FEATURED ARTICLES

Administrative Director's Message

I'm excited that this special edition of the "What's Up" newsletter is dedicated entirely to Administrative Services and we have the opportunity to share some of the new and great things that we've been working on during this busy time of year!

As the County's Fiscal Year (FY) runs July 1 through June 30, our Financial Services team has been hard at work number crunching and budget planning for the FY 2018-19 budget that was submitted to the County Executive Office (CEO) in early March and presented to the Board of Supervisors during a public budget hearing last month. View our infographic on page 16 to learn more about how the budget process works.

Peer-to-Peer

From Systems Planning to Being a Mom, Rebecca Siddiqui Loves the Rush of a Challenge

Rebecca Siddiqui, Business Continuity Program (BCP) and Strategic Planning Manager, Administrative Services, has spent the last 18 months tackling the important challenge of developing a BCP which includes the Business Continuity Plan and Division Playbooks for the Health Care Agency (HCA) that identifies the most critical clinical and administrative service tasks needed to enable HCA to function in the event of a disaster or crisis.

Providing leadership to an array of administrative projects, Rebecca shares, "It's in my nature to seek out initiatives that add value to the agency and improve efficiencies. The BCP is an exciting project that allows HCA to manage and deliver its services during a crisis, and to recover and rebuild. We laid the initial foundation and are already beginning work on Phase II."

Rebecca came to the County as a consultant in 2001, assigned to HCA Accounting as a Medical Billing Compliance Consultant. Her 12 years of private sector experience in managing and directing financial units that handled medical billing, system implementation, and contract reviews prepared her for the challenge

Team Building Activities
## PROMOTE STAFF CAMARADERIE

The quote by Helen Keller, "Alone we can do so little, together we can do so much," resonated among Administrative Services staff as they gathered at several team building events to foster camaraderie and build team spirit! Check out these fun activities:

◄ **INFORMATION TECHNOLOGY (IT)**
What started as a casual and friendly team event initiated and promoted by IT staff, 'wear suit' days has quickly gathered momentum and become a frequent activity. Wearing suits has made the team relate to each other better, which improves relationships and builds trust. People tend to feel more comfortable to ask for help when they are around people they are comfortable with. The goal of IT's team building activity was to not only bring people closer together, but to also foster more collaboration and innovation on issues and projects.

1. Pictured (left to right, top row: Renee Larios, Wayne Chang, Joseph Girgis, Hadi Assaf, Valentine Kamara, Bruno Uzomba, Richard King, Richard Hassan, John Vo, and Adil Siddiqui. (left to right, bottom row): Jimmy Castellanos, Sandra Scott, Haya Farooqi, Kindra Dimitriadis and Babar Karim. **2**. Pictured (left to right, top row): Jimmy Castellanos, Wayne Chang, David Castellanos, Adil Siddiqui, Joe Tran and Joseph Girgis. (left to right, bottom row): Irfan Khan, Hadi Assaf, Kindra Dimitriadis and Babar Karim.
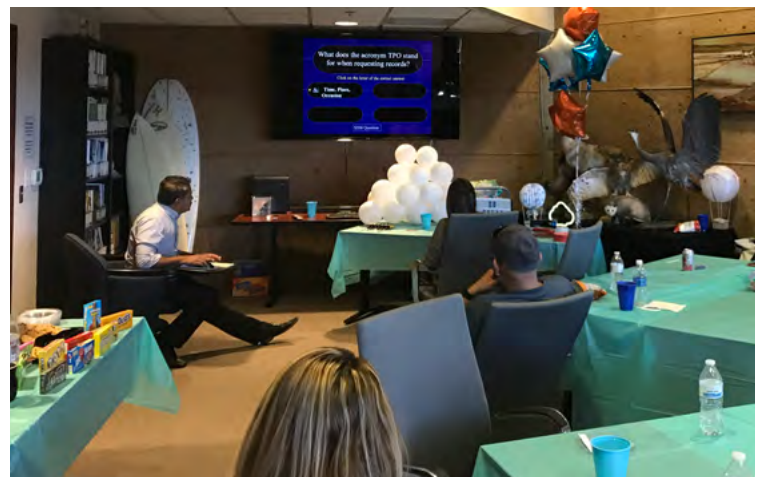
▲PURCHASING

Hosted a team building and goal setting meeting at Santiago Oaks Regional Park last year to bring staff together outdoors to enjoy a nature hike, learn more about each other, test their Contract Policy knowledge with a round of Purchasing Jeopardy and establish goals for Fiscal Year 2017-18. In November 2017, the team also gathered to celebrate the Thanksgiving holiday with a lunch at Lucille's BBQ at MainPlace Mall to give 'thanks' for the opportunity to work with each other and all HCA staff.

3 & 4. Pictured (alphabetically) in both photos: Patrick Clark, Albert Diaz, Maritza Fajardo, Ana Figueroa, Daniel Garcia, Jessica Gardea, Gloria Horton, Edith Knott, Belinda Lim, Michel Lizotte, John Martinez, Anna Nevarez, Reggie Ortega, Diana Perez, Choy Pham, Roland Tabangin and Daniel Vu. Not pictured: Walt Cadena.

◄ MANAGEMENT SERVICES

Held its first-ever division off-site meeting at the Upper Newport Bay Nature Preserve in Newport Beach that brought an unprecedented number of staff together spanning five programs (Business Office at 17th St. Clinic, Custodian of Records, Facilities Services, HCA Safety and Policies and Procedures) so that they may put faces to names and learn about the services that each team provides. **John Lewis**, Management Services Division Manager notes, "For some staff, it was the first time meeting other team members in person. Getting to know and learn about each other's roles and attaching faces to the names on the organizational chart or phone roster makes a big impact on knowing that the differences we make and the services we provide are from real people."

Director's Message
continued from page 1

Our year-end process that follows the County's FY, makes it the busiest time of year for Accounting Services who work diligently to balance the books to ensure that all expenditures, revenues and accruals are accounted for in the correct fiscal year and HCA program unit. Any errors can result in negative audit findings for the Agency. Read <ins>page 10</ins> to learn more about the year-end process and how it involves the collaboration of several Administrative Services teams.

We've also added four new staff to our division, Jennifer Canzoneri, Human Resource Services Satellite Team Manager; Maria Pirona, Contract Services Division Manager; Cindy Wong, Accounting Manager; and Kevin Work, Purchasing Operations Manager. Learn more about their background and roles on <ins>page 7</ins>.

While these are just a few of the key areas that we've been working on, I encourage you to read on to learn more about all the great things that Administrative Services is doing behind the scenes to support the Health Care Agency's programs and staff so that we may provide the best possible services to our community. More details about our division can also be found in the Administrative Services Fiscal Year 2017-18 handbook <ins>here</ins>.

Sincerely,

Anna Peters,
Director of Administrative Services

A Firsthand Look at How Voluntee

Total Intern and Volunteer Hours by Service Area 2017-2018

62.6%
Behavioral Health Services
20,562 total intern hours

26.1%
Public Health Services
7,979 total intern hours and 600 total volunteer hours

7.6%
Correctional Health Services
2,000 total intern hours and 487 total volunteer hours

3.3%
Regulatory/Medical Health Services
417 total intern hours and 672 total volunteer hours

0.4%
Administrative Services
136 total volunteer hours

As a large and dynamic public agency, the Health Care Agency (HCA) has an active roster of more than 200 interns and volunteers each month and placed 764 people in assignments as of May 2018. These placements are highly individualized, based on a person's interest, skillset and supervision requirements.

As an intern for HCA Communications this summer, I wanted to get a closer look at how the volunteer experience not only provides a 'helping hand' to the agency, but also how it benefits the volunteers and interns throughout the County as well. Prior to starting my time here at HCA, I was completely unaware of just how many others like me were working in just about every area within the agency. During Fiscal Year (FY) 2016-17 alone, HCA Volunteer Services provided 56,000 hours at a value of $1.5 million.

Though I didn't expect the number of interns/volunteers at HCA to be that great in number, it has proven to be an amazing experience to see and work alongside individuals who ultimately all have the same passion working toward the same goals – to help the community!

My time spent working with the agency will be accounted for in the coming year's volunteers hours which is projected to be on the rise from last year, along with the placement of interns/volunteers which is expected to increase by 20%. More volunteer opportunities allow for more students to be able to test the knowledge and skills they learned in the classroom and apply it to real life tasks to gain experience, which was my main goal in taking on my internship.

"HCA supervisors do a great job

Feature by Sophia Ayala, HCA Communications Intern
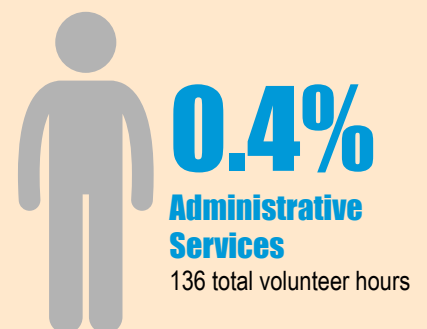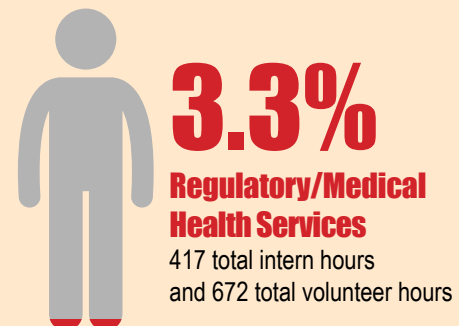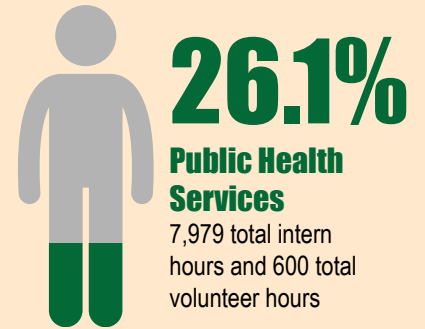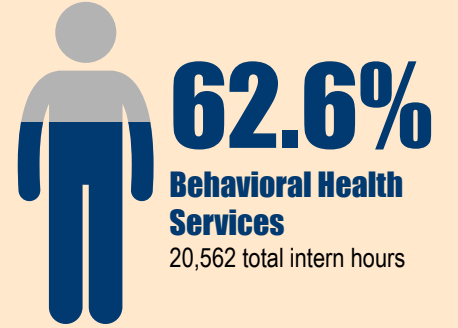
ering is a Win-Win for Everyone!

with our interns and provide them with hands-on experiences that can't be found anywhere else," said **Shelly Lummus**, Volunteer Services Coordinator. "Students in turn gain quality experiences that they can utilize for their future careers. It's a win-win for everyone!"

The utilization of interns and volunteers within Administrative Services is an area that is growing extensively, giving many students from various backgrounds such as information technology, business, and communications an opportunity to gain valuable experience and work on unique projects. Volunteer Services alone takes on an intern each summer, during their busiest months to handle the influx of students who are seeking internships while on summer break or planning ahead when school

resumes in the fall.

Here's some other interesting facts:

- Public Health Nursing runs groups of nursing students 12 times throughout the year, providing instruction for 150 students annually.

- Behavioral Health Services has yearlong placements in all areas and averages about 30,000 volunteer hours annually.

- Correctional Health Services utilizes University of California, Irvine volunteers who assist with health assessments, exit planning and community resources.

- Environmental Health utilizes volunteers for their talents in graphic design, photography and assistance with Geographic Information Systems (GIS) data cleaning.

- The Medical Reserve Corps currently carries an active volunteer list of more than 300 who are ready to deploy in the event of an emergency or disaster.

I had the pleasure of interviewing **Michael (Mike) Morin**, another HCA volunteer to find out how his volunteer experience with Emergency Medical Services (EMS) Emergency Management has benefitted him thus far.

Morin heavily utilizes ARC GIS in order to analyze and plan for a catastrophic event. He is involved in a great deal of hospital preparedness and outreach which includes assisting, planning, and training of potential field care sites (a prepositioned medical unit that temporarily relieves

Morin's background primarily focuses

Total Intern and Volunteer Placements by Service Area 2017-18

Public Health Services	**48.7%**
Behavioral Health Services	**39.2%**
Correctional Health Services	**8.4%**
Regulatory/Medical Health Services	**3.3%**
Administrative Services	**0.4%**

INFORMATION TECHNOLOGY
Accomplishments and What's to Come

It's the goal of HCA Information Technology (IT) to support the Health Care Agency (HCA) workforce through effective use of innovative IT solutions, provide timely and quality service to staff, and ensure overall compliance with IT regulations to help the agency meet its goal of delivering and improving community health through the use of health information technology.

"HCA Information Technology, and areas such as program operations, compliance, contracts and legal are increasingly blending into a tightly interwoven and interdependent community, and extending the role of IT beyond traditional technical functions, said **Adil Siddiqui**, Chief Information Officer. "For this, we are working on a higher level of competence through operational collaboration, broader awareness and engagement, and continuous education and training especially on healthcare related solutions, and looking to build more purposeful and meaningful relationships in a way that will provide increased overall value to the agency."

SOME IT ACCOMPLISHMENTS AND PLANS INCLUDE:

■ **Electronic Health Record System Implementations:** Cerner was successfully implemented and expanded within Behavioral Health and Public Health Services, which provides functionality that includes full electronic management of patient and consumer health/medical records to assist staff with their daily tasks. Successful execution and continued improvements in the NaphCare electronic health record system within Correctional Health Services. This system is unique to this type of service area and provides electronic management of all inmate medical records. Plans for improvements and additional functions are already in motion.

■ **Windows 10 Training:** Successfully launched last month, this 3-hour interactive training provides staff with the skills needed to navigate the application. Register for the Microsoft Windows 10 training through Training Partner, enter course code 102017 and select date/time. For more information, contact Abel Ibarra, Windows 10 Trainer at (714) 831-2864.

■ **Increased Security Awareness and Protection:** To protect Health Care Agency data, applications, networks, and computer systems from unauthorized access, alteration or destruction, IT is continuing to work with the Office of Compliance to educate staff through trainings and by providing information about risk discovery and protection measures through security software and hardware and policies. Learn more about the Information Security program here or read the Information Security Handbook here.

SEVERAL EXCITING INITIATIVES THAT'S SOON TO COME, INCLUDE:

- **County Network:** HCA IT's top priority is to continue working with County IT to improve County network speed and performance to streamline and improve access to the internet, email, general applications and improve overall user experience.

- **Analytical Data Modeling:** Development and implementation of more streamlined analytical and predictive reporting through the use of shared data, dashboards and targeted reports using controlled data from electronic health records and other sources to help the agency achieve its objectives of providing better patient and broader population health outcome data.

- **Data Sharing:** Identify ways to share health related patient and consumer data across HCA's clinical providers both internally and externally and other partners (as allowed by law) to allow increased coordination of care and delivery of higher quality of services to the community.

To learn more about HCA IT, visit them on the intranet at http://intranet/it or contact the IT Service Desk at (714) 834-3128.

Administrative Services WELCOMES NEW STAFF

JENNIFER CANZONERI,
Human Resources Satellite Team Manager
Jennifer began her County career in 2007 as an Employee Relations Analyst with the Health Care Agency (HCA), then promoted in 2014 to Satellite Human Resources (HR) Team Manager for the Auditor-Controller and Child Support Services. She rejoined HCA in December 2017 as HCA's Satellite HR Team Manager. Prior to the County, Jennifer worked in the private sector for 15 years primarily in advocacy positions within the managed health care industry and in Labor Relations.

MARIA PIRONA,
Contract Services Division Manager
Maria has been with the County since 2006, working in various roles as Deputy to the County Purchasing Agent for the County's Procurement Office, and most recently as Procurement & Contract Services Manager at OC Public Works where she managed several large teams and led a County-wide centralization effort to develop and implement the County's first Design and Construction Procurement Policy manual. Prior to joining the County, Maria spent seven years with the Raytheon Company as Senior Contracts Manager where she worked on federal defense contracts.

CINDY WONG,
Accounting Manager
Cindy was promoted to Administrative Manager III and joins the Satellite Accounting Operations Division of the Auditor-Controller's Office (ACO) as the new HCA Accounting Manager. Prior to joining HCA, Cindy worked at the ACO for more than 19 years and has gained a variety of accounting and management experience working in many units within the department that includes Property Tax, General Accounting, CAPS+ Support, ACO Budget/Administration, John Wayne Airport Accounting, and HCA Accounting overseeing grant claims and medical billing.

KEVIN WORK,
Purchasing Operations Manager
Kevin brings extensive experience to his new role at Purchasing Services that he gained while working as a Supervising Procurement Specialist for three years at OC Public Works where he procured complex public works projects for various County departments. His knowledge in the procurement of public works, commodities and services, combined with his experience working as a product manager in the aerospace industry, brings valuable skills to the agency.

5 Things to Know About CONTRACT SERVICES

1 As part of the Health Care Agency (HCA) Administrative Services, the Contract Services Division is responsible for developing, soliciting, negotiating and administrating human service contracts (formal, legally binding agreements between the agency and a business) for the provision of cost-efficient and effective services for Orange County residents and providing oversight of vendors to safeguard the County's financial resources.

2 A staff of 39 professionals currently manage more than 680 human service contracts (that account for 60% of HCA's budget) and memorandum of understanding agreements, many of which contain multiple funding sources, off-cycle grant years, and distinctly different programs that span across the agency (Behavioral Health Services, Correctional Health Services, Public Health Services and Regulatory/Medical Health Services). Contract providers include schools, hospitals, community providers, medical clinics, ambulance companies, software providers, physicians and various types of healthcare services, to name a few.

3 The team's accomplishments include successful completion of the Fiscal Year (FY) 16-17 Cost Report season, creating and receiving approvals on new homeless service agreements to support the community, and wrap-up of the FY 17-18 'Contract Renewal Season' from April to June that resulted in more than $200 million in human service agreements that were approved by the Orange County Board of Supervisors. In FY 17-18, approximately 60 Agenda Staff Reports (ASRs) and more than $550 million in agreements and amendments were sent to the Board.

Meet HCA's Human Resource Services Satellite Team

Did you know that Human Resource Services (Central HRS) provides services through a centralized model and assigns a satellite team to deliver day-to-day support to each County agency? Get to know the Health Care Agency's (HCA) HRS Satellite team who's located in the HCA Administration building at 405 W. 5th St. in Ste. 658 (on the 6th floor) in Santa Ana.

To learn more about the HCA Satellite team, visit them on the intranet here or call (714) 834-3101.

▶ Pictured (left to right): Iolani Kleen, Jenny Lopez, Andrea Aguilar, Trish Fallon, Lynda Hurtado, Dori Edles, and Janeth Reyes. Not pictured are Lauren Martinez and Gina Montez.

RECRUITMENT
The Recruitment team partners with HCA's hiring managers and conducts recruitments for open positions (filling vacancies, applying for promotions, and transfers) within the County's recruitment rules and policies. The team also conducts outreach to various schools and attends job fairs to market the County as the employer of choice.

4 Contract Services is always looking for ways to improve processes which includes updating the Contract Services Policy and Procedure manual to ensure compliance with Federal, State and County laws and promote consistency and best practices within the unit, as well as the development of a contract management software system to assist the team in storing and managing legal agreements.

5 Get to know the team at their open house meet-and-greet planned to take place in October. Stay tuned for more details! To learn more about Contract Services, click here to read the Administrative Services Fiscal Year 2017-18 handbook or visit www.ochealthinfo.com/about/admin/cs.

RETURN TO WORK
Serves as the main point of contact for employees who have a work-related or non-work related injury where accommodations may need to be considered. This unit also tracks and processes all of the Agency's leave of absence, while assisting and educating employees of their leave rights.

▲ Pictured (left to right): Brianna Woods and Tuoi Tran.

EMPLOYEE RELATIONS
This team works with HCA staff, supervisors and managers to provide assistance and education regarding the County's Performance Appraisal Process, investigations/discipline, grievances, labor relations, ad hoc related training, departmental policy and procedure review, Memorandum of Understanding interpretation, position classifications (reallocations and maintenance studies), and federal and state employment laws (Family and Medical Leave Act, California Family Rights Act, Americans with Disabilities Act, Equal Employment Opportunity).

▲ Pictured (left to right): Magda Dillon, Karen Hodel, Jona Knight, Shauna Merryman and Jenny Lu.

RECORDS
This unit is responsible for processing all personnel actions in the County-wide and Accounting and Personnel System (CAPS), coordinating the new employee onboarding/training, performance evaluations and licensure monitoring.

▲ Pictured (left to right): Brianna Woods, Jenny Lu and Celia Nguyen. Not pictured is Lauren Martinez.

'YEAR-END'

ENVIRONMENTAL HEALTH AND PUBLIC GUARDIAN (PG) ACCOUNTING

This group of 14 staff perform quarterly and annual billing and collection operations for Environmental Health's hazardous waste and health service fees, coordinate State mandated Certified Unified Program Agency (CUPA) billings, and collect and distribute funds to participating agencies and businesses; and provide accounting support for the PG operations and fiduciary services to their clients along with court accountings.

▼ **1. Environmental Health Accounting:** (left to right) Mark Lopez, Victor Valencia, Lorena Popoca, Mirtha Bejarano, Ruben Martinez, Lynda Truong, Laura Martinez and Frank Tuanai. **2. Public Guardian Accounting:** (left to right) Efren Lacerna, Nam Nguyen, Frank Tuanai, Cam-Tu Ha and Anton Perera. Not pictured: Erwin Sarmiento

Thanksgiving weekend may be the busiest time of year to travel, but for HCA Accounting Services, 'year-end' (end of Fiscal Year [FY] period that runs July 1 through June 30) is their busiest time of year that involves working closely with teams from Budget, Contracts, Purchasing and agency programs to ensure all transactions (expenditures, revenues and accruals) are accounted for.

"Year-end is an important time for us and is required to ensure future funding sources for the Agency. It's like a scorecard to record what happened during the year, and the results can be used for forecasting or to show growth in programs from one year to the next," said **Cindy Wong**, HCA Accounting Manager. "We have such a short window of time to ensure all transactions are recorded accurately to prevent any negative audit findings, and everyone involved does a great job to make certain that timelines are met."

Each month during FY is referenced as an accounting period (ex. July is period 1 and June is period 12). In June, accounting books are held open in July for additional adjusting entries (known as period 13) to record accrual entries (revenue adjustments earned or expenses incurred that have not been received or paid). Year-end books generally close the last week in July. These accounting entries are used in preparation of the County's Comprehensive Annual Financial Report (CAFR) that provides detailed financial statements used by bond rating agencies to evaluate the overall financial position of the County, as well as other internal and external reporting.

HCA Accounting is a section of Satellite Accounting Operations within the Auditor-Controller department and provides professional accounting support and medical billing services for HCA programs. Learn more about the four main sub-sections of the team below or visit, http://intranet/accounting.

Is the Busiest Time of Year for Accounting Services

MEDICAL BILLING UNIT (MBU)

This team includes 30 staff who conduct all required activities necessary for the billing and coding of services provided by HCA. The unit assists the Agency in implementing accurate billing, coding, and Health Insurance Portability and Accountability Act and compliance practices. They conduct internal monitoring and auditing, process refunds, provide support and testing services regarding billing matters associated with required State or system updates/upgrades for Behavioral Health Services. The unit includes three sections:

- Insurance and Client Billing
- MBU Administration
- Medi-Cal Unit

▲ Pictured (top row, left to right): Claudette Serrano, Thu-Hang Tran, Cori McDonald, Brian Maurer, Martha Reyes, Marisela Ibarra, Mauricio Fascio, Araceli Garcia-Rocha and Julie Bechtol. (middle row, left to right): Diane Tran, Lang Dang, Leticia Guillen, Monica Chavez, Leslie Sorrells and Josie Garcia. (bottom row, left to right): Ellen Andres, Alona Stoyanoff, Cecilia Buckingham, Phuong Le, Nora Alvarado, Petra Ancona, Angel Torres, Linda Peng and Maritza Higareda. Not pictured: Sara Flores, Carol Castillo, Mary Martinez and Tammy Vu.

CLAIMS AND FINANCIAL REPORTING

A team of 17 staff are responsible for more than 1,000 claims, reports and cost applications totaling over $750 million in revenue for HCA. This unit acts as the primary resource to HCA regarding claiming and proper claiming of revenue transactions. They are heavily involved during year-end with revenue accruals and provide backup documentation during internal/external audits. The unit includes three sections:

- Public Health Services and Regulatory/ Medical Health Services Claims
- Medi-Cal Administrative Activities and Targeted Case Management
- Behavioral Health Services and Correctional Health Services Claims

▲ Pictured (top row, left to right): Gabriela Cabrera, Michael Rogers, Heather Calkin and Ann Quach. (middle row, left to right): Diana Chepi, Anthony Sim, Trang Le, Tsion Melaku, Jenny Tu, Quyen Pham and Alejandra Hernandez. (bottom row, left to right): Shyamalie Jagodage, Ariel Ma, Gina Hoang and Linda Roman. Not pictured: Nicole Hollins, Justin Lee and Claudia Vincent

BUSINESS CONTINUITY PR

Helps Guide the Agency During Unplanned Events

To continue operating during a natural, technological and/or man-made disaster, Administrative Services implemented the Business Continuity Program. As part of the program, several critical tasks were conducted and reviewed which resulted in the creation of the Business Continuity Plan (document that contains critical information an organization needs to continue running during an unplanned event) for each division within the Health Care Agency (HCA) to ensure that essential health care and medical services and functions are provided to the public with the least amount of disruption.

where to find necessary equipment and supplies needed for essential functions, substitution plans for electronic records, and more. The plan must be continuously maintained at a high level of preparedness and must be ready to be implemented without

"I believe in being optimistic and expecting the best at all times," said **Rebecca Siddiqui**, Administrative Manager II, Administrative Services. "However, it is best to anticipate and be prepared for the worst and ensure that we are able to test and maintain plans for continuity of operations, and perform and deliver critical services during challenging times."

The Business Continuity Plan (BCP) provides guidance and serves as a single point of information to help direct actions in response to an event, as well as resumption and recovery of HCA's operations. It includes information regarding relocation areas for staff in the event of a disaster, contents and locations of survival kits,

DOCUSIGN Helps Stream

I n 2015, the Contract Services Division went electronic and adopted DocuSign to streamline the execution of more than 680 contracts, Memorandum of Understandings (MOUs), and Letters of Concurrence that they execute each fiscal year. In doing so, signatures are obtained electronically, saving both time and cost.

ROGRAM

significant warning.

While the severity and consequences of an emergency can't be predicted, effective continuity planning can minimize the impact on HCA's services, personnel, and facilities when adverse events occur. HCA is vulnerable to a variety of natural, technological, or intentional threats at any time and therefore the need for and role of the plan is highly critical. The BCP's are currently in the stages of being printed and will be distributed to each division of HCA soon. For more information, contact Rebecca Siddiqui or Valentine Kamara.

of creating a new medical billing unit for HCA. Holding a degree in business administration and certifications in nuclear medicine, Rebecca briefly worked as a Nuclear Medical Therapist, but quickly learned that her niche and heart was in operational management of healthcare organizations.

The transition from private sector to government was the next undertaking Rebecca faced when she joined the County as a full-time administrative manager following her consulting contract and formed the Medical Billing Unit where she provided oversight and leadership for several years, and was instrumental in the earlier implementation efforts of the Cerner system. More recently, she went on to lead the OC Expediter system (a more effective operational workflow and control of procurement functions), providing support through collaboration with Purchasing Services on delivery of reinforced training, resolution of system issues, coordination of communication, and ensuring an ongoing environment of optimal productivity. Rebecca also participates with the County-wide OC Expediter Governance committee with other County agencies.

Rebecca maintains a healthy balance between the challenges and opportunities of work and her own home life, where she has co-raised and guided two children now in college, keeps up with a highly energetic and lovable pet named Max, a feisty little Lhasa Apso Poodle with whom she is "completely smitten!"

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

line Health Care Agency Contracts

Prior to DocuSign, Contract Services' extensive process included: printing four hard copies of each contract (ranging from 20 to over a 100 pages each); coordinating with providers to obtain necessary wet signatures (when a person physically marks a document), often times involving driving to a providers' location (additional risk for the County and funds spent on mileage claims); and preparing and packaging final documents to be sent to providers via regular postal mail, ultimately incurring cost for postage and staff time.

While working at OC Community Resources as a Contract Administrator, **Brandi Solarte,** Administrative Manager II, HCA Contract Services, recognized that the County could benefit from obtaining electronic signatures after a grueling year of last minute state budget appropriations and executing contracts with little to no time before Agenda Staff Report deadlines. After thorough research and making rounds of presentations, it became clear to all that the County needed to adopt electronic signatures and OC Community Resources was the first agency to apply DocuSign as their electronic signature provider.

"When I first looked into the possibility of utilizing electronic signatures at the County, the idea was well received, however there were many obstacles I had to research and open people's minds to the possibility of utilizing the electronic signature solution here in the County. This was going to change the way the County did business and each party involved had their own concerns relating to the legality of the process and how this would

Connecting Our Workforce for a Better Tomorrow

" The Labor Management Committee (LMC) 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. **"**

— **Alicia Lemire,**
HCA/Orange County Employees Association (OCEA) LMC Co-Chair

What can be accomplished when labor and management work together to achieve a common goal? A partnership that helps to improve the work environment and develop a culture that strives to gather employee feedback, create innovative projects, breakdown barriers to communication and build strong relationships among its workforce.

Since the Employee Engagement Surveys were concluded in 2017, Administrative Services (AS) staff have actively engaged with employees to better understand their needs and experiences. Together with the HCA/OCEA LMC, feedback received from the surveys were used to make data-driven decisions on how to improve communication, provide access to professional development opportunities, and disseminate local- and Agency-wide information.

Based on feedback, AS worked closely with management from each division to identify projects or initiatives that would address employees' concerns. Here are a few projects that have already been, or are in the process of being, implemented:

- HCA Employee Suggestion Box: Created to provide employees with an open forum to discuss any programmatic concerns, provide suggestions, and ask questions. Share your thoughts and questions here.

- What's Up' employee newsletter: Revamped to feature informative and interesting stories about each division in the agency and its specific programs, and provide consistent updates to staff. Read the latest newsletter here.

- Employee Recognition: Renamed the Service & Outstanding Achievement Recognition (SOAR) Awards held annually, which also includes years of service recognition for 25+ years. Learn more here.

- Identification of and access to more professional development opportunities and trainings for all employees.

NEW PURCHASING
Trainings Launch This Month

- Collaboration with the HCA/OCEA LMC to discuss best practices for streamlining employee resource webpages, documents, and how they are presented.

The goal of our partnership with the HCA/OCEA LMC is to identify the needs of all employees and develop innovative ways to address employees' comments, concerns, and suggestions. Next steps include developing a strategic plan on how to create an agency culture where connecting and unifying the workforce is a priority. To learn more about the HCA/OCEA LMC, click here.

Are you looking to enhance your knowledge about purchasing? Check out the following classes to learn more about Purchasing 101, OC Expediter and the 2018 Travel Training Guide.

Visit the Training Partner web portal to register, enter login credentials, and input the course code or course name. For more information about the trainings, send an email to Edith Knott or Maritza Fajardo.

HCA OC EXPEDITER TRAINING
When: July 19 and October 18
Time: 9 – 10 a.m. and
1 – 2 p.m. (2 sessios)
Course Code: PUR1
Where: HCA Purchasing Conference Room, 200 W. Santa Ana Blvd. Ste. 260, Santa Ana
Description: Learn to use OC Expediter, the County's online requisition system. Recommended for new HCA employees or as refresher training for current employees. Recent OC Expediter enhancements will be covered.

HCA TRAVEL TRAINING GUIDE 2018
When: August 8 & 9 and
November 7 & 8
Time: 9 – 10 a.m. and
1 – 2 p.m. (2 sessions)
Course Code: PUR2
Where: HCA Purchasing Conference Room, 200 W. Santa Ana Blvd. Ste. 650, Santa Ana
Description: Learn the standardized process to our agency's travel requirements. Recommended for those who make travel arrangements are also the proxy for Travel Card usage.

HCA PURCHASING 101
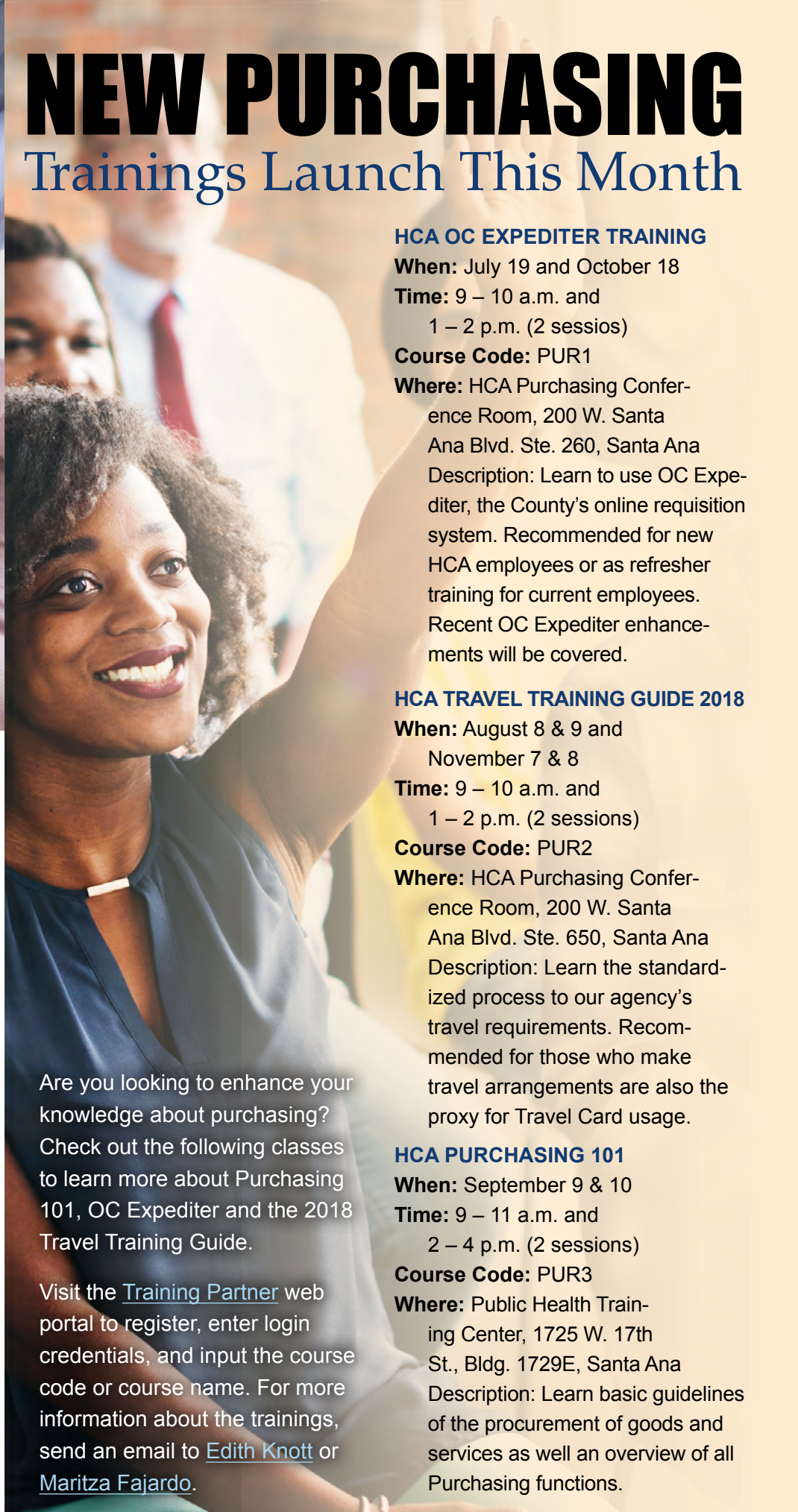**When:** September 9 & 10
Time: 9 – 11 a.m. and
2 – 4 p.m. (2 sessions)
Course Code: PUR3
Where: Public Health Training Center, 1725 W. 17th St., Bldg. 1729E, Santa Ana
Description: Learn basic guidelines of the procurement of goods and services as well an overview of all Purchasing functions.

Health Care Agency $737 M

2018-2019

As part of the Health Care Agency's team of staff who work around the clock to protect and promote the health and well-being of 3 million residents who call Orange County home or the 47 million visitors who travel here every year to enjoy our parks, beaches and attractions, it's important for all of us to understand the complex process of how the agency's budget is prepared. Just like all of our home finances, it's critical that HCA maintains a healthy balance between our expenses and our income in order to keep operating – we are all responsible for the agency's fiscal health.

July

Marks the start of the new fiscal year and the beginning of budget preparation for the following year. From July to October, our financial team prepares the Agency's 5-year Strategic Plan.

October - January

The team collaborates with program staff to prepare a detailed line item budget.

February

HCA's financial managers work with the Director's Office to finalized the proposed budget.

44%
of the budget is allocated to pay salaries and benefits to **2,751 EMPLOYEES**

Budget Preparation

More than 20 financial staff work specifically with the budget preparation process, as well as manage fiscal monitoring of our expenses and complex stream of funding sources throughout the year.

How Warehouse Staff Can Help You

Pictured (left to right): Daniel Garcia, Warehouse Worker I, Jessica Gardea, HCA Property Officer and Walt Cadena, Warehouse Worker III.

Did you know that the Health Care Agency's (HCA) warehouse staff (who report to Purchasing Services) can assist programs with various office-related tasks like delivery of goods and pick-up of surplus items, to name a few?

Check-out these additional tasks that warehouse staff can help HCA programs with:

- Accept and coordinate delivery (to various HCA facilities) of goods received at the warehouse

illion Budget Fiscal Year

Revenue

HCA has more than **160** different funding streams, including:

- 1991 and 2011 Health and Mental Health Realignment
- Emergency Medical Services Funds
- Immigration and Customs Enforcement
- Mental Health Services Act
- Medi-Cal
- Medi-Cal Administrative Activities/Targeted Case Management
- Public Health Emergency Preparedness

- Ryan White CARE Act
- Substance Abuse Prevention and Treatment
- Tobacco Settlement Revenue
- Whole Person Care
- And, a multitude of different grants and fees (HCA has 19 different Board approved fee schedules) that we collect for our services

March

County Executive Office reviews and prepares County budget documents.

June

Finish line for the current fiscal year and Board adoption of the next fiscal year budget. The OC Board of Supervisors holds a public budget hearing at which members can ask specific questions about proposals we've made.

$70,000,000

in County Funds are budgeted to help balance HCA's FY 2018-19 budget for mandates and external revenue matches

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Though most of this Administrative Services work goes on behind the scenes, as employees you definitely feel the impacts of the agency's financial health – for better or worse – in places like your paycheck, the quality of equipment you work with every day, and the infrastructure that surrounds you in the office, lab or clinic.

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located at 1301 E. Warner Ave. in Santa Ana.

- Receive and tag new computer equipment according to packing list and requisition information.
- Pick-up of surplus electronic equipment items including computers, monitors, and printers that can easily fit into warehouse work vans.
- Pick-up of toner cartridges: new and used toner cartridges, drums and fuser kits.
- Log and schedule pick-up of electronic waste (e-waste) for proper disposal and/or recycling with e-waste vendor.
- Assist with obtaining quotes from contracted moving service vendors to transport large quantities and/or oversized surplus furniture and equipment that are unable to fit in warehouse vans.
- Post surplus furniture and other items on the County's 'Gov Deals' IntraOC website here for approximately 30 days.
- Deliver new equipment and items to programs per requisition paperwork.

For safety purposes, please note that warehouse staff are not authorized to move heavy furniture, equipment or assist with the installation of keyboard trays, bulletin boards and bolting of furniture. These tasks must be performed by contracted vendors.

For more information or to schedule a warehouse service, please contact Jessica Gardea, HCA Property Officer or Edith Knott, Purchasing Services Compliance Manager. To learn more about County surplus and view the current inventory, visit the IntraOC website here.

Docusign Helps Streamline HCA Contracts
continued from page 13

affect their internal workflows," said Brandi. "It feels really good to see this innovative solution come full circle from the initial idea, to having a county-wide contract in place."

DocuSign changed this cumbersome process all together by creating an electronic signature workflow without printing a single sheet of paper! Once documents are 'signed' by all parties, this is where the cost savings truly begins. Within *seconds* after the final signature is obtained, the Contract Administrator, Provider and their stakeholders, Agenda Staff Report Coordinator, Program Contract Monitor and the Clerk of the Board all receive a fully executed agreement almost instantaneously. As a result of this, Contract Services has lessened their paper footprint by approximately 275,000 pieces of paper, not to mention the cost savings in both resources and staff time.

HCA joins other county agencies including OC Community Resources, OC Public Works, Child Support Services and the District Attorney's Office who also use DocuSign to save time and resources. To learn more about the DocuSign and electronic signatures, visit the 'Trainings' page on the intranet here and click 'HCA Docusign 2018.'

'Year-End' Is the Busiest Time of Year for Accounting Services
continued from page 10

DISBURSEMENTS, SUPPORT AND AUDIT

A team of 19 staff are responsible for performing cash handling audits and conducting all activities necessary for processing timely vendor payments and payroll for all of HCA's more than 2,400 employees, as well internal monitoring and auditing of these operations. The unit includes two sections:

- Accounts Payable
- Payroll, Support and Audits

▲ (top row, left to right): Breanna Crowe, William Portillo, Hoi Le, Elizabeth Cerda and Nancy Hensien. (middle row, left to right): Celia Diaz-Garcia, Lena Tran, Chinh Nguyen, Cathy Tran and Paul Dompas. (bottom row, left to right): Ginny Vu. Perla Lopez, Bich Do, Theresa Raymundo, Tuyet Nguyen, Kieu-Ngan Bui and Adrianus Gunadi. Not pictured: Cauleen Lear and Lien Mai.

MANAGEM

ORANGE COUNTY SAFETY APPLICATION

The HCA Safety program will soon implement 'OC Safety,' a standardized, countywide application designed to help reduce liabilities related to workplace injuries, illnesses and property damage as well as comply with California Code of Regulations (CCR), Title 8. Using electronic forms, this new web-based application improves the process of recordkeeping and reporting requirements for safety-related incidents and facilitates improved data analysis. A module within OC Safety also allows updating and tracking of mandatory safety training as applicable for employee job titles.

18 Administrative Services Special Edition

MENT SERVICES HAPPENINGS

MASTER PLANNING AND BUILDING MANAGER PROGRAM

Two major Facilities Services projects currently underway include:

- Master Planning: To optimize services for clientele and create a service delivery plan for the future, Facilities is collaborating with CEO Real Estate to assess all HCA locations and facilities, evaluate best use of available space and relocate and/or co-locate programs and staff to better fit program needs.

- Building Manager Program: This program was reinstituted to support HCA programs with maintenance, repairs, card access, emergencies and general facilities issues. To initiate a request for service, call the HCA Facilities Service Desk at (714) 834-7695 or email HCAFacilities@ochca.com.

CUSTODIAN OF RECORDS (COR) CELEBRATES RECORDS COORDINATORS

Records Coordinators were celebrated during Health Information Professionals Week (March 18-24) for all the great work they do to gather and produce informational records (birth/death certificates, medical records, subpoenas, public records) in a timely and efficient manner. Since implementation of COR Electronic Navigator (CEN) along with development of the Records Coordinator Program that provides pertinent record training to staff, the Custodian of Records office has seen a significant improvement in the production of records. To learn more about COR, click here.

▲ Pictured (left to right): Adrianne Billiter, Program Supervisor II; Alkamalee Jabbar, Custodian of Records; Jovita Gonzalez, Staff Specialist and Letty Macias, Staff Specialist.

ERGONOMICS

To help reduce ergonomic risks associated with repetitive motion and workstation design, the HCA Safety program encourages staff to register for an Ergonomic Principles Training class through Training Partner. Training classes are also offered at individual program sites for large groups upon request, as well as ergonomic evaluations and consultations to assess proper set-up of an employee's workstation. To request a service, call the HCA Safety program at (714) 834-SAFE (7233).

Please note that HCA Safety approval is required prior to purchasing sit/stand workstation equipment. Small ergonomic items such as keyboards, mice, and document holders, etc., can be bought through normal purchasing channels. For a list of frequently ordered ergonomic items, click here.

Helping Hands of the Agency: A Firsthand Look at How Volunteering is a Win-Win for Everyone!

on emergency fire service and emergency management which have led him to his volunteer position with HCA. He started this specific program with EMS Emergency Management because it was a field that Morin felt most passionate about and loved. He feels that having the opportunity to not only get hands-on experience, but also have those experiences means something good for the community as a whole and is incredibly rewarding. "I enjoy the aspect of helping people and the community directly," said Morin.

His experience as a volunteer with the agency has opened up many doors. Notably, he has been able to meet a lot of great people who genuinely care about the community and the people in it, and thus feels that the position is a great fit. hope to ultimately gain from his time volunteering with the agency, Morin noted, "Working knowledge, connections, and relationships."

Mike Morin, EMS Emergency Management volunteer is pictured at the Health Care Agency's Health Strategic Operations Center (HSOC).

Since taking on the volunteer position, almost a year and a half ago, Morin has fully been immersed in all things emergency management. Morin's supervisor **Jeremy Harris** reflected, "During this time, Mike has been an integral part of numerous planning meetings with local jurisdictional and private sector partners in regard to exercise planning and capabilities."

His first day as a volunteer included a first-hand response to the mumps outbreak that happened at Chapman University last year; his role in working with this outbreak was in support of those on his team and getting to see what worked and what did not by trial and error. When looking back on this experience and others like it, Morin said, "There is so much to take in and learn, all this stuff can't be learned from a book."

The volunteering experience gives individuals the ability to learn a lot and give back to the community. Reflecting on his time as a volunteer, Morin believes, "Everyone should do it!" To find a complete list of current volunteer opportunities and how to apply visit County Volunteer Services.

Getting to work with a large number of professional experts on the same projects and the opportunity to gain knowledge and experience they bring to the table as well as build relationships is highly beneficial for volunteers like myself. Volunteer positions with County agencies are unique simply because volunteers have the opportunities to experience hands-on tasks daily, which is an opportunity that many others may never receive.

To learn more about HCA Volunteer Services, visit their intranet page here or click here to visit County Volunteer Services.

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.