



DIRECTOR'S MESSAGE

Happy New Year! For many of us, this is a time to think about the future and make resolutions. I'd like to take this opportunity to do just the opposite – reflect back on the many notable accomplishments we achieved together last year.

We've created the **2016 Health Care Agency Accomplishments** brochure to share a list of some of our truly remarkable milestones and to thank you, as well as our community providers and collaborative partners, for the ongoing support in protecting and promoting the health and safety of individuals and families throughout Orange County.

Please take a moment to click the image below to learn about more than 25 ways your work has impacted and improved the wellbeing of those we serve.

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IN THE SPOTLIGHT

Highlighting the People and Programs Serving our Mission

Dr. Eric Handler Named One of OC's 100 Most Influential People of 2016

Dr. Eric Handler

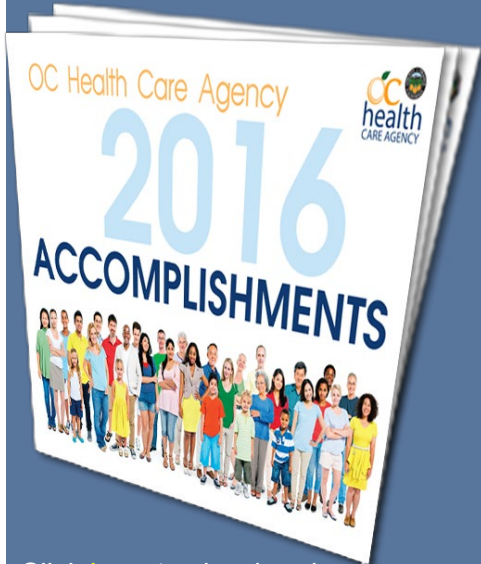
Our County Public Health Officer and Waste Not OC Coalition co-founder **Dr. Eric Handler** has been named one of Orange County's 100 most influential people of 2016 by the Orange County Register.

As reporter Courtney Perkes writes [here](#), "Many counties are interested in replicating the Waste Not OC program, which uses County health inspectors who already visit food establishments to inform owners that federal law protects them from liability when donating excess food. The effort also helps businesses comply with state efforts to drastically reduce the amount of organic material going to landfills. In 2016, the National Association of County and City Health Officials gave the program its model practice award."

The Waste Not OC Coalition was envisioned several years ago by Dr. Handler and [OC Food Bank](#) Manager Mark Lowery. Since its inception in 2012, Waste Not OC has recovered 350.5 tons of extra food from local businesses that would have otherwise been thrown away and transformed the surplus into 577,143 meals for residents

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Director's Message
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Click [here](#) to view brochure.

I look forward to continuing to work together for a healthier tomorrow in 2017 and beyond.

Mark Refowitz

Director, Health Care Agency



Dr. Eric Handler Named One of OC's 100 Most Influential People of 2016
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in need. Visit www.wastenotoc.org to learn more.

Congratulations Dr. Handler, and thanks for all you do!

The Waste Not OC Coalition

More Waste Not OC news...

The Waste Not OC Coalition recently formed a partnership with St. Joseph Hospital to address food insecurity in Orange County by collecting unused wholesome food and directing it to local food pantries for donation that same day. Read the OC Register article [here](#).



St. Joseph joins Waste Not OC's growing list of hospital partners that include Children's Hospital of Orange County (CHOC), St. Jude Hospital and the Kaiser System. These unique hospital partnerships allow doctors to identify patients who may be at risk of hunger and link them directly to several of Waste Not OC's participating food pantries.

“The partnership with St. Joseph Hospital was established early on with the support of CEO Steven Moreau and they've continued to be an active participant in our campaign to ensure that Orange County residents don't go hungry. St. Joseph Hospital joins our growing list of partners like CHOC who has screened over 50,000 families who may be in need of food.”

– Dr. Eric Handler,
Orange County Public Health Officer



Veronica Ramirez-Bartoli Honored for Advancing Work of Promotores

Congratulations to **Veronica Ramirez-Bartoli**, Health Educator from HCA’s Health Promotion Division, on being selected as a 2016 [Visión y Compromiso](#) Corazon Awardee for her remarkable dedication to educating promotores and advancing their work in Orange County.

Veronica provides specialized health training to promotores (who are also known as community health promoters) that serve as frontline public

health workers within their communities. These trainings often include topics such as obesity and chronic disease prevention, physical activity and nutrition, breast cancer awareness, alcohol and drug use prevention, and information on how to access health programs and service providers.

“**As health educators, we have a responsibility to help others find the resources and information they need to live a healthier life, and we do that in many different ways. I have chosen to work with health promoters because when we help advance the work they do diligently in their communities, we help to advance the health and well-being of our community, and that is very meaningful to me.**”

– Veronica Ramirez-Bartoli,
Health Educator,
Health Promotion Division

Who are Promotores?

Promotores de Salud are trusted members of their communities who love to help and serve as a resource to others. They are the community; they share the same culture; understand the family dynamics, assets and barriers; they speak the same language and deeply relate to the folks they serve. To learn more, please click [here](#).



Nutrition Education Program Receives Honors for Outreach Efforts

Public Health Services' Nutrition Education and Obesity Prevention (NEOP) program received national and state recognition for the important work they do educating low-income residents on how to make healthy food choices and lead physically active lives.

NEOP received national recognition from the United States Department of Agriculture and statewide accolades from the California Department of Public Health (CDPH) for the "Best Federal Fiscal Year 2017-2019 Integrated Work Plan." Through aligning with the [Orange County Health Improvement Plan 2014-16](#), NEOP's work plan aims to increase the proportion of residents who are in a healthy weight category.

"The Orange County NEOP team has consistently demonstrated a cohesive, well-rounded approach," said **Jenna Sarin**, Family Health Division Manager. "The team strives to align activities with Public Health initiatives as they continue to measure progress within the community."

In addition to the broad CDPH recognition, CDPH's NEOP branch presented HCA's NEOP program with the "Excellence in Evaluation" Award to recognize their evaluation programs (nutrition interventions specifically). These interventions include direct nutrition education with residents that are then evaluated by staff to see if residents implement healthier habits from what they've learned. Last year, more than 50 evaluation programs were conducted throughout the community that help guide HCA's current NEOP efforts.

Congratulations to HCA's NEOP team for empowering low-income residents to be champions of change for themselves, families and the community they live in. To learn more about the NEOP program, click [here](#).

5 Things You Need to Know About the Whole Person Care Pilot

- 1 This past October, the County of Orange was approved through the California Department of Health Care Services for a five-year project to implement the Whole Person Care (WPC) Pilot program, which is designed to ensure a more holistic approach to targeting the impacts of homelessness, and promoting mental and physical wellness. Read more about the program in a recent [Orange County Register article](#).
- 2 The County is pledging to contribute local funds of \$2.35 million dollars annually over five years from Mental Health Services Act dollars and tobacco-settlement funds and will receive a match in federal dollars, with total spending reaching \$23.5 million over the course of the program.
- 3 The Whole Person Care program aims to reduce the nearly 6,000 homeless patients that frequented Orange County emergency rooms in 2015 by coordinating medical, behavioral health and social service programs to meet the individual needs of these high risk Medi-Cal members.
- 4 The Pilot program includes WPC Connect, which would alert participating entities when a patient experiencing homelessness enters an emergency room. Upon notification of a non-urgent situation, the County's community partners would connect the individual to recuperative care or other supportive services.
- 5 Spearheaded by Strategic Projects Manager **Melissa Tober**, HCA will be convening a WPC Steering Committee to discuss program implementation.

Champion Moms Strive to Be Better

More moms in Orange County are becoming *Champions for Change* who encourage their families and community to eat healthy, be physically active and make lifestyle changes to prevent chronic disease.

The theme “*Be Better* where we eat, live, work, learn, work, play and shop,” became the focus of a workshop that encouraged moms to continue taking small steps to make healthy changes. Deputy Public Health Officer **Dr. Helene Calvet** recognized 12 new Champion Moms for their commitment and efforts to give their families and communities healthier, happier lives.

“It’s awe-inspiring to see the enthusiasm and passion these women have for this important work. In public health, we cannot do this work alone, but need the assistance of people like the Champion Moms to

make real change in the community,” said Dr. Calvet.

During the event, attendees had the opportunity to learn how to:

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Champion Moms Strove to Be Better

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- **Nourish Better:** Champion Mom Norma shared how the [CalFresh](#) program helped her family when the loss of employment changed their household income.
- **Play Better:** Padres en Accion partners demonstrated fun ways to keep children moving.
- **Prepare Foods Better:** Santa Ana Unified School District Food Service representatives showed how to cut back on salt without losing flavor by preparing a winning recipe from the “Cooking Up Change” contest.
- **Make Community Changes Better:** The [OC Food Access](#) coalition and Champion Mom Ana Lety shared how the Resident Leadership Academy can provide individuals with the skills needed to make changes in the community.

Since 2008, HCA and its partners have been working together to recognize outstanding parents for being role models and leaders in their low-income neighborhoods. Thanks to the Parents for Healthy Neighborhoods workgroup, 90 Champion Moms from 16 cities throughout Orange County have been recognized and engaged in the battle to prevent obesity. For more information about OC Champion Moms, email Anna Luciano at aluciano@ochca.com or click [here](#) to learn more about the statewide Champions for Change campaign.

“Cooking Up Change” Winning Recipe

Moroccan Salad

Serves 4

Ingredients:

- ½ cup – red onion
- 1⅓ cups – white vinegar
- 2 cups – carrots, shredded
- 12 oz. – 100% orange juice
- 2 tsp. – cumin seed
- 1 tsp. – cinnamon
- 1 cup – garbanzo beans, canned
- 2½ tbsp. – canola oil
- 2 tsp. – cayenne pepper
- 2 cups – spinach, fresh

Directions:

1. Preheat oven to 350°. Slice red onions and place into bowl to pickle in vinegar; set aside.
2. In saucepan, place carrots, orange juice, 1 tsp. cumin and cinnamon; simmer for 7 minutes to absorb juices. Remove from heat, let cool and chill.
3. In a bowl, mix garbanzo beans with remaining cumin, oil and cayenne. Place on sheet pan and bake for 15 minutes.
4. Chop spinach then toss with carrots and onions. Top salad with garbanzo beans.
5. Serve and enjoy!



New IT Desktop Icon Helps You Manage Time More Efficiently

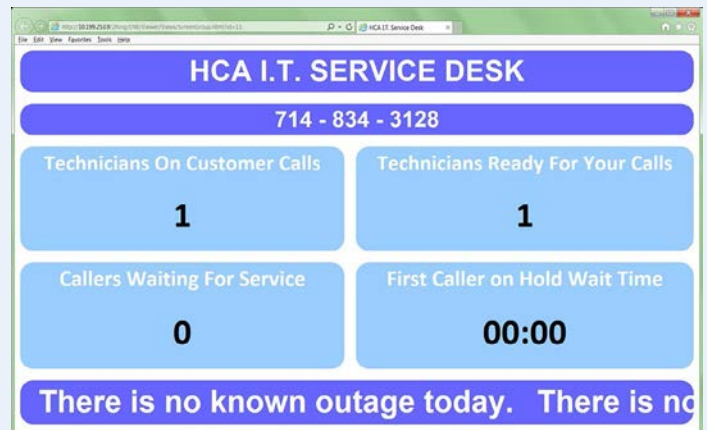


Have you noticed a new HCA Information Technology (IT) icon on your desktop? A Service Desk Reader Board icon that now lives on all HCA computers aims to help you manage your busy schedules when calling IT for computer assistance.

With just six technicians who receive an average of 3,000 service calls per month, it can be tricky to find the best time to call and expect to speak to a live person. To help you plan your time accordingly, this customer-focused icon displays Service Desk details in real-time and includes valuable information like current wait times, how many technicians are available to take your call and the number of people in line waiting to speak to a tech.

The new icon is a great tool when it comes to

determining whether or not to place a service desk call immediately or wait until you're back from a meeting. It also displays current computer-related service outages to save you time from having to call or email the Service Desk to file a report. For more information, call the IT Service Desk at (714) 834-3128 or email ServiceDesk@ochca.com.



Save the Dates!

Please save the dates for the following upcoming Health Care Agency events to be held at the Hall of Administration in Santa Ana:

- February 8, 2017 – Labor Management Committee Steve Ambriz Awards Ceremony, 2 p.m.
- March 9, 2017 – 2017 Annual Employee Recognition, 2 p.m.



Suggestion Box

Since the virtual employee Suggestion Box program launched October 2016, we've had a remarkable response with many thoughtful and insightful comments received thus far. Be sure to keep an eye out for feedback regarding these comments in the coming weeks. In the meantime, please continue to drop us a line and tell us what's up! Click [here](#) to send the Director's Office a question, comment or suggestion.



Volunteer to Help End Homelessness

Ending homelessness in Orange County begins with understanding the people living this experience so that we can better determine ways to serve them. A Point-in-Time count and survey taking place on Saturday, January 28, 2017 aims to do just that.

To reach people living without a home countywide, an estimated 1,500 volunteers are needed to assist [211 OC](#) on the day of the count. You can help by donating your time to one of the following volunteer groups:

- **Field Team:** Identify and count homeless individuals in predetermined, mapped areas

- **Support Crew:** Work at deployment centers to support field teams

Results from the Point-in-Time count will provide vital information to help shape the County's approach to ending homelessness. All volunteers are required to participate in a mandatory training prior to the count. For more information, please call (714) 288-4007 or visit www.pointintimeoc.org.



Let's Make Sure Everyone Counts!



JANUARY Health Observances

- [Cervical Cancer Awareness Month](#)
- [National Birth Defects Prevention Month](#)
- [National Folic Acid Awareness Week](#) ..8-14
- [Healthy Weight Week](#) 16-20
- [National Drug & Alcohol Fact Week](#)..... 23-29



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 the team listed below. Please call (714) 834-2178 with any suggestions or comments.

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Welcome to

Uplift

a feature designed to bring each edition of our newsletter to a close with something that inspires you.

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“On our trip to Maui, my fiancé said she had never seen turtles, so we went to a location where they’ve been known to feed. We sat and watched turtles swimming, occasionally bobbing their heads above water as they floated in and out with the tide, some landing on the rocks. We thought about how long they have been around and what struggles they had to make it this far. They are truly amazing creatures.”

– **Mitch Cherness**, Program Manager II, Adult and Older Adult Behavioral Health Residential Services

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“Sunrise at Olinda Alpha Landfill in the City of Brea – Beauty can be found in all places if you look close enough.”

– **James Strozier**, Hazardous Materials Specialist III, Environmental Health

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“Behavioral Health Services hosted a holiday ‘Shoe Tree’ drive to collect shoes and socks for donation to The Courtyard to help some of the most vulnerable individuals who struggle with a variety of issues at the same time. If having a pair of clean shoes and socks would make a difference in the life of another human being, it’s a great time to get involved and participate in someone’s recovery and transition to permanent housing.”

– **Jason Austin**, Program Manager II, Behavioral Health Navigation

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“My son, Gavyn Yamaki (age 3) is pictured at Irvine Regional Park’s Kids Fishing Clinic. Fishing has so much to offer. It teaches patience, survival skills, conservation and best of all – a love for nature. It really puts the Chinese proverb into perspective: Give a man a fish and you feed him for a day. Teach a man to fish and you feed him for a lifetime.”

– **Jessica Gardea**, Property Officer/Staff Specialist, Purchasing Services

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“The Huntington Beach Pier on our way back home from a family bike tour. Take a moment to enjoy life’s simple pleasures with your friends and family.”

– **Kevin Do**, Registered Environmental Health Specialist II, Environmental Health



What inspires you? Would you like to share a motivational quotation, photograph you’ve taken of something beautiful – even a fitness tip or healthy recipe – with Uplift for consideration? If so, send it via email to tlandquist@ochca.com, and please be sure to include your job title, division name, and a sentence or two about why it moves you. Please know that not all submissions will be used; decisions are at the discretion of HCA Communications.