



COUNTY OF SAN DIEGO NEWS RELEASE

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INNOVATIVE PUBLIC HEALTH PROGRAM WINS THIRD NATIONAL HONOR ***Mobile Remote Workforce Recognized by E-Gov Institute "Knowledge Management" Awards***

The San Diego County Health and Human Services Agency (HHS) has won another award for the Mobile Remote Workforce (MRW) project.

The E-Gov Institute chose MRW for Successfully Using Innovative Knowledge Management Practices in a Knowledge Management Solution. The award will be presented to Nick Macchione, Agency Deputy Director, at E-Gov Institute's annual Knowledge Management Conference and Exhibition, April 3 – 5 in Washington, D.C.

"MRW continues to be recognized as a major accomplishment in the area of information technology," said Walt Ekard, Chief Administrative Officer, County of San Diego. "Driven by the principles of the County's General Management System (GMS), this program illustrates the value of the GMS in continuous improvement of service to the public."

"GMS challenges County programs and regions to look for ways to make good programs great," said Helen Robbins-Meyer, Assistant Chief Administrative Officer, County of San Diego. "Creative thinking, as encouraged by GMS, brings great successes like MRW and better outcomes for the people we serve."

MRW uses cutting edge technology to improve accuracy of client referrals for Public Health nurses in the field, among other things.

MRW was a pilot project for Business Process Re-engineering, introduced by the County Chief Administrative Officer as a method of achieving operational excellence by improving workforce productivity. The Mobile Remote Workforce pilot took shape in February 2005, designed to make the county workforce more efficient and improve the effectiveness of existing operating systems, while maintaining the same high level of customer service.

Every year, the E-Gov Institute hosts a series of conferences and exhibitions focused on important issues and technology solutions in government.

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