

# Region 5 - PSC County Updates

## Riverside

- Riverside is preparing for a second CalSAWS Informational Session in late November/early December.
- Riverside is working on having WTW staff take the OCAT training.
- Riverside continues to have 75% of the workforce teleworking.
- Riverside continues to work with the various teams on cleanup efforts needed prior to migration such as person deduplication.
- Riverside has sent out communications about getting caught up on Indexing and some Imaging Tips.
- Riverside has organized around our Ancillary Conversion and are meeting monthly with working teams to monitor progress.
- Riverside has organized around our Manual Conversion and are started plans for hiring temporary workforce to help with Manual Conversion activities both pre- and post- migration.

## Imperial

- Imperial is working with the project to test the new Imaging solution's performance.

## San Bernardino

- San Bernardino kicked-off their Customer Service and Employee Appreciation Week October 19<sup>th</sup> -23<sup>rd</sup>. The theme was "Dream Team 2020."
  - Each day had a theme and staff were encouraged to participate virtually
    - Customer service week also kicked-off San Bernardino's Annual Food Drive, but this year it is virtual in collaboration with Community Action Partnership of San Bernardino County (CAPSBC); participation is via a link
    - In the first week of launching the virtual food drive, staff have donated a total of \$2975
    - The virtual food drive runs until November 20<sup>th</sup>.
    - Incentives given to staff with proof of donation:
      - \$5-10= one week of casual dress (maximum 4 weeks)
      - \$25 or more= one month of casual dress
- TAD has also rolled out the dual monitor effort department-wide
  - 2nd monitors roll out is in full swing to Tele-work staff, and initial reports are very positive about staff's ability to set up and use.

## Ventura

- VACS development work is underway, and Craig Dean (ITSD) continues to make progress on the VACS conversion work.

## Orange

- Orange is in the process of mitigating risks associated with two major fires.

# Region 5 - PSC County Updates

- With over thousands of homes evacuated, 160,000 people, as of 10/27, SSA had to operationalize its first remote distanced shelter operations
- This was completed successfully at a local college without the assistance of the Red Cross who were already taxed with dealing with 14 active fires across the state