing, Land Use & Infrastructure

- Rural: None Given
Suburban: None Given
Urban: Los Angeles County - Buyers Beware: Property Buying Education Program

THANK YOU FOR ENTERING AND GOOD LUCK!

www.counties.org

CSAC Challenge Award 2018 Submission
County of Santa Barbara, Human Resources
Employees' University, Passport to Public Service in Paradise Program

Executive Summary of Program (Under 25 words)

The County of Santa Barbara Human Resources department in collaboration with the Santa Barbara City College School of Extended Learning created the Passport to Public Service in Paradise program, a free employment workshop designed to establish a pathway for employment and career success, as well as to introduce the County as an employer to community members.

Challenge – Describe the challenge your county faced and the process used to address it. Explain the unique or critical factors that led to this project.

Like with many other government agencies, there are perceived barriers and stigmas tied to obtaining County employment. Due to civil service rules and the merit system processes, some job seekers find it too complex, mysterious and daunting to pursue public employment. These perceptions can impact the County's ability to attract the most diverse and qualified applicant pool. Similarly, public perception and unflattering stereotypes of "government workers" are barriers that can prevent application from those who have the desire to serve their community as public servants. Few people outside the public sector understand how gratifying public service can be.

Innovative Solution – Describe the innovative steps taken by the county to solve the problem or overcome the challenge.

The Passport to Public Service in Paradise program is aimed at eliminating stigmas tied to obtaining County employment such as:

- Confusing application procedures
- Unfamiliar civil service terminology
- Fear of testing
- Unclear merit system processes
- Unfavorable images of public servants
- Negative bias about the quality of public sector work

In addition to breaking down these barriers to public employment, another intention of the "Passport to Public Service in Paradise" is to share the satisfaction of challenging, but meaningful work in the public sector the dictionary defines the word "passport" as authorization or permission to travel or access. It is the images of open doors, travel, progress and new experiences that best depict the goals of this program.

In March 2018, the County of Santa Barbara Human Resources department began hosting free 3 hour monthly Passport Program Employment Workshops. These workshops require online

registration and are open to all community members. During the workshop participants have an opportunity to:

- Familiarize themselves with the County of Santa Barbara Job Application Process
- Discover Career Opportunities Of Over 400 Job Classes Across 23 Departments
- Obtain Information and Updates About the AEBG Passport Program
- Get One-On-One Help Submitting Job Applications Online
- Meet and Interact With County Recruiters
- Register for classes at the Employees' University at no cost

In addition, workshop participants are welcome to attend any classes at the County of Santa Barbara Employees' University at no cost. Subjects range from technical courses such as Excel and Introduction to the California Legal System, to communication, leadership, and personal development topics. The classes allow participant to further their knowledge while interacting with current County employees.

To the best of our knowledge, we are the first County in California to implement such a program.

Cost Effectiveness (If applicable) – What was the program/project's budget? How much money did the program save?

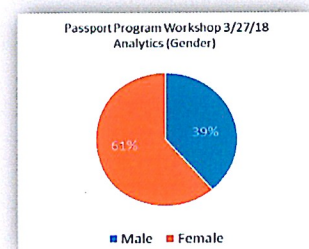
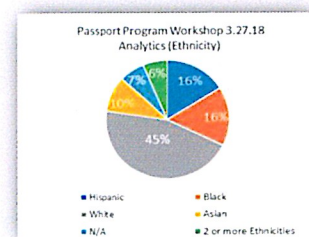
The Passport Program is funded by the Adult Education Block Grant through Santa Barbara City College School of Extended Learning. Two years of program funding was awarded to the County in the amount of \$114, 750. This grant has allowed the program to remain free for program participants while not incurring costs for the County of Santa Barbara.

Results – Describe the results of the program/project. Discuss how the program or project has positively impacted the community, improved delivery of services to the public, or improved administration of a program internally.

As of May 14, 2018, we have hosted three (3) workshops serving a total of 70 community members. We recently conducted a survey of our first two (2) Passport Program workshops and a total of thirty- three (33) individuals completed the survey. Of that amount, twenty (20) Passport program participants have applied for additional jobs with the County, four (4) have been called into an interview, one (1) has accepted a County of Santa Barbara job offer, and four (4) have accepted employment with another employer. Awesome!

By our June workshop date, we expect to have over 100 total Passport Program Participants. The Passport Program workshops are specifically targeted toward the underemployed, unemployed, and student populations in the County of Santa Barbara. Of the 70 cumulative attendees in the first three workshops:

***49% were unemployed; 26% were employed part-time ; 31% were currently enrolled in a college/university**





Program Participants Testimonials:

1. "The Passport Program has been very helpful to me in a number of ways. The focus on self-assessment was key in helping me take stock of where I am professionally and where I want to go. It also enabled me to appreciate other ways of perceiving and doing. The one-on-one advice regarding crafting a resume that would help me land a job with the County was particularly valuable. As someone who has been underemployed in Santa Barbara, especially after being laid off by two separate companies who re-located away from Santa Barbara County, and following our local disasters, these classes were quite timely. You have all been very kind and made sure no details fell through the cracks. I am more hopeful now that I will actually land a job with the County." **Keith Yeager, Passport Program Workshop #1 Participant**
2. "The County of Santa Barbara Human Resources, Employees' University organization is committed to help County constituents (regardless of being an employee or not) to achieving their career goals!" **Anonymous post workshop survey, Passport Program Workshop #2 Participant**
3. "I have great news! A position with the department of education invited me to take a written test, and I passed! On Friday I have an oral exam." **Jessica Baer, Passport Program Workshop #3 Participant**

The next phase of the Passport Program will involve a mixer with County of Santa Barbara hiring managers and all Passport Program Workshop Participants. The mixer will allow hiring managers to meet with applicants looking for employment and give an opportunity for participants to hear directly from hiring managers in regards to employment needs.

Project or Program Contact – List the name, title, mailing address, phone and e-mail address of the person who can be contacted about this program.

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WORKSHOP # 1-3 PHOTOS

