

STATUS OF COUNTY-WIDE IMPROVEMENT IDEAS SUBMITTED BY COUNTY OF VENTURA STAFF

The following table lists the status of ideas submitted by County staff to the Service Excellence Council. The Service Excellence Council consists of volunteer agency heads who guide the work of continuously improving the processes and performance of County Services. This year, staff from every agency were invited to propose areas that they believed warranted some review. The Service Excellence Council meets monthly to assess the feasibility and priority of ideas submitted.

Idea Submitted – The idea has been captured and has not yet received further review. **In Review** – The idea is being studied for impact, feasibility, and priority. **In Progress** – The idea is being actively pursued for improvement. **Tabled** – The idea has been tabled due to scope or other reasons. **Removed** – The idea may already be in place and needs to be communicated, may not have county-wide impact, or deemed unfeasible. **Completed** – The ideas has resulted in a change for the better.

IDEAS IN QUEUE

No.	IDEA TYPE	TITLE	Idea Sub- mitted	IN REVIEW	IN PROGRESS	TABLED	RE- MOVED	COMP- LETED	Comments
1	Opportunity	Point of Service Sales using VCFMS				x			In the process of being investigated
2	Opportunity	Department IDs in VCHRP		x					Further information required
3	Process Improvement	Eliminate check printing (includes paychecks, mileage reimbursement, general claim, health care reimbursement, etc)/Direct Deposit - Use electronic pay advices		x					In process of being investigated (payroll checks), remainder of checks awaiting further development on financial system upgrade.
4	Policy	Increase electronic time entry		x					Awaiting pilot program in specific department
5	Policy	General Claims		x					In the process of being investigated
6	Policy	Move pay period back one week				x			Tabled
7	Policy	Fixed Asset Disposal (Over \$5K value)				x			Table - further information needed and being investigated.
8	Policy	Consider another payment option for customers using the dongle from square up.				x			Tabled for future consideration.
9	Opportunity	Reimbursement Process - fuel	x						
10	Opportunity	Reimbursement Process -travel	x						
11	Agency specific - HR/LR	Skills Assessment					x		Financially not feasible

12	Agency specific - HR/LR	Worker's Comp - Quick Assessment and Treatment DESCRIPTION The current system causes public safety agencies and others, who must maintain constant staffing, additional costs. The inability to provide quick assessment and treatment of industrial injuries can cause additional out of pocket costs, due to delayed treatment and subsequent return to work, in excess of \$5,000 per week. We must figure out a way to incentivize the program and payments to encourage facilities and physicians to provide accelerated assessments and treatment.					x		Will address specific needs of the requesting agency.
13	Agency specific - HR/LR	Conduct a county-wide effort to recruit Spanish speaking employees					x		Being addressed as needed by each agency.
14	Agency specific - HR/LR	Payroll Reports in VCHRP						x	All requested reports are available. Any additional requests would be considered.
15	Agency specific - HR/LR	Ease in access to VCHRP data extraction/central extraction (multiple parties reinventing data extraction for respective depts./uses)		x					Need additional information, some areas of the database are too sensitive to be run at the department level. Errors can have a significant impact on the database.
16	Agency Specific - Risk	Evaluate and adjust insurance requirements so they are in line with the "risk" associated with the work at hand.					x		Already in place.
17	Agency Specific - Risk	Reinstitute the "Ergo Room" to more easily evaluate and address ergo issues.				x			Ergo Lab was underutilized and the space was reallocated. Open to reconsideration if demand warrants it.

18	Augment Training	Web-based Training			x				HR currently provides Discrimination Prevention on-line. Training & Development is looking at additional training that could be used on line but we need to investigate the appropriate platform. In progress
19	Augment Training	Management Training			x				Part of County-strategic plan - In progress.
20	Augment Training	Webinars/Teleconferencing/SKYPE		x					
21	Augment Training	Customer Service University			x				In progress
22	Augment Training	Review COOP process and training	x						
23	Augment Training	Implement VCFMS training	x						
24	Augment Training	Intra-County Communications		x					Being discussed with executives. Researching policy.
25	Augment Training	Leaves of Absences			x				In the queue at HR.
26	Augment Training	Cross train managers on disaster roles	x						
27	Interagency leveraging	Interagency/department collaboration and support. Develop inroads between agencies to leverage training, grants, and programs			x				In progress.
28	Policy	Telecommuting - revisit Co policy, guidelines, trainings	x						
29	Policy	Wellness Incentives	x						
30	Policy	Eliminate the use of paper forms for the United Way and Boomerang Campaigns	x						
31	Policy	East County Services	x						
32	Policy	Vehicle Utilization		x					

33	Policy	Restructure BoS meeting schedule/agenda	x						
34	Policy	Address BoS and other meetings remotely		x					Looking at financial cost and impact on equipment needs and logistics. Need clarification and IT input.
35	Policy	CAP and ISF need performance metrics	x						
36	Policy	Reduce budget analyst	x						
37	Policy	Consider the ISF methodology	x						
38	Policy	Regional service opportunities	x						
39	Policy	Upgrade financial/property tax/payroll/budget systems	x						
40	Policy	Upgrade VCFMS		x					
41	Policy	Include "Recurring resolutions" list in addition to "recurring grants list" to adopted budget.	x						
42	Policy	IT Services Review	x						
43	Policy	Electronic Routing and Signing		x					Being discussed and researched
44	Policy	Volunteer Labor	x						
45	Opportunity	Business Center					x		Discussed at Executive Committee - no interest in further pursuit.
46	Opportunity	Hoteling					x		Lack of demand. Best handled at agency level.
47	Policy	Peripherals Policy					x		Informational. Needs are best handled at the agency level. Best practices exist to assist with purchasing decisions.
48	Policy	Review policies related to Countywide Vendor contracts.					x		Informational. System in already in place to allow for exceptions.

49	Policy	Travel and General Claim Policy					x		County's travel volume won't garner corporate airline discounts Already have discount with Enterprise Car Rental (both official and personal rentals) Many hotels already offer government rate.
50	Policy	Minor Business Equipment/Supplies					x		Informational - Flexibility already available.
51	Policy	Dual Supplier source methods (currently one computer vendor; need variety for competitive and cost efficiency purposes)					x		Informational - Exceptions are available now.
52	Policy	Centralized process for common purchases and supplies					x		Informational - Already in place
53	Policy	Shipping Contracts					x		Informational - Centralized Process in place already via Business Svcs. Business Support Services aggressively manages shipping to ensure best pricing for customers.
54	Policy	Supplies Ordering		x					Core supplies already annotated on Staples Website No restrictions on non-core items Restrictions can be imposed if desired Should this be a County-wide policy or left to departments/agencies.
55	Policy	Look into Compuwave agreements and discuss what items need to be locked into those agreements.					x		Informational: Compuwave offers price matching Peripherals covered by IT policy
56	Opportunity	Internet/Intranet Sites Development		x					Recommend for prioritization.
57	Opportunity	Thin Client Computing					x		Available on demand

58	Opportunity	Cloud Computing			x				3/13/12 A number of County agencies and departments are taking advantage of Cloud Computing in various forms including software as a service (SAAS), Cloud storage and, application hosting. -Getting contracting for protection of data on line and buying cloud solution "web hosted solutions" to those agencies who are not already using them. - Developing mechanism for agencies to quickly and easily access the appropriate cloud services.
59	Opportunity	Build out of wireless technology across the county			x				3/13/12 Build out to continue for 2 years.
60	Opportunity	Consolidated passwords.	x						Informational
61	Policy	ITC threshold of \$50K		x					3/27/12 Currently being discussed
62	Policy	Digitizing and Storing Documents					x		Informational/Completed4/18/12 ECM is already underway. GSA also working with IT to ensure that they are not duplicating efforts.
63	Policy	Optimize economies of scale for housing/cooling County computer equipment		x					Recommend for prioritization4/18/12 GSA working with IT to raise ambient temperature - save costs.
64	Policy	Computer Licensing/Master Agreements		x					Recommend for prioritization
65	Policy	County-wide GIS			x				GIS Oversight Committee
66	Policy	Shared Countywide Services (ECM, Portal, Unified Fax)					x		Available on demand
67	Policy	Shared IT Services							
68	Policy	Shared cell phone plan management across the County						x	Executive committee reviewed and opted to maintain current plans.
69	Policy	Job Classifications - Department Specific		x					

