About ConnectWellSD

Vision

County of San Diego customers have positive experiences and outcomes through technology-enabled, Person-Centered Service.

Mission

Improve service delivery by developing and connecting San Diego County to innovative technology and practices.

The ConnectWellSD System

ConnectWellSD is a County of San Diego computer system designed to improve service delivery by creating a secure central information hub where users can learn more about their customers and work together in new ways.

ConnectWellSD Functionality Allows Users to:

- **Make Referrals**
- **Collaborate**
- **Receive Customer Alerts**
- **Run Reports**

The system modernizes the way County staff and contractors share and view information, collaborate, and deliver Person-Centered Service.

The Person-Centered Approach

Person-Centered Service is an approach to service delivery that places each customer at the center of their own personal development. Being person-centered means we:

- **Connect** customers to the services they need for the outcomes they want.
- **Collaborate** across departments to offer customers a variety of services to help them thrive.
- **Empower** customers to succeed by respecting their voices and encouraging them to guide the decision-making process.

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Connect · Collaborate · Empower

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