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.