



Director's Message

The Orange County Board of Supervisors issued a resolution last month recognizing the official launch of StigmaFreeOC.com in partnership with the OC Health Care Agency (HCA) and the OC Mental Health Board.

In support of National Mental Health Awareness Week, the debut of StigmaFreeOC.com created an opportunity to focus on community outreach and public education regarding mental illness. The website features ongoing

... continued on page 2

Tell Us What's Up!

We invite your input to make our employee newsletter a true 'employee newsletter.' If you have an OC Health Care Agency event, program, person or a colleague you know has a talent to share, let us know. You can pass along your story ideas or contributions to hcacomm@ochca.com, put "What's Up" in the subject line and we'll respond. Thank you!

Peer-to-Peer Nancy Cortez Data Driven

"Everybody is seeing how important data is to our work. Not only does it show success and measure what's happening, but it gives us the information we need to make any necessary changes to meet the goals of any program." Digging into the data, mining the metrics, and processing the performances are just some of the duties for Peer-to-Peer recipient **Nancy Cortez**, Staff Specialist with the Adult and Older Adult Performance Outcome Department (AOA-POD).

"It is kind of nerdy but I really enjoy data and being able to use it to show a program manager 'here's where a program started and here's the information we're getting.'

We produce a 'global picture' of the programs' successes and point out improvements to better assist the community. This allows managers to be prepared and confident whether they address the mental health board or members of the public."

Nancy wasn't into data when she started at the OC Health Care Agency (HCA) exactly 20 years ago this November. She was hired as temporary staff with the Adult Mental Health

... continued on page 11



Director's Message

continued from page 1



Behavioral Health Services (BHS) team. Back row (L-to-R): Brett O'Brien, Naveen Shetty, Mark Lawrenz and James Devor. Front row (L-to-R): Cynthia Hernandez, Bhuvana Rao and Karla Perez.



Health Policy, Research & Communications (HPRC) team. Back row (L-to-R): Anh Nguyen, Ed Mertz and Tiffany Kalaitzidis. Front row (L-to-R): Curtis Condon, Julie MacDonald and Carlos Peraza.



Jessica Good, HPRC and Rebecca Siddiqui, Administrative Services.



Information Technology team. (L-to-R): Ron Margheim, Kai Lin, Jimmy Castellano, Recel Gascon and Douglas Phan.

stigma-reduction efforts happening in Orange County and a robust toolkit that visitors can utilize to take action in building momentum around this important movement.

According to the National Institute of Mental Health, nearly 1 in 5 US adults lives with a mental illness in a given year, yet more than half will not seek treatment due to stigma. We can all help normalize these real and treatable conditions by starting conversations around mental health using the toolkit's easy-to-share ideas for spreading the word and pre-written #StigmaFreeOC social media posts.

StigmaFreeOC.com additionally includes local resources available to support individuals and families

struggling with mental illness and substance use disorders. The site's calendar enables visitors to view a list of upcoming activities that promote wellness and recovery, or submit their own event for posting. As the movement progresses, residents can come back to the site often to check the current pledge tally, view the website's interactive pledge map and learn about new ways to become involved.

Adapting and creating this website for Orange County was a huge undertaking, requiring the hard work and talents of many. It truly 'took a village' to make this happen and involved an ongoing collaboration between HCA's Behavioral Health Services (BHS), Health, Policy

Honor for California Children's Services

and Communications (HPRC), and Information Technology (IT) teams. BHS staff thoughtfully developed content that would appeal to diverse audiences and identified local stigma-reduction efforts in highlighting the great work currently underway here. HPRC developed creative, branded visual elements and impactful messaging. HCA/IT were excellent at solving technical issues along the way, ensuring that the website looked optimal on all devices. Project management expertise provided by Administrative Services tied everything together and kept the diverse group of participants on track to ensure all deliverables were met. The result of this team effort is a site we can all be proud of as we strive to stamp out stigma, one pledge at a time.

Help us turn Orange County lime green, the national color for mental health awareness, by visiting StigmaFreeOC.com today and pledging your support.

Sincerely,



Richard Sanchez, Director

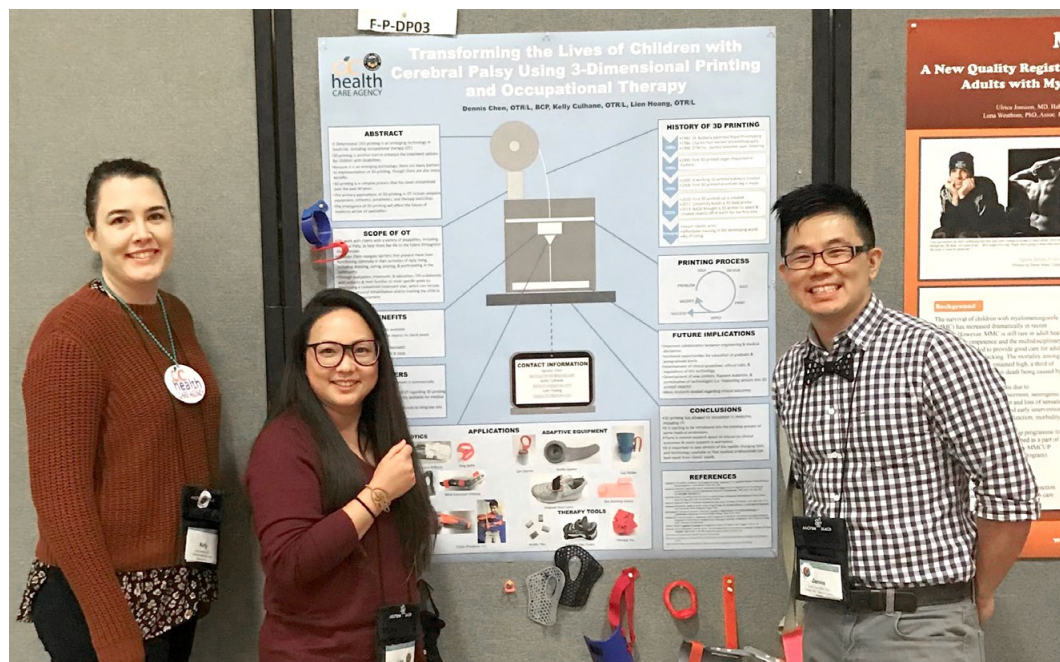
A poster by the California Children's Services (CCS) Medical Therapy Program (MTP) won an award after being presented at a first-of-its-kind medical conference, which focused on Cerebral Palsy and Developmental Disorders.

The poster allowed attendees to see and touch some of the 3-Dimensional (3D) adaptive devices which have been designed and 'printed' in 3D, by CCS occupational therapists (OTs). Those 3D devices include an adaptive cup holder, adaptive bike pedal and a custom prosthetic for playing the violin. The CCS presentation won the award for "Best Demonstration Poster" at the conference. "We were very surprised and honored to have our poster recognized out of approximately

200 other poster submissions," said **Lien Hoang**, OT II. "What makes the award more rewarding is that the votes were cast by those attending the conference including doctors, surgeons, educators, researchers, engineers, philanthropists and other therapists."

Another goal of the poster presentation was to encourage conversations about innovation in occupational therapy using 3D printing. "The response was overwhelming," said **Dennis Chen**, OT II. "Many of the conference attendees were curious to explore how they could implement this technology into their own practice. We hope that our poster is able to ignite passion and innovation in people who work with children, so

... continued on page 16



(L-to-R): Kelly Culhane, Occupational Therapist (OT) II; Lien Hoang, OT II; and Dennis Chen, OT II.

Be Well OC

Campus Groundbreaking

A groundbreaking ceremony recently commemorated the start of construction on the Be Well Orange County (OC) campus. All members of the Orange County Board of Supervisors took part in the event and were joined by officials from the state of California, the federal government and local entities.

Elected officials presented resolutions which were received by OC Health Care Agency (HCA) Director **Richard Sanchez** and Mind OC Board Chairman Dr. Rick Afable, who served as co-hosts for the ceremony. Richard told the audience the Be Well campus is, “a transformative initiative,” which will, “change, unify and create a countywide system of mental health care and support, including for the treatment of substance use disorders.” Several HCA staff were also present, joining dignitaries and members of the media for the historic event.

The Be Well OC campus, once completed, will serve as a 60,000 square foot, state of the art facility at 265 Anita Drive in the city of Orange. The services provided there will be extensive said **Dr. Jeffrey Nagel**, Deputy Agency Director, Behavioral Health Services (BHS), and will include “... triage, psychiatric intake and referral, substance use disorder intake and referral, withdrawal management, transitional residential, residential treatment and an integrated support center.” He also said access will be a special component, “What’s unique is the programs will be available to all OC residents, regardless of their insurance coverage.”

The Be Well OC collaboration is the first of its kind in California to bring together the various sectors, including public, private, academic, faith-based and others, to offer these services. The campus is scheduled to be completed next year. For more on the groundbreaking ceremony click [here](#) and for more on the Be Well OC project, click [here](#).

1. Groundbreaking with Dr. Jeffrey Nagel (far left), Richard Sanchez (seventh from left). **2.** Richard Sanchez, Director OC Health Care Agency (center) with Dr. Richard Afable (right) during presentation of resolutions. **3.** (L-to-R): Flor Yousefian Tehrani, Program Manager, Mental Health Services Act (MHSA) Innovation Projects; Annette Mugrditchian, Chief of Operations, Behavioral Health Services (BHS); Jeffrey Nagel, Ph.D., Behavioral Health Services Director; Linda Molina, Director Adult & Older Adult; Dr. Sharon Ishikawa, MHSA Coordination Team; and Brett O'Brien, Director Children, Youth & Prevention.



Securing Child Safety Seats, ONE SEAT AT A TIME



“I’m so grateful for this car seat and booster,” said a mom who lives in Anaheim, expressing her appreciation for the free car seats for her 11 month old and 5 year old. She received the car seats during a distribution event, held at the Cypress Police Department, through the Injury Prevention Program (IPP) in the Public Health Services (PHS) Health Promotion and Community Planning Division. The mom expressed her thanks to **Ana Bills** who is the PHS Car Seat Program Coordinator. “We gave her the child safety seats because her family couldn’t afford them,” said Ana.



The family was one of nine to receive car seats at the event, which took place during Child Passenger Safety Week. The IPP provides free car seats to low income families who live in Orange County, while supplies last. Funding is provided through fines issued for misuse or nonuse of child safety seats. “Last year we provided 283 child safety seats to families in Orange County who otherwise could not afford one,” said Ana. “This year we’re on track to spend \$10,000 on child safety seats.”

Ana not only wants to share about the free car seat program, but also about the resources for having car seats checked. “Nationwide, we have a 74% misuse rate,” said Ana. As part of the program, Ana who is a certified car seat technician, provides car seat fittings or community resources on where to get a car seat checked. “We want to spread the word to parents to find a certified car seat technician who will make sure their child’s safety seat is installed correctly.”

For more on the child safety seat program, or to get your car seat checked, visit [here](#).



1. One of the new child safety seats provided. **2.** Ana Bills, center, explaining how to use new child safety seat for Anaheim woman on right as Cypress Police officer observes.



5 Things You Need to Know About:



1 For the first time in three decades, the Orange County (OC) Mosquito and Vector Control District found mosquitos in OC which tested positive for Saint Louis Encephalitis virus (SLEV). Read their press release [here](#).

2 In severe cases, SLEV can cause inflammation of the brain (encephalitis). Most persons with SLEV infection will have no symptoms. Those who do have symptoms will experience a mild illness with fever, headache, nausea, vomiting and tiredness. SLEV rarely causes encephalitis, but when acquired it frequently causes long-term disability or death. Older adults are at highest risk of developing encephalitis and the risk of fatal disease increases with age.

Successful Outreach for Human Services



“Great networking opportunity,” “First of its kind,” “Brilliant and Impressive.” This has been some of the feedback received from current and potential providers whom attended the first OC Human Services Provider Outreach Event coordinated for the County of Orange (County) by the OC Health Care Agency’s (HCA) Contract Services (CS) division.

“We saw a need for the outreach event in order to increase the number of providers for County human service agencies and to help these providers demystify and better understand the process for doing business with the County,” said **Maria Pirona**, Division Manager CS. “The turnout was a huge success with upwards of 450 attendees. In a post event survey, 83% of the attendees said they felt their top 2 goals were

(L-to-R): Outreach organizers Mary Young, Maria Pirona and Tommy Bui.

ST. LOUIS ENCEPHALITIS

3 SLEV is spread to people by the bite of an infected mosquito. You can reduce your risk of being bitten by a mosquito by removing any standing water on your property and using mosquito repellent and long-sleeved shirts and long pants while outside. There are no vaccines to prevent, nor medications to treat SLEV. For more information click [here](#).

4 California has conducted SLEV testing since 1969. The last confirmed human cases of SLEV in OC were recorded in 1984 when five cases were reported, but neighboring counties have begun to see SLEV mosquito activity in recent years. Since 2015, the majority of cases seen nationally have been reported in California and Arizona. You can compare cases in California to other states [here](#).

5 The positive SLEV test in OC generated several reports in the media which you can see by clicking [OC Register](#), [KTLA Channel 5](#), [KCBS Channel 2](#) and [KABC Channel 7](#). If you have concerns that you or a loved one have been infected with SLEV, contact a health care provider for proper diagnosis.



Up to 450 attendees at inaugural OC Human Services Outreach Event.

met for networking with both County staff as well as their fellow providers and for learning how to do business with the County, and 81% said they would attend another outreach event.”

Maria said the face-to-face interactions assisted both the providers and the 18 County agencies or HCA Service areas represented. Among those agencies were the Social Services Agency, OC Community Resources, OC Sheriff’s Department, OC Probation, Registrar of Voters, County Executive Office and HCA’s Behavioral

Health, Correctional Health, Information Technology, Public Health and Regulatory/Medical Health Services divisions. “Our expectation now is County agencies will see the names of the providers who attended this event, now submitted during the solicitation/process for human service contracts or maybe even as subs to our prime human service providers,” said Maria.

For pictures of some of the HCA staff who took part in the outreach and to read some of the feedback from the event, click [here](#).



If you or someone you care about is a Veteran in Orange County (OC), then you should know there are Veterans and non-Veterans who are ready, willing and able to serve you if you face any challenge. That message was clearly delivered through the third annual “Veterans Conference” which involved several staff from the OC Health Care Agency (HCA).

The daylong conference identified opportunities for Vets and focused on ways to help them overcome any challenges they might face as they transition from military to civilian life. “This conference is a platform for collaboration in identifying and addressing key issues faced by Orange County Veterans,” said **Dr. Kevin Alexander**, Service Chief for [OC4Vets](#), who is a member of the planning committee for the conference. “We are striving to enhance how Veteran service agencies across the County of Orange provide support and collaborate in all areas to connect our Veterans with effective and life-changing assistance.”

Several Veterans, who are now serving other Vets in OC as peer mentors, therapists and college resource or care coordinators, took part as panelists during breakout sessions. The sessions included struggles some Vets deal with as they disengage both emotionally and psychologically from the military; how to maximize peer support for Vets; and how to help Vets become empowered, for example by enrolling in college to begin the next phase of their life. **Brian Batchelder**, Behavioral Health Clinician I and a Veteran himself, joined other professionals in supporting the conference

A Summit of SERVICES



1. Staff from OC Health Care Agency (HCA) along with the Veterans Administration, the OC Veteran and Military Family Collaborative (OCVMFC) and the community at the Veterans Conference. **2.** “More than 400 providers attended. That’s double the number from last year and it shows the commitment HCA and our partners have, in serving those who served us,” said Christina Weckerly Ramirez, Program Manager for OC4Vets. **3.** (Standing) Brian Batchelder, Behavioral Health Clinician, moderating panel on supporting military-connected college students in Orange County.

PERIODIC TABLE OF THE ELEMENTS															
[Detailed periodic table showing elements from Hydrogen (H) to Oganesson (Og)]															



FOR VETERANS

by moderating a panel on linking Veterans and other military-connected individuals to college. “The education-themed panel, particularly fitting in light of Santiago Canyon College’s hosting of the conference, explored the importance of helping Vets to identify and optimize the degree attainment, career development and personal enrichment opportunities available to them,” said Brian. “By bringing together educators, the panel raised awareness for attendees on how they might best engage, mentor and sustain Vets on campus, so they can flourish as college students - and in other aspects of life.”

“This annual conference really is the event for bringing together all those who serve OC’s Veterans and improving all that we do for Vets by sharing what works and what doesn’t,” said **Dr. Michael Mullard**, Behavioral Health Clinician II. “This was my first time participating as an organizer in this conference. What impressed me the most about the Veteran’s conference was the excellent collaboration between federal agencies, local government and private non-profits in the planning and preparation process. This collaborative effort brought a sense of unity and focus among all of the providers who realize the debt we owe to our Vets. By facilitating this gathering, we are doing all we can to help Vets enjoy their lives after their service ends.”

Participants were thanked for taking part by HCA Director **Richard Sanchez** who said the conference, “is a great opportunity for the leaders in mental health to talk to each other, to network and to collaborate on the resources that are available on the issue of mental health.”

Thank You Veterans

Americans honor Veterans in November and the OC Health Care Agency (HCA) says ‘Thank You’ to all the men and women in HCA who served, or who are serving, our country. There are many ways to support Veterans including the OC Employees Association’s 7th Annual Salute to Veterans Celebration. The event is Saturday, November 9 at the OC Fair & Event Center. The event and parking are free. For more information, including how you can help Veterans during the event, visit [here](#).

When it comes to honoring Veterans we also received insight from **Christina Weckerly Ramirez**, Program Manager for Behavioral Health Veterans Services. “In addition to recognizing our Veterans for their service,” said Christina, “remember the family members and loved ones of our veterans, those we call ‘military-connected.’ When a loved one is in the military, their service can affect the family as well, which is why we have developed so many services for military families, partners and children.”

Christina also offered some thoughts if you know or think an HCA colleague might be a Vet. “We have found that some of our Veteran co-workers feel comfortable in sharing their experiences while others do not. I try to be respectful and considerate when discussing their military experience and find a good way to start is to thank them for their service.”

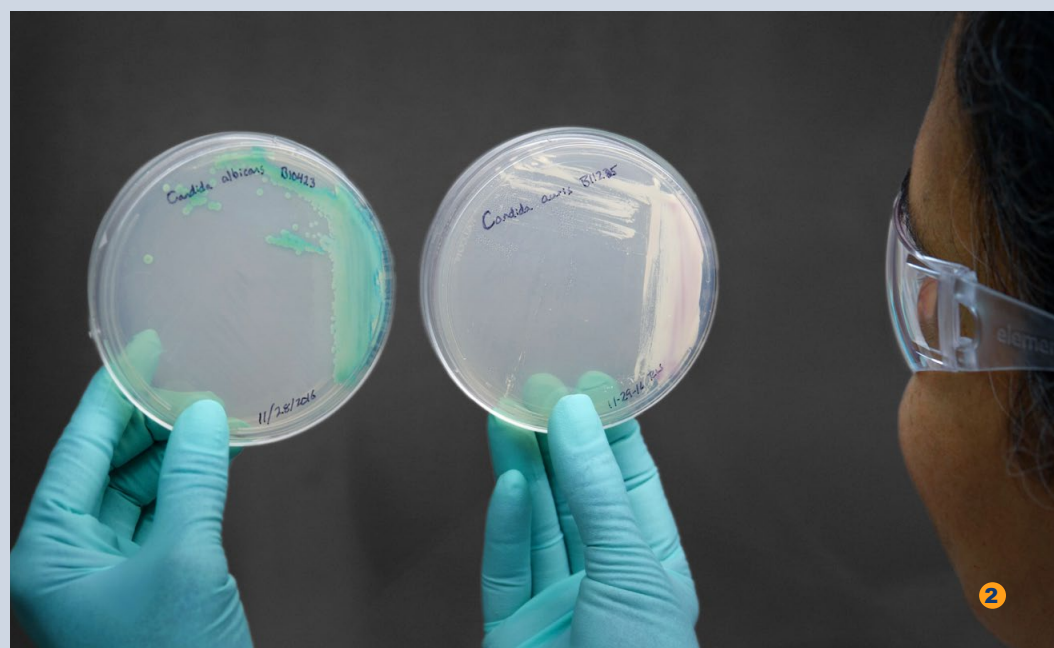
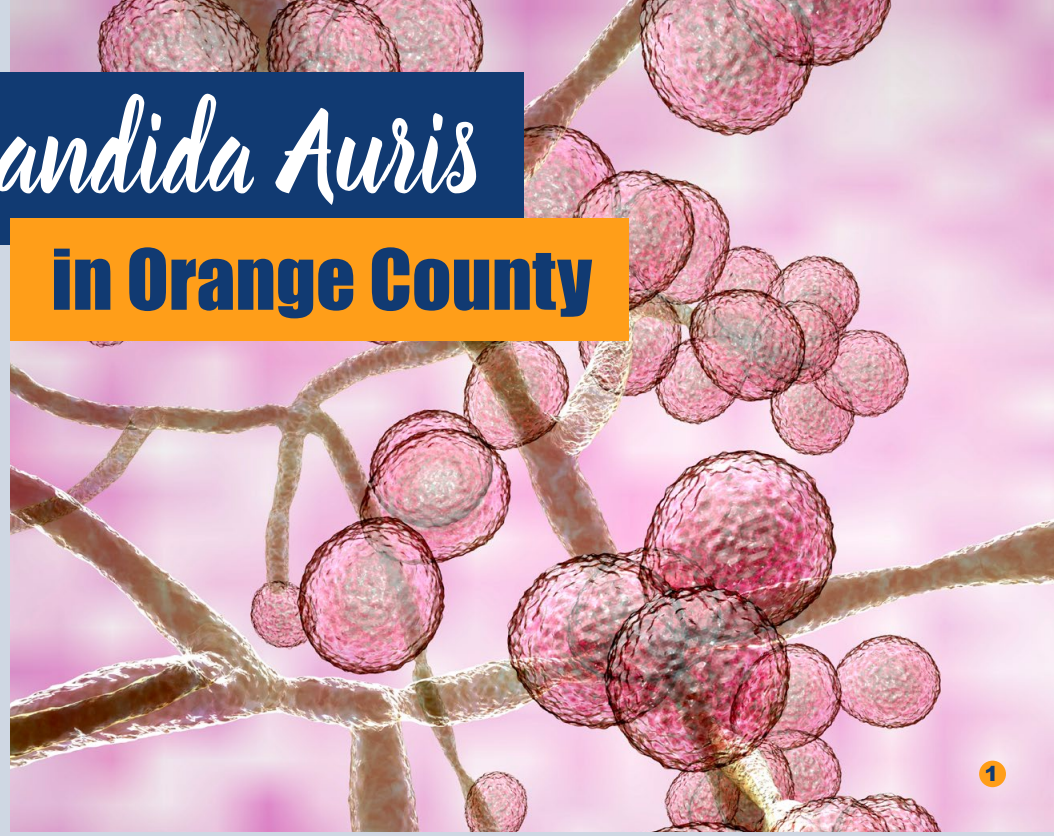
Containing *Candida Auris*

in Orange County

Staff in the OC Health Care Agency (HCA) Communicable Disease Control division presented how the HCA, along with the California Department of Public Health (CDPH) and Centers for Disease Control and Prevention (CDC), combined efforts to stop the spread of a potentially deadly fungus in Orange County (OC). The presentation was made during the premier conference for health care professionals in the US who work in the field of infectious diseases. The annual event is known as IDWeek, (Infectious Diseases Week); you can see a video about IDWeek [here](#).

In February a patient was diagnosed with *Candida auris* (*C. auris*), which the CDC describes as an emerging threat because: 1.) it's hard to identify with standard lab methods; 2.) it's often multidrug-resistant; and 3.) it's caused outbreaks in health care settings. You can read more from the CDC on *C. auris* [here](#). Read about the OC outbreak [here](#).

Representing the HCA's role in the presentation to the response was **Dr. Matthew Zahn**, Medical Director, Communicable Disease Control. HCA staff who were involved in the outbreak response included: **Dr.**



Michele Cheung, Medical Officer, Community and Nursing Services; **Joshua Jacobs**, Division Manager Communicable Disease Control; **Lydia Mikhail**, Public Health Laboratory Manager; **Kathleen O'Donnell**, Epidemiologist and **Douglas Schan**, Public Health Microbiologist.

"We are very appreciative of the help the CDPH and CDC gave us to contain this outbreak," said Dr. Zahn. "We (HCA, CDPH and CDC), were able to contain the outbreak thanks to early detection, a rapid county-wide investigation and the inpatient support from the facilities involved." Dr. Zahn said investigators tracked

C. auris to 9 facilities. “CDPH staff have been out to all the facilities involved in the investigation and have provided infection control guidance to reduce the risk of *C. auris* spreading to these facilities. We believe the risk of *C. auris* spread in these facilities will be reduced if they follow appropriate procedures.”

As for going forward, Dr. Zahn said, “*C. auris* is just one of many antibiotic resistant infections seen in hospitals and nursing homes in Orange County and around the country. The HCA has placed particular emphasis on *C. auris* because it was recently identified for the first time here, and we are working very hard to prevent its spread; however, many other antibiotic resistant germs, and other bacteria can be present and also pose a significant risk of spreading and causing disease. All health care facilities have to be aware of the risk posed by these antibiotic resistant germs and practice good infection control precautions. Additionally, medical providers and patients have to recognize that avoiding antibiotic overuse (by not treating viral infections with antibiotics, for example) is critical to preventing development and spread of these antibiotic-resistant germs.”

1 and 2. *Candida auris* fungus (magnified). Courtesy Centers for Disease Control and Prevention.

Peer-to-Peer

continued from page 1

Services and was shortly hired on by Children and Youth Services in the Youth and Family Resource Center program. Nancy said those early experiences instilled in her lessons that she carries with her. “It was there where I realized the impact that the County services have on people’s lives.” And understanding that personal impact has been a foundation and motivation in her career, “I started this position seven years ago with marginal knowledge of data systems and analysis. Not only that, but initially our programs wanted nothing to do with our work. That’s all changed and everyone realizes the importance of the information. I am proud that over the years I have taken this opportunity to expand that knowledge base and to improve my analytical skills as well. This on-the-job training is continuous and I plan to continue learning and growing in this role.”

She supports the Crisis Programs, (Crisis Assessment Team, Crisis Residential, In Home Crisis Stabilization and Crisis Stabilization Unit) in the areas of data collection, analysis and reporting. “I enjoy the collaboration I have with the programs and the program managers. This collaboration is essential in my position because it helps me identify the scope of the project and outcome measures that will assist them in better serving the community. I also love that every day brings a new challenge.” She said one of the biggest challenges is making sure County programs and providers understand how the numbers can be used to reach their common goals, “By utilizing the data, I can identify trend patterns that will help reflect program effectiveness and provide program managers with the information they need to create impactful changes. I am proud to have an impact on the services that County programs provide to our community through this work.”

When she’s not analyzing the data, the Orange County native said she loves hiking and exploring new places with her husband. Arizona has been a popular destination now that two of their three children attend college there. Being able to combine work with family has been the best part of working for the County of Orange said Nancy, “I’ve stayed here so long and worked hard, because the County has always let me be a mother and have a career. We have high standards at the HCA, but we have the flexibility to take care of a sick child or take time to be at a milestone event in a child’s life. This career has given me so much and I admire the program managers and people I work with and work for.”

Walking for a **PURPOSE**

Walking to school is fun, it encourages safety and walking is good for learning. Those were just some of the many messages that were delivered with each step that was taken around Orange County (OC) during Walk to School Day. “The event is held on the first Wednesday of October and one of the goals is to encourage students to walk or ride a bike to school year round,” said **Maria Minaglia**, Health Educator with the OC Health Care Agency (HCA) Public Health Services Injury Prevention Program (IPP). “The adults and students are reminded of the simple joy of walking or bicycling to school and for many, it’s the start of walking and bicycling all year long!”

Maria was heavily involved in planning for the event along with **Megan Beard**, Safe Routes to School Coordinator, **Kelly Soemantoro**, Program Supervisor IPP, and **Dr. Tamarra Jones**, Division Manager, Health Promotion and Community Planning Division. Maria said it was clear that Walk to School 2019 was a success, “Thousands of students arrived to school energized and ready to learn. This year, the HCA Injury Prevention Program worked with about 125 Orange County schools to kick-start healthy habits for better health.”

“In addition to walking, those habits include eating well,” said Tamarra, who along with Megan and Kelly, joined students, teachers and public officials during the Walk to School event at Lincoln Elementary School in Santa Ana. “The Walk to School event was an opportunity to witness firsthand the excitement and enthusiasm of children engaged in healthy activities. The event promoted walking, physical activity, safety and nutrition.”



Get to Know Custodian of Records

Did you know that the OC Health Care Agency (HCA) received nearly 3,000 medical records requests and processed over 450,000 pages of medical records in Fiscal Year (FY) 2018-19? The HCA also received over 500 subpoenas and court orders and almost 100 public records requests for non-medical records during the same period.

So who handles all of these requests and how does the process work? The HCA Custodian of Records Office (COR) coordinates each request by working closely with the appropriate service area. “Think of the records request process as a relay race, where records are represented by the baton,” said **David Kim**, who returned to



Custodian of Records Office, 200 W. Santa Ana Blvd., Santa Ana.
Entrance on Sycamore Street near 5th Street.



Staff from Health Promotion and Nutrition Services did an outstanding job coordinating and participating in the event.”

To learn more about Walk to School Day, check out this [video](#), or visit us online [here](#).

1. Students at temporary crosswalk, Lincoln Elementary School, Santa Ana.
2. (L-to-R): Kelly Soemantoro, Tamarra Jones, Megan Beard, with McGruff the Crime Dog and staff from Latino Health Access serving as ‘safety cones.’
3. Students created banners for their Walk to School Day.



the HCA in February of this year as the COR Program Manager. He started his career with the HCA in 2004 before going to OC Community Resources in 2008, where he handled public records requests, compliance and Agenda Staff Reports.

When a client is seen by one of our service areas, records are created. Service area staff maintains and stores records in their appropriate locations. “Once a records request or court order comes in, we notify the appropriate service area who ‘passes’ the records to COR. COR reviews them, then ‘passes’ them to the requestors,” said David. “This process plays an important role in various areas, such as

... continued on page 16



Custodian of Records (COR) ‘yacht.’ COR has an ‘all-hands on deck’ philosophy for serving HCA staff and clients.



For Health



Try something different this Thanksgiving! Sweet potatoes are a common vegetable served during this time of the year. These sweet tasting, deep orange root vegetables can be used as a hearty side dish, and as an ingredient in everything from soups and stews to pies and other desserts. This colorful vegetable is high in Vitamin A and C and offers some pretty impressive health perks to help improve your immunity, blood pressure and more.

Try making this soup for your family and friends this season!

SWEET POTATO AND APPLE SOUP

Makes: 4 Servings

Ingredients:

- 1 tablespoon Butter, Coconut oil or Olive oil
- 1 Small onion, chopped
- 1 Garlic Clove, minced
- 1 Granny Smith apple peeled, cored and chopped
- 1 Large sweet potato, peeled and cut into 1/2 inch pieces
- 1/4 teaspoon Ginger powder
- 1/4 teaspoon Black pepper
- 1/8 teaspoon Cayenne pepper to taste
- 1 1/4 cups Water
- 1 1/2 cups Vegetable broth
- Salt to taste

Storage Tips:

Double this recipe to make it for a crowd or to freeze some for later.

Directions:

1. Melt butter in a large stockpot over medium heat.
2. Add onion and garlic and cook until golden.
3. Add chopped apple and sweet potato, ginger powder, cayenne pepper (if using), black pepper, stock and water. Bring to a boil.
4. Reduce heat to low and simmer until the sweet potatoes are soft, about 1 hour.
5. Add salt to taste and adjust the seasonings.
6. Ladle into bowls as is, or pour soup into a blender and purée until smooth.

Chef Tips:

If you don't have a blender, just peel the apples and sweet potatoes before cooking. Then mash everything up with a masher or large spoon after it's done.

Nutrition Facts	
4 Servings per container	
Serving size	1 cup
Amount Per Serving	
Calories	153
	% Daily Value
Total Fat 4g	5%
Saturated Fat 1g	5%
Trans Fat 0g	
Sodium 130mg	6%
Total Carbohydrate 26g	9%
Dietary Fiber 4g	14%
Total Sugars 0g	
Includes 0g Added Sugars	0%
Protein 4g	8%
<small>Not a significant source of cholesterol vitamin D, calcium, iron, and potassium</small>	
<small>*The % Daily Value (DV) Tells you how much a nutrient in a serving of food contributes to a daily diet. 2,000 calories a day is used for general nutrition advice.</small>	

Leveraging Your Benefits



Spending for the Holidays

“Is it rude to re-gift?” That’s a great question with the holiday season upon us, as well as birthdays and other celebrations year-round. The answer to the question, from a recent Aetna Resources for Living webinar, came back as “If you’re going to re-gift, customize the gift by adding personal touches you know the recipient would enjoy. And obviously don’t re-gift it to the person who gave the present to you.” The webinar focused on budgeting your spending during the holidays and what to consider as gifts. (Giving cash and gift cards are good for teens, co-workers and someone who might need the extra help. But use your judgement about giving money, and if you do gift anything with a cash value, jazz up the gift so it will come across as a little more thoughtful and personal.)

Aetna has a variety of resources which you can find through: www.ocgov.com/gov/hr/eb/eap. When you visit the Aetna website, you’ll be automatically routed with the username and password included. On Aetna’s website, there’s a quick link on the right called ‘Fitness Discounts.’ That takes you to a page which has savings on vehicles, shopping, travel, insurance and entertainment and more. Hope this provides a useful tool for any gift or shopping needs.

Reminder: If you haven’t selected your benefits for next year, you have until Friday, November 15 to make your selections. You can access the County of Orange, iElect system at: <https://countyoforange.ielect.com>.

If you have questions about enrollment, there are benefit specialists available Monday-Friday from 5 a.m. until 8 p.m. They can be reached at (800) 858-7266.

Information in “Leveraging Your Benefits” is to make you aware of benefits available to you as a County of Orange employee. This is not an endorsement of any program.



The screenshot shows the Aetna website interface. At the top left is the Aetna logo with the tagline "Aetna Resources For Living™". To the right, it says "Real solutions for real life" and "1-800-221-0945 Confidential services 24 hours a day, 7 days a week". Below this is a search bar with "Enter keywords: Enter a search term" and "Search" button, followed by "How to search" and "Logout". A navigation menu includes "Family", "Health", "Life", "Workplace", "Benefits", and "What's New". The main content area features a banner with a skeleton and children, with text: "Welcome County of Orange", "Get tips to help students of all ages, search for schools and more", and "Visit the education section". On the right side, there are links for "Discount Center", "Webinars", and "Quick Links" which includes "Mental Wellbeing", "Mental Health Awareness", "Self Improvement", "Stress Management", "Depression Resources", "Child Care Search", "Elder Care Search", "Disaster Resources", "Fitness & Nutrition", "Fitness Discounts", "Self Assessments", "e-Thoughts", and "Video Resources". At the bottom left of the screenshot, it says "Current Features".

medical treatment of patients, court proceedings, and the public's right to access records.”

If you'd like to learn more about COR, visit them at their new location at 200 W. Santa Ana Boulevard, Suite 180, in Santa Ana. The entrance is off of Sycamore Street. You can also contact any one of the COR team in addition to David – **Adrienne Billiter**, Program Supervisor II; **Jovita Gonzalez**, Staff Specialist; **Letty Macias**, Staff Specialist; **Stella Rodarte** Staff Specialist; or **Jose Santos**, Office Technician.

COR-terly Tips

(Look for quarterly tips from COR to better serve HCA staff and clients.)

The HCA provides wonderful services that impact the community as a whole and each individual within the community. So it's easy to understand why we have so many records. Here are 3 simple rules that will make managing your records easier.

1. Put records where they belong (for example, file drawers, the electronic health record, sharefolder, etc.).
2. Label records so they're easy to identify.
3. Keep or purge records according to the retention schedule.

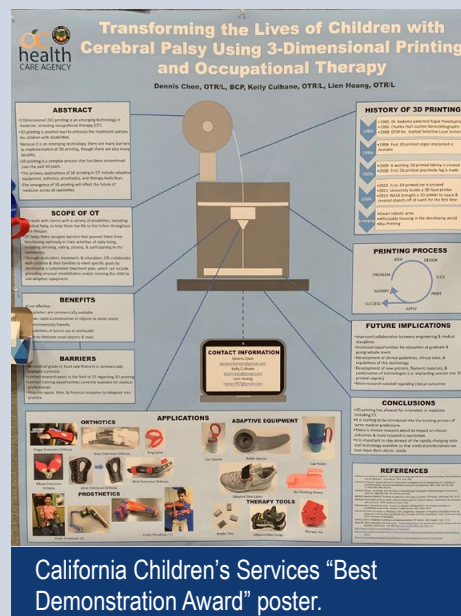
If you're unsure, ask your supervisor or refer to the appropriate policy & procedure.

we can provide the best care and most inclusion as possible.”

The CCS MTP program provides medically-based occupational and physical therapy for children ages 0-21. Diagnoses include cerebral palsy, spina bifida, muscle

diseases, and other orthopedic and neurological conditions. Lien, Dennis and **Kelly Culhane**, OT II have been integrating 3D printing, including the fabrication of adaptive devices, therapy tools, orthotics, and prosthetics to allow children with disabilities to better access their daily activities and environment. “At times, a child's needs are so specific that a custom device is warranted,” said Kelly. “3D printing is a tool that allows therapists to meet those individual needs.”

For more on the conference click [here](#).



California Children's Services "Best Demonstration Award" poster.

MISSION

In partnership with the community, protect and promote the health and safety of individuals and families in Orange County through:

- Assessment and planning
- Prevention and education
- Treatment and care

Connect with Us

The **What's Up** newsletter is created and distributed monthly by HCA Communications. Please call (714) 834-2178 with any suggestions or comments.