

## Director's Message

The workplace is more than just a workplace. It's a place where real friendships are formed as the days become years and we tackle all the challenges life has to offer, both personally and professionally, alongside one another.

I share the bittersweet news with you that my friend, Mary Hale, our Director of Behavioral Health Services, retired from the Health Care Agency (HCA) last Friday. While I'm happy for Mary and excited for the wonderful opportunities that retirement holds, I will truly miss the energy, experience and expertise that she brought to the HCA team for 28 years.

*... continued on page 2*



## Peer-to-Peer

### Patience and Collaboration Key Ingredients in Developing New Incubator Kitchen Procedures

“Having the patience needed to hear when someone is ready to move, to change, to stop, to start” is how March [Peer-to-Peer](#) winner **John Ralls**, Supervising Environmental Health Specialist, Regulatory/Medical Health Services (RMS) has approached the task of developing new Environment Health procedures in response to evolving food businesses.

John began his career as a field inspector 31 years ago managing a challenging territory. He quickly learned that fostering a nurturing and

welcoming relationship with his food retailers resulted in more successful restaurants and inspection outcomes. Concentrating on active listening enhanced John's ability to understand restaurants' needs from their point of view and diminished the sometimes fear-based relationship between inspector and licensee.

Today, John works closely with the [4th Street Market](#) in Santa Ana, which houses several stand-alone, health department-certified spaces including 24-hour available-

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### FEATURED ARTICLES

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## Director's Message

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As I'm sure so many of you can attest to, Mary has been a strong, results-oriented leader whose integrity and passion for improving the mental health and well-being of our clients has been an inspiration.

More information is to come on efforts to fill the position; for now, I hope you will join me in thanking Mary for her contributions to HCA and the County of Orange, and extend your congratulations and best wishes in all her future endeavors.

And Mary isn't the only colleague to retire from HCA over the past few months.

If you've wondered why it seems like so many folks are retiring here at HCA lately, you're on to something. According to our Human Resource Services team, HCA had 50 retirements from January 1 through March 26, 2018 (with 7 to 38 years of service, each).

So what's going on? Fair question.

While March 20<sup>th</sup> brought the first day of Spring, March 31<sup>st</sup> was the last day our employees could work and take advantage of a 3% Cost-of-Living Adjustment (COLA) in retirement. In the early part of every calendar year, the [Orange County Employees Retirement System's](#) Board of Retirement sets the COLA for that year based on the Consumer Price Index (CPI). The CPI is a measure of the average change over time in the prices paid by urban consumers for consumer goods and services like food, housing, apparel, transportation, medical care and education. 3% is the highest COLA set by OCERs since 2010 (read more [here](#)), and was definitely an important financial consideration for many of our colleagues who were on the fence about retiring this year.

While it's best to consult with a Retirement Benefits Specialist since factors like birth date and age are also important in choosing a retirement date, we can certainly appreciate the COLA factor. Keep an eye on [www.ocgov.com/jobs](http://www.ocgov.com/jobs) for recruitments, as this maybe an opportunity for you to participate in a competitive recruitment process to advance in your careers here.

Sincerely,



Richard Sanchez, Director



Members from China's Food and Drug Administration (FDA) visited HCA's Environmental Health division on January 30 to participate in an open dialogue with Food Inspectors to compare food safety programs and learn first-hand about our inspection mechanism for food facilities and distribution chains.

A group of 15 FDA representatives listened to an overview provided





# Chinese Delegation Visits Environmental Health



“ This unique opportunity to discuss and compare China’s food safety program with ours was well received and provided many insights. It was also a great way to kick-off the Chinese New Year! ”

– Liza Frias, Environmental Health Director

by **Jenafer Forester**, Registered Environmental Health Specialist (REHS), Illness Prevention and Response Program Supervisor and **Kevin Do**, REHS, Lead Inspector for the Mobile Food and Temporary Food Facility program, about food-borne illness as well as response and measures adopted to encourage compliance and maintain standards for food safety, such as the annual [Award of Excellence](#) certifi-

cate program for food facilities.

Examples of technology and tools were also showcased by visiting the Food Safety program [website](#) to show attendees an online inspection report for the restaurant they ate lunch at and to also view the [Retail Food Program Inspection Guide](#). Comparisons made by the delegation included the number of China’s food inspectors and their

respective inventories with various types of food facilities.

To learn more about the Environmental Health Food Safety program, visit [www.ocfoodinfo.com](http://www.ocfoodinfo.com).

❶ A representative from China’s FDA asks EHS staff Jenafer Forester and Kevin Do questions about Orange County’s food safety programs. ❷ Jenafer Forester provides an overview about Orange County’s Retail and Wholesale Food sections to members of the China FDA.



# HCA Assists with Temporary Expansion of Bridges at Kraemer Place

Emergency Medical Services (EMS) quickly sprang into action on February 20 when the request to help temporarily expand [Bridges at Kraemer Place](#) to accommodate more arrivals from the Santa Ana Riverbed came in. Read the press release [here](#).

Within two hours of the call, a team from EMS were en route to Anaheim with supplies including a [Western Shelter](#) (rapidly deployable, heavy duty shelter that offers many benefits of permanent structures), 100 military style cots, and a generator with provisions to power a heating, ventilation and air conditioning (HVAC) unit for the shelter.

The HCA deployment team participated in just-in-time training (on-demand training that can be

accessed when the learner needs it) that included viewing a 'how-to' video on setting up the Western Shelter Gatekeeper 1935, and learning from the expertise of **Dr. Mark Chew**, EMS Chief Pharmacist, who has real-world experience working with this specific shelter.

Upon arrival, the team went into action to assemble and set-up the shelter, HVAC system, lighting, cots, and equip the inside of the tent with privacy partitions and pet crates to



accommodate the needs of individuals transitioning from the riverbed.

“It was great to see our team respond and quickly deliver upon the request to build and set-up the Western Shelter,” said **Steve Thronson**, Regulatory/Medical Health Services Deputy Agency Director. “This tremendous feat was all completed in under two hours!”

The increase in capacity at Bridges at Kraemer Place in Anaheim is one the provisions of a stipulation







reached in federal court February 14 between the County and attorneys representing individuals experiencing homelessness at the Santa Ana Riverbed. The Orange County Board of Supervisors approved the action during a special Board meeting on February 15.

“We are seeing departments go above and beyond to respond to this project and the Health Care Agency is leading this charge,” said **Cymantha Atkinson**, OC Commu-

nity Resources Deputy Agency Director. “Thanks for helping us out so we can provide needed beds and support to the clients we are all working to serve.”

Bridges at Kraemer Place is a referral-based facility that offers onsite services, meals, laundry, restrooms and showers. Clients at the shelter engage in onsite assessments to connect to employment and housing services. To learn more, click [here](#).

## Thank you to the following Health Care Agency staff who assisted on February 20:

- **Dr. Mark Chew\***, EMS  
Chief Pharmacist
- **Mike Chiles\***, EMS  
Communications  
Coordinator
- **Tammi McConnell**,  
Division Manager/EMS  
Administrator
- **Justin Newton\***, EMS  
Specialist
- **Steve Noriega\***, EMS  
Health Strategic Operations  
Center Supervisor
- **Steve Thronson**,  
Regulatory/Medical Health  
Services Deputy Agency  
Director
- **Alfredo Valle\***, EMS  
Storekeeper

***\*HCA Deployment Team***



# WASTE NOT OC'S

## Food Recovery Program Recognized by Governor's Office

The Governor's Office of Planning and Research (OPR) recognized the [Waste Not OC Coalition](#) (WNOC) during the state's [Food Waste Prevention Week](#) (March 5-9) as a food recovery program in Orange County that aims to reduce waste and ensure food is recovered for those in need. Learn more [here](#).

In Orange County, one in six children face food insecurity and 15% of children are in poverty. The goal of WNOC is a simple one – reduce food waste through the donation of wholesome surplus food from food-producing facilities to local pantries and identify those in need. Their [model](#) to help feed the need has proven to be a recipe for success. In 2017, WNOC and its partners recovered 14.4 million pounds of extra food and transformed it into 12 million meals.

The work of WNOC aligns with California Senate Bills (SB) [1000](#) and [1383](#) that requires statewide jurisdictions with disadvantaged communities to address food access



## 5 Things You Need to Know

**1** Through actions approved by the Board of Supervisors on February 14, County departments began work to provide short-term motel/hotel stays, transportation services, food vouchers for the duration of the motel/hotel stays, as well as expand temporary shelter capacity at [Bridges at Kraemer Place](#) for individuals encamped along the Santa Ana Riverbed (also known as the County's [environmental remediation project](#)). Read more about the Bridges expansion on [page 4](#). Details about the Board action can be found [here](#).

**2** From February 14 through 25, more than 700 individuals from the Santa Ana Riverbed were provided housing in a motel/hotel (minimum of 30 days) by the Health Care Agency and County-contracted nonprofit [City Net](#); HCA's Behavioral Health Services Outreach and Engagement Team conducted clinical assessments to connect individuals with appropriate resources and food vouchers were provided by the Social Services Agency. Read more about the relocation in this OC Register article [here](#).





and meet the goal of 20% food recovery for human consumption by 2025, respectively. Learn more about the OPR's efforts to address food waste prevention and food recovery [here](#).

For more information about the Waste Not OC Coalition or to find a local food pantry near you, visit [www.wastenotoc.org](http://www.wastenotoc.org).

◀ Waste Not OC and Coalition partners participate in a Santa Ana High School holiday food distribution event.



**“ We are honored to be recognized by the Governor's Office for the remarkable accomplishments of the Waste not OC Coalition. This is a true public private partnership with incredible support of the Orange County Board of Supervisors. ”**

— Dr. Eric Handler, County Health Officer

## About Orange County's Homeless Shelter Plan

**3** On Saturday, March 17, community members, city and county representatives, and others packed Santa Ana City Hall council chambers at a meeting called by Federal Judge David Carter to discuss next steps for individuals whose 30-day motel/hotel vouchers have expired or will expire soon. Outcomes from the meeting included extensions for motel/hotel stays to be considered on a case-by-case basis while other options included referrals to temporary shelters, residential programs for mental health or substance abuse treatment, or recuperative care for medical needs. Read the OC Register article [here](#).

**4** At a Special Meeting called by the Orange County Board of Supervisors on March 19, the Board directed the County Executive Office to develop operational plans for possible temporary shelter sites in the cities of Huntington Beach, Irvine and Laguna Niguel. They also directed Health Care Agency staff to return on April 17 with recommendations on how to allocate \$70.5 million of MHS Community Services and Support funding for permanent supportive and shelter options. Behavioral Health Services is working now to develop those recommendations. Read more [here](#).

**5** On March 27, the Board of Supervisors unanimously voted to rescind the previous directive to pursue three-city shelter operational plan development and called for cities to collaborate at an upcoming April 3 court hearing which will double as a countywide summit on homelessness to propose locations for the shelters. Read the OC Register article [here](#).

# HCA's Medication Distribution Process Profiled in Documentary Series

National production company [The Documentary Group](#) went behind the scenes at the Health Care Agency (HCA) to film how we prepare in the event of an emergency, bioterrorism incident or pandemic as part of their three-part series about viruses called the ['Invisible Killers'](#) that aired last month on the [Discovery](#) and Science Channels. Learn more [here](#).

Filming took place October 2016 at HCA's Health Strategic Operations Center (HSOC) where several Emergency Medical Services (EMS) staff provided an on-camera discussion of the process that supports medication and medical supplies traveling from the [strategic national stockpile](#) (nation's largest supply of life-saving medications and supplies for use in a public health emergency) to the HSOC (that serves the entire OC population of approximately 3 million people), then to the community via a Point of Dispensing (POD) site (currently 72 sites in Orange County).

"The goal of a POD is to dispense medication efficiently to keep communities healthy during a public health



Alison Kellman at the Health Strategic Operations Center surrounded by boxes of POD supplies.

incident. This includes an all hazards approach so that one process can be utilized to dispense medication/pills, vaccinations as well as commodities (water, blankets, sandbags, etc.)," said **Alison Kellman**, EMS Program Supervisor II and Cities Readiness Initiative Coordinator. "For more than

10 years, we've participated in POD exercises with cities to test this capability by providing free flu vaccine to the community."

To see first-hand how HCA works with community partners to dispense flu vaccines to the public, the





production crew participated in the 2016 [POD](#) exercise that took place in the cities of Buena Park and Placentia where 374 flu shots were provided at either a drive-thru or walk-up clinic. To learn more about a POD site, view this video [here](#).

The three-part documentary series about Influenza, Smallpox and Ebola looks at how viruses have shaped health and history, the biological and social impact they have on society and the science to combat them.

The series can be viewed in its entirety via the Discovery Go and Science Go apps available on iTunes or Google Play or check your local TV listings. For more information about Emergency Medical Services, visit [www.healthdisasteroc.org](http://www.healthdisasteroc.org).

▼ EMS staff member Drew Downing briefed exercise participants during the October 2016 POD exercise held at the Buena Park Civic Center that offered both a walk-up and drive-thru clinic where flu shots were provided to the community.



The need is constant.  
The gratification is instant.  
Give blood.



American  
Red Cross



## Red Cross Blood Drive

### Orange County Health Care Agency Employee Health Services

HCA Headquarters, 405 West 5th St., Santa Ana, 92701  
(4th Floor - Conference Room 433)

**Monday, April 16, 2018**  
**9 a.m. to 3 p.m.**

To schedule your life saving appointment, sign up online at [www.redcrossblood.org](http://www.redcrossblood.org) enter **sponsor code: OC1** or contact Maggie Rawlins at [EHS@ochca.com](mailto:EHS@ochca.com).

Streamline your donation experience and save up to 15 minutes by visiting [www.RedCrossBlood.org/RapidPass](http://www.RedCrossBlood.org/RapidPass) to complete your pre-donation reading and health history questions on the day of your appointment.

Please obtain approval from your supervisor prior to registering. Donating blood must be done during break times or posting leave balances; mileage is not reimbursable. For any questions, please contact Employee Health Services at [EHS@ochca.com](mailto:EHS@ochca.com) or call (714) 565-3780.

1-800-GIVE-LIFE | [RedCrossBlood.org](http://RedCrossBlood.org)

# Get to Know Alicia Lemire, Labor Management Committee Co-Chair



The OC Health Care Agency Labor Management LMC is a cooperative partnership between labor and management serving as a resource for achieving business goals and objectives by collaborating to develop solutions to workplace issues, assisting with Agency communications, and providing knowledge and expertise to help implement a more efficient, responsive, accountable and results-oriented organization. For more information, visit <http://intranet/lmc> or click [here](#) to view a flyer with details about becoming a member.

**Q: Describe your current position at the Health Care Agency (HCA), how long you have been in this position and what inspired you to come work for the Agency?**

A: I am currently an Administrative Manager II for Behavioral Health Services (BHS) Children & Youth Behavioral Health and have been in this role for two and half years. I enjoy working with youth and their families and was inspired to join

HCA as a Marriage and Family Therapist after hearing about a new program that serves this population. In this role, I was able to work with transitional age youth struggling with psychosis.

**Q: Tell us about yourself. What can we find you doing in your spare time? Do you have any hobbies, places you like to visit, activities you like to participate in?**

A: When I have down time, I enjoy reading (I love to read, doesn't matter what genre), running and walking with my dog. I also like to travel and would like to visit Asia as my next trip.

**Q: What are some of the reasons that contributed to you joining the Labor Management Committee (LMC) and how long have you been a member?**

A: I joined the LMC because I

## Tele-Psychiatry Services Expanded to Meet Growing Need





believe the workplace should be a place people enjoy coming to. I have always enjoyed where I worked, because I've been fortunate to work for supervisors and managers who are open to new ideas and support my professional growth. The LMC also gives a place for employees to be heard and be part of collaborative solutions. I think it's important that people feel heard and have the opportunity to create positive change in the workplace.

**Q: The LMC serves as a collaborative body that represents both employees and management in an effort to create a more efficient and positive work environment. As a member of the LMC, what do you want to accomplish to help HCA flourish?**

A: I would like to listen to employee feedback then work with management and line staff to develop tangible projects to improve the workplace for everyone.

**Q: What's the best piece of advice, personal or professional, that**

**someone has ever given you?**

A: The best advice I received was to "not sweat the small stuff" and to let others know that I appreciate them. I think it's important to keep my mind on the bigger picture and trust the people I work with to help me achieve success on projects. I also try my best to intentionally let the people in my personal and professional life know that I value and appreciate them.



**OUR ROLE**  
 Help to create engaging work environments  
 Develop solutions to improve communication  
 Resolve workplace situations  
 Improve workplace policies and procedures

**JOIN THE LMC**

**The Labor Management Committee (LMC) is looking for NEW MEMBERS**  
 The LMC is a cooperative partnership between Labor and Management that serves as a resource for achieving business goals and objectives Agency-wide. The LMC does this by collaborating to develop solutions to workplace issues, assisting with Agency communications, and providing knowledge and expertise to help implement a more efficient, responsive, accountable, and results-oriented organization.

Applications from all HCA service areas are always welcome. Employees are encouraged to attend meetings to learn more.

**MEETINGS**  
 Location: OCEA Building  
 Date: Every 2<sup>nd</sup> Wednesday of the month  
 Time: 3:00pm-4:30pm

Applications are found at [intranet/lmc/member](http://intranet/lmc/member)  
 If you have any questions, please contact Lisa Alford ([lalford@ochca.com](mailto:lalford@ochca.com))

**OCEA** **ochealth** CARE AGENCY  
 LABOR MANAGEMENT COMMITTEE

# The LMC Wants to Hear From You!

The LMC Team-Building subcommittee wants to hear from HCA staff who have been part of successful and engaging team-building activities, whether as a facilitator or participant. In response to feed-

back received from the HCA [Suggestion Box](#) and recent Employee Satisfaction survey that indicated employee interest for more opportunities for team-building, the new subcommittee aims to increase access to current resources, identify areas for development, and promote the importance of team-building throughout HCA. Please send your success stories and resources to [HCALMC@ochca.com](mailto:HCALMC@ochca.com).

Correctional Health Services (CHS) launched a successful expansion of [Tele-Psychiatry](#) in January to accommodate a growing need for the provision of mental health services to inmates who come into Orange County's correctional facilities each year.

A significant number of these inmates experience symptoms of mental illness including depression, anxiety disorders, schizophrenia

and bipolar, as well as substance use disorders.

"We are excited to combine technology and medicine in a way that allows us options in delivering mental health care for our patients in an efficient and timely manner," said **Dr. Kishore Desagani**, CHS Assistant Medical Director. "We've successfully integrated Tele-Psychiatry into our mental health program so that we can continue to meet the healthcare

needs of our mentally ill patients."

The expansion allows psychiatrists to provide Tele-Psychiatry services (via videoconferencing involving a range of services including psychiatric evaluations, therapy, patient education and medication management) to mental health patients in different areas of the jail facilities. To learn more about Correctional Health Services, visit [www.ochealth-info.com/about/chs](http://www.ochealth-info.com/about/chs).



John Ralls discusses food items being prepared at the Eastern End rental kitchen with Model Meal staff.

to-rent-kitchens, known as an Incubator Kitchen. The East End Incubator Kitchen is one of only a few in Orange County. These kitchens, including Gluten-free and Confection spaces, enable food entrepreneurs who do not have a commercial kitchen of their own to innovate new food creations; market and consumer taste-test new concepts; and determine viability of new foods without the production overhead cost. These spaces are frequently used by catering companies, food trucks, pop-ups, and farmers market vendors.

“There are many new ways that food is brought to market today,” John said. “We need to be able to accommodate and anticipate those changes in food preparation needs allowing entrepreneurial innovation, but at the same time keep the public safe. It’s my desire to learn and collaborate with other counties in order to create a forum for updating handling requirements that allow us to encourage innovation rather than hinder it.”

In the past, there has only been one health permit issued per location, with the site-specific permit

covering all of the food handling activities of the facility. This new Host (Facility Operator) and Dependent (Renting Operator) relationship requires that new regulations be created to help limit the liability of the Host and allow Dependents to have commercial business independence. Although current Health & Safety Codes do not directly recognize such arrangements, the County of Orange has taken the initiative to find a way to adapt current legislation, seeking the perspective of key stakeholders in the process of developing a Standard Operation Procedure (SOP) that will address this new trend in space.

Developing the new SOP has provided an exciting opportunity for collaboration and debate according to John. “While enacting a regulatory program, our team also believes that rules, when appropriate, should give the flexibility needed in addressing industry innovations, yet still support the health and safety standards that ensure food safety,” he said.

As a Supervisor, John coaches his team to use persuasion and other soft skills through the health inspec-



tion on-the-job training. Environmental Health (EH) Specialists must earn degrees in sciences like Chemistry, Biology, and Physics. Human interaction and relationship management training must come through on-the-job training, typically not taught in the classroom. John demonstrates walking alongside owners to his EH team to encourage two-way communication during the inspection process to help prevent a punitive or harsh perception.

John continuously strives for excellence, integrity, and service through his daily job duties, and by participating in various Agency committees. His passion for protecting the public from unsafe foods and improper food handling is evidence in his volunteer work with the Second Harvest Food Bank and his mentoring of individuals to give back to the community through

volunteering.

This May, John will complete his Doctorate in Public Health Leadership from the University of Illinois, Chicago. He incorporated his experience with the food service industry evolution into his Dissertation. He has applied his hands-on experience in evolving regulation to surmise that the participation of stakeholders in the development of public policy creates public value. He is very proud of the years he has spent earning his degree and is looking forward to a graduation celebration in Chicago with his wife, two sons and daughters-in-law, three grandchildren and other family members.

Thank you John for your commitment to excellence, integrity and service! Job well done!



Santa Ana 4th Street Market is home to more than 15 unique food and drink creators, and multi-functional event and activity spaces.



Model Meal staff prepare over 5,000 organic meals each week at the East End Incubator Kitchen for delivery.





myHealthOC  
Total



# For Health

## What's in Season This Spring?

Spring has sprung! Now is the perfect time to load your shopping baskets with in-season fruits and veggies like mangoes, asparagus, corn and limes for better health! Create meals worth remembering by adding them to your favorite dishes or create new ones!

Check out the health benefits of each below or visit myHealthOC [here](#) for healthy recipe ideas and more.

**MANGOES** are a sweet treat that's filled with healthy nutrients and are a great source of vitamins A and C, and are also low in fat and cholesterol

free. Eat this fruit by simply peeling the skin, or create a breakfast smoothie for a tropical start to your morning. View the recipe [here](#).

**ASPARAGUS** is a great side dish for meals or can be added as a healthy ingredient to many main dish recipes like this [one](#). This veggie is a good source of vitamin K and fiber, contains anti-inflammatory and antioxidant properties and nourishes the digestive tract.

**CORN** is a versatile vegetable that can be prepared and eaten in so



many different ways. Whether fresh, frozen or canned, you can let your creativity run wild preparing it! This spring, try your hand at making this [corn and green chili salad](#) or this tasty [broccoli and corn bake](#). Corn is loaded with flavonoids, antioxidants and lutein. Together, these compounds help maintain healthy skin and vision. It's also a good source of



# Vegetable Quesadilla

Happy Spring! During [Public Health Week](#) (April 2-8) and [Every Kid Healthy Week](#) (April 23-27), model healthy eating habits to help your child build healthy behaviors!

Lead by example by eating nutritious foods and having kids help in the kitchen. Cooking with kids teaches them about healthy eating, while also building skills they can use in the future. For more tips, visit myHealthOC [here](#).

Try making this simple and healthy [vegetable quesadilla](#) together. Get creative by using in-season fruits and veggies like avocado or mangoes as a healthy way to add some additional flavor and nutrients.



## CHEF'S TIP:









For a healthier option, substitute flour tortillas for whole wheat.

**SERVES:** 4

**PREPARATION TIME:**

10 minutes

## INGREDIENTS:





-  Nonstick cooking spray
-  1/2 cup chopped green bell pepper
-  1/2 cup frozen corn, thawed
-  1/2 cup sliced green onion
-  1/2 cup chopped tomato
-  2 Tbs. chopped fresh cilantro
-  4 (6-inch) flour tortillas
-  1/2 cup shredded reduced fat cheddar or Monterey jack cheese

vitamins A, B6 and thiamin.

**LIMES** are lemon's best friend!

Just like lemons, limes are great for maintaining a healthy weight, skin care and can help improve digestion. Lime juice makes a great dressing for salad and fish, or use lime wedges to add a flavor blast to your water. Limes are also a good source of vitamin C.

## DIRECTIONS:

-  Spray a medium skillet with nonstick cooking spray. Sauté bell pepper and corn over medium heat until softened for about 5 minutes.
-  Add green onion and tomato. Cook for several minutes more until heated through. Stir in cilantro.
-  Heat tortillas in a large skillet over high heat. Place equal amounts of cheese and vegetable mixture on each tortilla. Fold in half and continue to cook until cheese is melted and tortilla is crisp and lightly browned.
-  Serve while hot.



# Congratulations to the 15 Service and Outstanding Achievement Recognition winners and to all years of service recipients!

The 3rd Annual Employee Recognition event held on March 8 recognized employees with 40, 35, 30 and 25 years of service for the timeframe April 2017 to March 31, 2018. Click [here](#) to view a slideshow of photos from the event.

To learn more about SOAR, visit <http://intranet/erp/programs>.



## 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.