

Director's Message

Dear OC Health Care Agency (HCA) Team,

In honor of Social Work Month, let's take a moment to recognize the important role that social workers have in our community. As this year's theme shows, the time is always right for social work. Every day, people need help navigating and overcoming tough life challenges, and that is where social workers help, giving guidance to people in need and connecting them to the resources that they need to live better lives. I especially want to thank our social workers at the HCA for all that you do, not only to ensure the health and safety of our residents but to improve their overall qualities of life in our community. The Orange County Board of Supervisors

... continued on page 3

Peer-to-Peer

Bertha Hernandez

Contributor: **Julia Mayuga**, Communications Intern

"I am grateful for being part of a great Agency. I've worked with many people throughout my 21 years of service and can say I'm truly blessed for having crossed paths with each one of them."

Peer-to-Peer recipient, **Bertha Hernandez** is a Supervising Public Health Nurse (SPHN) who manages a team of 8 Public Health Nurses, 1 Community Health Assistant, and 1 Public Health Investigator for the Comprehensive Health Assessment Team-Homeless (CHAT-H).

When asked what she does for a living, Bertha replies, "I tell people I'm part of a team that serves the homeless population in our community. Our team provides education and resources, we encourage, and we let our clients know that someone cares for

their health and well-being. I am really proud of my team. My team really cares for the clients and it shows in their everyday activities. We strive to provide the best service that we can."

Her CHAT-H team, under Public Health Services, focuses on the homeless population, working with shelter clients and the street homeless to provide case management and education. "We are working with shelters, but also other congregate settings such as group

... continued on page 5



FEATURED ARTICLES

- NAMI-OC.....2
- Equity in OC Initiative4
- New Time and Attendance System.....6
- Strategic Plan Update.....8

NAMI WARMLINE

MENTOR'S SUCCESSFUL IMPACT

Contributor: **Olga Gore**, Program Evaluation Specialist,
Office of Suicide Prevention

.....



The [National Alliance on Mental Illness-Orange County](#) (NAMI-OC) [WarmLine](#) (714) 991-6412, is a 24 hours a day/7 days a week, toll-free, non-crisis telephone support, text, and internet chat service for anyone in Orange County (OC) needing emotional support or experiencing behavioral health issues. Trained peer mentors provide these services. The peer mentors are individuals who have experienced a similar journey either as a consumer of behavioral health services, or as family of an individual who has received these services. Incoming calls, chat and texts are screened for potential warning signs to determine the level of need. Those in crisis are referred to the Crisis Prevention Hotline, 1-800-273-8255 (TALK), or to another immediate service. Callers who do not indicate an imminent safety concern are provided emotional support and resources and referred to appropriate services as needed.

The WarmLine provides emotional support to thousands of OC residents who rely on the shared experiences of peer mentors and in some cases reach out to the mentors frequently. Whether a regular or first-time caller the individuals contacting the WarmLine inquire about available community resources, seek emotional support, comfort and hope. Recently, a first-time caller contacted the WarmLine and shared that he had no one to talk to and felt extremely lonely. He explained that he was given this number by [211 OC](#) as a resource for support. The caller shared that for many years he has been experiencing a strong

addiction to meth but wanted to address this addiction. He knew he needed help and even sought it in the past. Caller was emotional and shared that at one point he had a good life but he kept coming back to drugs. Additionally, the caller shared that at the age of 10, his mother had put him up for adoption. According to him, although he was adopted by a loving family, the pain of his mother giving him up for adoption was something he couldn't get off his heart. He said "no money can heal the pain" and all he would have wanted "was to be with his mother regardless of their income situation." He broke down in tears with the WarmLine Mentor and questioned "Why? Why didn't she want me?" The WarmLine Mentor provided this caller with emotional support and guidance. The mentor built rapport by sharing their experiences with the caller. The caller felt very supported and stated, "I just want you to know that you saved a life today. No one has ever explained healing in the way you just did. It makes a lot of sense. Thank you for the time you took to hear me and understand me. I am so glad I made this call today. I never imagined getting a person like you. Thank you."

The WarmLine services are available in many languages spoken in Orange County including English, Spanish, Farsi and Vietnamese. Callers that speak other languages are assisted via the language line.

The WarmLine can be accessed by calling or texting: (714) 991-6412 or Toll Free: (877) 910-9276.

Director's Message

continued from page 1



will be recognizing our social workers with a resolution at the next Board meeting on March 8. I invite you to tune in to their presentation by clicking [here](#).

March is also American Red Cross Month, an annual tradition since 1943, when President Franklin D. Roosevelt issued the first Red Cross Month proclamation. Red Cross Month is an opportunity to honor community heroes that support the organization's lifesaving mission, which is powered by 90% volunteers. Every day, Red Cross volunteers step up to ensure those in need receive relief and care, which includes:



- providing shelter, food and comfort to victims of disasters
- donating to about 40% of the nation's blood supply
- teaching skills that save lives
- distributing international humanitarian aid, and
- supporting veterans, military members and their families

Throughout this month, you can turn compassion into action and join the lifesaving mission. Visit [redcross.org](https://www.redcross.org) make a financial donation, become a volunteer, take a

class to learn skills such as first aid and CPR, or make an appointment to donate blood, which is greatly needed at this time due to a nationwide blood shortage. **Steve Thronson**, our Chief of Medical Health Services who is a Red Cross Volunteer and serves on the Orange County Red Cross Board of Directors, shared, "I am always inspired by the great impact that the American Red Cross volunteers and donors have in our community. During this time of a critical blood shortage, I want to thank everyone in advance for scheduling time to donate blood."

You can do your part by participating in our next blood drive on April 12, at 601 N. Ross St., Santa Ana, CA 92705 from 9 a.m. to 3 p.m. (Visit the website and enter Sponsor Code: OC1 to schedule an appointment.) Each pint of blood collected can help save more than one life and will touch the lives of so many more.

Stay Well,



Dr. Clayton Chau, MD, PhD, MASL
HCA Director and
County Health Officer

REDUCING FOOD WASTE:

CHECK FOR QUALITY

Contributor: **Patricia Stabile**, Public Health Nutritionist II

Many consumers misunderstand the purpose and meaning of the "date labels" on packaged foods. This confusion over date labeling can lead to food waste. Date labels are put in place to ensure peak freshness and quality. Purchasing or using after the "sell-by, use-by and best-by" dates does not pose a threat to safe consumption.

Understanding Dates on Packaged Food:

"Best if Used-By" or "Best Before" – Describes when a product's flavor and quality will be best. This product is still safe to eat even though nutrients and quality slowly decline.

"Sell-By" – Is used on refrigerated foods such as milk, yogurt, cheese, eggs, lunchmeat, and packaged salads. Stores must sell these foods by this date even though they are still safe to eat.

Expiration Date – Is only found on baby formula, medicines, and vitamins, which should not be used after this date.

EQUITY IN OC

INITIATIVE AND TASKFORCE ARE UNDERWAY

Contributor: **Wesley Shain**, Staff Specialist, Office of Population Health & Equity

The Office of Population Health & Equity (OPHE) launched the first Equity in OC Taskforce (EiOC) convening which brought together more than 260 attendees via Zoom last month. The OPHE has assembled a series of EiOC Taskforce convenings as part of the Equity in OC Initiative to develop a strategy for creating a healthier, more resilient, and equitable Orange County (OC). Both the EiOC Initiative and Taskforce work in partnership with community partners to define and achieve health equity in OC.

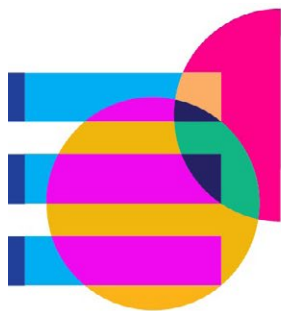
Addressing the issues of health equity must be done now according to **Dr. Clayton Chau**, OC Health Care Agency (HCA) Director and County Health Officer. He said the Initiative, “is laying the foundation to tackle the Social Determinants of Health that contribute to the issue of health equity

in Orange County. The Equity in OC Initiative is a data-driven community and collective movement to address health inequities and disparities in OC, putting the vulnerable families in OC at the center of what we do.”

OPHE Director **Hieu Nguyen** provided EiOC Taskforce community partners with information about a \$22.8 million grant from the Centers for Disease Control and Prevention. “This grant helps to create a healthier, more resilient, and equitable Orange County. As we embark on this opportunity together, this Initiative is community-informed and data-driven. It will center on quantitative, narratives, and storytelling data to drive planning as well as action.”

Several participants expressed how the EiOC

Equity in OC Email *Signature*



EQUITY IN OC

Taskforce convening is one-of-a-kind, diverse, and showcases inclusivity such as by offering four interpreters: American Sign Language, Spanish, Vietnamese, and Khmer (Cambodian). You can learn more about the EiOC Taskforce by viewing previous meetings, or RSVP for future meetings by clicking “Events” on the EiOC Website.

The EiOC Website www.equityinoc.com has officially launched and will be a key resource to relevant and easily understood information for the OC community. Additionally, the EiOC Website will provide best community practices, foster collaboration, data and health equity strategies, and a space for community voices.

The EiOC Website will be built in phases and Phase 1 includes the About Us, OC Equity Map, Initiative Activities, Events, Community Voices, and Resources pages. In Phase 2 interactive data dashboards will populate the Population Collective profile pages and the Social Determinants of Health Action Area pages as well as community stories through video on the Community Voices page.

For more detailed information or inquiries please visit the website or email OPHE@ochca.com.

The Equity in OC (EiOC) icon is inspired by its mission to come together as a community to address health inequities to create a thriving community. The icon features abstract shapes of the letters E, O and C overlapping to represent our collaboration, and vibrant colors to represent the diversity in our community. The EiOC icon is available as an email signature for OC Health Care Agency (HCA) staff. Show your support with every email sent! You can access the EiOC email signature in the [HCA Style Guide](#).

Peer-to-Peer

continued from page 1

homes, recovery residences, board and cares, and mental health facilities,” said Bertha. “We conduct COVID-19 testing and COVID-19 vaccine clinics. We provide education and link clients to community resources. My focus has been to make sure that my team has the support we need in order to implement our COVID-19 efforts.”

Throughout her career Bertha has worked closely with several departments and divisions including the 17th Street Testing & Treatment Clinic, Pulmonary Disease Services, Epidemiology, Foster Care, and the Senior Health Outreach and Prevention Program. Bertha’s colleagues have recognized that her efforts go above and beyond in supporting the homeless population in Orange County (OC). Her ability to manage and support her team brings positive energy while providing health and equity to the shelter and homeless communities. Bertha joined the OC Health Care Agency while she still worked at a hospital. “I began to slowly transition to working full-time for Public Health. I really enjoyed the fact that I could spend more time with my clients to provide them with education in the clinic setting. Some of my positions with Public Health have allowed me to do home visits or field work. I’ve enjoyed the flexibility of working in different areas of Public Health.” Bertha said one of the best parts of her job is, “I really enjoy the teaching portion of nursing. This enables me to empower the clients with knowledge and provide and link them to helpful resources.”

Not only does Bertha have a variety of work experiences, but her personal interests are also varied. “I love to read books (inspirational, religious, autobiographies, health books). I enjoy watching documentaries. I enjoy working out including running at the park or beach or doing cycling classes. I enjoy nature and spending time with family. I like to encourage others to stay healthy. I would love to learn Latin. I would love to travel the world one day.” Carpe diem Bertha!

NEW TIME AND ATTENDANCE SYSTEM


Contributor: **Cindy Wong**, Accounting Manager, OC Health Care Agency Accounting

The Auditor-Controller's (AC) Office is working on the implementation of a new Time & Attendance system called OC Time to replace the current Virtual Timecard Interface (VTI) timekeeping system. The AC team has made significant progress on testing and is in the process of wrapping up training material and documentation. The OC Health Care Agency (HCA) is scheduled to go-live in late summer/early fall 2022. More information on the new timekeeping system and training for employees will be provided in the coming months before the HCA goes live.

In February 2022, HCA Payroll sent out a request to obtain non-management employee's "permanent set work schedule." The permanent set schedule is the one specifically assigned to the employee – regardless of the actual hours they end up working or being off every pay period. In order to create the most comprehensive timekeeping system, HCA non-management employees

were requested to provide their work schedules in order for all County of Orange (County) schedules to be properly reflected and available in the OC Time system when we go-live. HCA Payroll would like to express appreciation for the prompt responses they received on the work schedule project.

The HCA Accounting team also wants to call your attention to the importance of checking the OC Employee Portal to verify that your supervisor assignment is correct as displayed through Employee Self Service (ESS). In OC Time, the supervisory assignment will be pulled from the CAPS+ Human Resources/Payroll system and we want to make sure it is correct before OC Time goes live. Employees will not be able to directly change their supervisor assignment in OC Time. Information on the launch of ESS and instructions to update your supervisor assignment are located under [HCA HR's intranet page](#) under the "Records" section.



Records - processing personnel transaction processing, new employee onboarding/training, Performance Evaluation, and licensure monitoring

- Name Address Change Form
- Pay & Holiday Schedules
- Employment/Workforce Separation Checklist
- Performance Incentive Program
- Administrative Management - Pay for Performance Program
- Resignation form
- Instructions for Employee Changes Memo
- Employee Change Request
- Launch of Supervisor ID Module in Employee Self Service New
- Employee Self Service - Supervisor Update - Instructions New

If you have any questions on the new OC Time system, please contact HCA Payroll at HCAPayroll@ochca.com. Thank you.



Celebrate a World of Flavors!

Contributors: **Kelsy Escalante**, Public Health Nutritionist I
Christine Baun, Public Health Nutritionist II

.....

Happy National Nutrition Month® (NNM), from the Nutrition Services team in Public Health Services! Nutrition Services invites you to Celebrate a World of Flavors which is the theme of this year's NNM. For more information on NNM, please visit <https://www.eatright.org/food/resources/national-nutrition-month>.

Celebrating flavors from cultures around the world is a tasty way to nourish ourselves and appreciate our diversity. We are all unique with different bodies, goals, backgrounds, and tastes! Create healthy habits that celebrate your heritage and try to introduce new foods and flavors. Here are some examples of healthy, tasty foods from all ethnicities that can be included in your meal planning.

Asia: Asian Mango Chicken Wraps – contains mango, veggies (carrots, bell peppers, green onions), fat-free cream cheese, basil, peanut butter, roasted chicken breast and whole-wheat tortillas. Great for an afternoon snack!

Latin America: Avocado and Corn Salsa – contains avocado, corn, fresh cilantro, and lime. You can pair it with some baked chicken for some delicious light dinner.

Middle East: Quinoa and Black Bean Salad – contains quinoa with black beans, vegetables (tomatoes, bell pepper, green chiles, scallions), spices (cumin, black pepper, coriander) and lime juice. Perfect for a side dish or meal.

Healthy foods choices can prevent tooth decay. Eating whole grains in low-sugar bread and cereals or fruits and vegetables and quality protein are the best foods for a healthy mouth. Try new healthy flavors from around the world!

For cultural recipes, visit <https://www.nutrition.gov/topics/shopping-cooking-and-meal-planning/culture-and-food>

Try making this Spinach and Citrus Salad. This colorful fruity salad is a great way to get your veggies!

Spinach and Citrus Salad (serves 4)

Ingredients

- 3 cups Spinach washed
- 3 Oranges peeled and broken into sections or sliced
- ¼ cup Dried Cranberries
- 1 tablespoon Vegetable Oil
- 3 tablespoons 100% Orange Juice
- 2 tablespoons Rice Vinegar

Directions

1. In a serving bowl, combine spinach, oranges, almonds, and cranberries.
2. In a bowl, whisk together vegetable oil, orange juice, and rice vinegar for the dressing.
3. Toss salad with dressing and serve.

Source: <https://eatfresh.org/recipe/side-dish-salads/spinach-and-citrus-salad>

March 2022

Putting the HCA's Strategic Plan into "Action" through the Population Health and Equity Initiative

As the OC Health Care Agency (HCA) continues its focus on population health and equity, it's important to take a step back and understand what that means.

According to the U.S. Department of Health and Human Services, "health equity is the attainment of the highest level of health for all people." In order to achieve that highest level of health for all people (health equity), there must be a focus on health factors that impact people at the population level, rather than just individuals. These population-level factors are what we refer to as the "social determinants of health." There are many social determinants of health – access to education, economic stability and neighborhood environment, to name a few.



The purpose of our current strategic plan is to ensure that our services and supports help improve the social determinants of health of the individuals and

Analyze opportunities to restructure HCA's functions and funding to be community-driven

Focus on v development succession

Enhance public/private partnerships

Promote H statewide

This month, let's see some of our progress on two of those Action Items:

"Enhance public/private partnerships"

Community partnerships will play a huge role in supporting our Agency's movement towards optimal population health and equity. We have seen that in our Agency's response to the COVID-19 pandemic, our work with different partners to increase access to and information about testing and vaccines in vulnerable and high-risk pockets of our community.

The Office of Population Health and Equity now continues this effort to enhance our Agency's public and private partnerships through the Equity in OC Initiative. You can learn more about the recent launch of this new Initiative by checking out page 4.

"Analyze opportunities to restructure HCA's functions and funding to be community-driven"

communities we serve. The strategic plan consists of the following “Action Items” that are intended to put our strategic plan into motion:

 <p>workforce and proactive planning</p>	 <p>Utilize county-specific data and resources to establish population health strategies</p>
 <p>HCA's role in initiatives</p>	 <p>Assess the success of meeting HCA goals and objectives</p>

Beginning March 2022, each service area will have the opportunity to assess their current capabilities related to population health and equity, using a tool called the “Compass Assessment.” The Compass Assessment is a survey that will allow participants to develop a better understanding of and rate their service area’s progress in different areas related to population health and equity.

As each service area conducts its Compass Assessment, the compilation of scores will reveal where we are as an Agency and inform us not only what we can do to improve but also what we are already accomplishing towards achieving population health and equity in our community.

Be on the lookout for more information about the Compass Assessment from your service area and in our upcoming Town Hall events!



<p>VISION Quality health for all.</p>	
	<p>MISSION In partnership with the community, deliver sustainable and responsive services that promote population health and equity.</p>
<p>GOALS Promote quality, equity, and value. Ensure the HCA's sustainability. Offer relevant services to the community.</p>	

Connect with Us






The **What's Up** newsletter is created and distributed monthly by HCA Communications. We welcome your ideas, input and/or insight into HCA people and programs. To contribute, comment or connect please email us at hcaomm@ochca.com or call (714) 834-2178. Thank you!