



# ERRATA

# OPERATIONAL PLAN ERRATA

**Proposed Operational Plan General** - Numbering was added to the Focus Areas (1-6) to make the document more easily searchable. Each objective has a plan reference (EX: 1.B.i) that corresponds to a Focus Area (1 - Comprehensive Health & Safety), Goal (B - Community Support), and Strategy (i - We will use targeted campaigns and integrated systems to ensure basic needs are met.)

**Proposed Operational Plan General** - Goal and Strategy summary pages 28, 42, 52, 60, 70, and 82 were adjusted so that strategy sentences are no longer cut off.

**Objective #20** - Added key step 3: Establish baseline for client arrests six months after program engagement.

Added key step 4: Develop FIT performance measures based on initial assessment.

**Objective #23** - Amended objective: By December 2019-2020, the County Administrative Office will convene a multi-departmental committee to study a website redesign with consistent branding and design standards.

**Objective #25** - Amended objective: By June 2020, the County Administrative Office, in partnership with the cities and community-based organizations, ~~will encourage countywide participation in the 2020 Census~~will ensure a complete count in the 2020 Census.

**Objective #26** - Amended objective: By December 2019, the County Clerk will increase the number of Same Day Voter Registration Centers, install additional ballot drop boxes, and implement a coordinated voter program for the March ~~2019-2020~~ election.

**Objective #44** - Amended objective: By June 2020, Information Services ~~seeks to increase customer departments' satisfaction with service delivery based on survey results.~~ will increase customer departments' satisfaction by 10% with service delivery survey results.

**Objective #54** - Amended objective: ~~By June 2021, Personnel will complete a PRIMO! Project designed to measure and analyze the lifecycle of job recruitments in order to identify and address inefficiencies.~~ By December 2019, Personnel will complete a PRIMO! Project on the lifecycle of job recruitments and establish targets to identify and address inefficiencies.

**Objective #63** - Added key step 4: Increase MAT services by 75% to more than 230 unique patients.

**Objective #71** - Amended objective: By June 2020, Health Services will maintain utilization to substance use disorder services at 150% ~~from the baseline calendar year 2017.~~ and double withdrawal management (WM) service days.

**Objective #72** - Amended objective: By June 2021, Health Services will increase the number of supported housing beds sited throughout the county for homeless adults with mental illness by 20 beds

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from the baseline calendar year 2018.

**Objective #78** - Replaced key step 4: ~~Implement Housing Navigation, Peer Support and Case Management services aimed at successful housing of homeless and at risk for homeless enrollees.~~ Increase percent of housing navigated clients that secure housing from 70% to 90%.

**Objective #80** - Added key step 4: Ensure syringe services program communication on public health risk, exchange and disposal programs, and treatment options.

**Objective #85** - Amended objective: By June 2021, Homeless Services Coordination with the Homeless Action Partnership (HAP) ~~will implement the State emergency homeless funding so that key investments in the homeless crisis response system are realized.~~ will implement and report annually on State emergency homeless funding to realize investments in homeless crisis response.

**Objective #88** - Amended objective: By June 2021, Human Services will increase by 50% ~~10%~~ the number of low-income seniors and disabled single adults enrolled in ~~with access to~~ CalFresh.

**Objective #91** - Amended objective: By June 2021, Human Services will collaborate with community partners to complete initial assessments (Smart Path) for at least 1,600 individuals experiencing homelessness.

**Objective #100** - Amended objective: By June 2021, Human Services housing assistance programs will house 187 unique individuals/families experiencing homelessness.

**Objective #118** - Amended objective: By June 2020, Parks will improve community outreach by conducting public surveys, expanding marketing, and increasing social media followers by 25% in order to increase park visitation and program participation by 10%.

**Objective #124** - Added key step 4: Increase by 10% over 2018-19 permits issued for accessory dwelling units (ADUs).

**Objective #125** - Replaced key step 4: ~~Design and implement performance metrics and measuring tools to obtain and analyze customer feedback.~~ Develop baseline and reduction targets for discretionary permit processing times and costs, including for commercial new business use.

**Objective #157** - Renamed title: ~~Survivor Services~~ Crime Survivors

**Objective #159** - Replaced key step 3: ~~Implement training schedule.~~ Work with six communities to increase preparedness through workshops and trainings.

Added key step 4: Implement workshop and training schedule.

