

## Director's Message

The Orange County Mental Health Board recently announced the launch of a new social media campaign called **Stigma Free OC**, which will focus on reducing and eliminating the stigma associated with behavioral health conditions by raising awareness and encouraging an environment where affected individuals and their families are supported in their efforts to achieve wellness and recovery. The ultimate goal is to create stigma free communities across Orange County so everyone gets the help they need.

Mental illness impacts us all in some way. People struggling with these conditions often experience shame and fear of judgment from friends, family, and co-workers,

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**Peer-to-Peer:** *Rob Panaligan*

## Paying it Forward

"I really like the setting, I enjoy working with the mentally ill and I love the people I work with," having a positive outlook, which includes the mindset of 'paying it forward,' is the attitude **Rob Panaligan** brings to his job as a Licensed Vocational Nurse in Correctional Health Services (CHS). He works at the Intake/Release Center (IRC) where his main duties include distributing medications, as well as doing treatments and assisting in crises, "I like what I'm doing and I like being in the jail setting. I know it's not for everybody, but this is for me.

I'm fairly comfortable here, so that's why I like it."

Rob said the practice of paying it forward has been a part of him for some time. His wife works as a nurse, in Los Angeles County, and he said he saw how nurses were there for his grandmother before she passed away, "They took care of her and I think 'maybe I can take care of someone else.' I don't want to become old someday and think, 'I wish I had done better.' The people we work with, our population, they

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# Hundreds Given Training to

# Save a Life

“It’s a great feeling to know hundreds of community members received Cardiopulmonary Resuscitation (CPR) training and education, which can save a life,” said **Meng Chung**, Basic Life Support (BLS) Coordinator with Orange County Emergency Medical Services (OCEMS). The “Hands-Only” training was given by Emergency Medical Technicians (EMTs) and Paramedics from OCEMS to 516 men, women and children, during the Tustin Police Department Open House on June 15, 2019. “Hands-Only CPR uses chest compressions without mouth-to-mouth resuscitation. The technique allows just about anyone to perform CPR which is crucial in the first few minutes of a cardiac

arrest,” said Meng.

Cardiac arrest is the leading cause of death in the United States. When an adult has a sudden cardiac arrest, his or her survival depends greatly on immediately getting CPR. “Unfortunately, only 46% of people who experience an out-of-hospital cardiac arrest receive the help that they need before professional help arrives,” said **Kirstin Wong**, Emergency Medical Services (EMS) Specialist. And Kirstin said “it’s not surprising since most cardiac arrests happen at home.”

To raise awareness of Hands-Only CPR, OCEMS coordinates the annual Hands-Only CPR events with local ambulance providers, fire departments, continuing education providers, training programs, facilities and cities. “These events take place throughout Orange County in the month of June,” said **Juan Alvarez**, EMS Specialist. “Every year tens of thousands of community members in Southern California are trained in Hands-Only CPR in hopes that these lifesaving basics may be the

◀ Justin Newton, Emergency Medical Services (EMS) Specialist teaches “Hands-Only” CPR during Tustin Police Open House.







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key to someone’s survival.” Timing is everything in a cardiac arrest. “When CPR is provided immediately after sudden cardiac arrest, it can triple a victim’s chance of survival,” said **Justin Newton**, EMS Specialist. Through this training, community members received education on recognizing the signs of a cardiac arrest and when to activate the 911 system. They also received instructions on performing Hands-Only CPR and learned how to administer compression on CPR mannequins. After the training,

the participants were given an informational postcard with the steps in Hands-Only CPR as well as links to additional online resources.

To learn how to do Hands-Only CPR, the American Heart Association has released this [video](#).

1. Orange County Emergency Medical Services (OCEMS) staff providing “Hands-Only” CPR Training at Tustin Police Open House.
2. Orange County Emergency Medical Services (OCEMS) Team at Tustin Police Open House. (L-to-R) Kirstin Wong, Emergency Medical Services (EMS) Specialist; Meng Chung, Basic Life Support (BLS) Coordinator; Juan Alvarez, EMS Specialist; and Justin Newton, EMS Specialist.
3. Juan Alvarez, Emergency Medical Services (EMS) Specialist at Tustin Police Open House.

## Director’s Message

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leaving many to suffer in silence. Many internalize this stigma and develop a strong self-stigma, which is a further barrier to seeking help.

We’re in the process of developing a Stigma Free OC website that is anticipated to go live this summer. It will provide information about stigma; resources in Orange County; a toolkit for taking action; and an opportunity to make a pledge to be Stigma Free alongside other committed community members, organizations and cities. Until then, we are starting to take pledges from individuals, organizations and cities.

You are invited to participate in this effort by making a pledge through the Survey Monkey link at [www.surveymonkey.com/r/StigmaFreeOC](http://www.surveymonkey.com/r/StigmaFreeOC), and be sure to share your pledge on social media with the campaign hashtag #StigmaFreeOC.



Your support for wellness and recovery in Orange County is greatly appreciated.

Sincerely,

*Richard Sanchez*

Richard Sanchez, Director



# Promoting a Cultural Competency Mindset

Some of the successes of the OC Health Care Agency (HCA) Behavioral Health Services (BHS) Cultural Competence Committee (CCC) were shared recently, with a 'sold out' audience of statewide community leaders, providers and peers from diverse communities. They gathered to discuss ways of, "Empowering Voices from Diverse Communities," at a Multicultural Symposium hosted by the National Alliance on Mental Illness (NAMI) (info [here](#)). The successes at BHS were highlighted during a panel discussion with BHS Deputy Agency Director **Dr. Jeffrey Nagel** and Ethnic Services Manager **Bijan Amirshahi** who heads the agency's Multicultural Development Program (MDP).

When it comes to Cultural Competency in BHS, "We have accomplished a





lot,” said Bijan. He described some of the work done by CCC that he moderates. He said they have created the first video, in a planned series, called “Culture Corner,” which features the diverse cultures of Orange County. Another accomplishment said Bijan, is speaking to people in their language, “It’s important that our behavioral health services are linguistically appropriate to the needs of the populations we serve because everything starts with the language. We have five threshold languages, (Spanish, Vietnamese, Farsi, Arabic and Korean), and Chinese is coming. We have forged a partnership between MDP and the operation at the clinics in which language services are decentralized and standardized by providing the same tools and instruction to every single program.”

Not only speaking the languages, but hiring bilingual and bicultural staff is also a key said Jeff. He said that’s one way they can add to the “structure” of Cultural Competency



in mental health services at BHS. Jeff said the structure already includes trainings for staff and balancing how much time is available for training, along with the responsibility of carrying out their program duties. While work on the structure will always be ongoing, Jeff said the focus always has to remain on the client, “What it should boil down to is the people receiving

services. Do they feel welcome, do they feel comfortable. That, at the core, is what we should be looking at in our work.”

In a keynote address before the panel discussion, Bijan presented on the work done with a diverse group of peers in creating the training, “Recovery: The Promise of Hope.” The presentation, titled “The Healing Power of Storytelling in a Multicultural World,” weaved together the work of BHS, with the presenter’s life story to promote open conversation about mental illness and substance use in the society.

For more on the BHS Cultural Competency Plan, click [here](#).

1. BHS Staff at NAMI Multicultural Symposium. Back (L-to-R) Cheryl Pitts, Asmeret Hagos, Teresa Renteria, Bijan Amirshahi, Deana Helmy, Pierre Tran, Brittany Whetsell. Front (L-to-R) Blanca Rosa Craig, Paul Capone, and Dr. Jeffrey Nagel.
2. Panel discussion at NAMI Multicultural Symposium. (L-to-R) Percy Howard, Bijan Amirshahi, and Dr. Jeffrey Nagel.
3. Bijan Amirshahi keynote address at NAMI Multicultural Symposium.





# 5 Things You Need

**1** So far this year in Orange County, there has been an average of 1,200 reports of elder abuse each month. To raise awareness about the neglect or exploitation of the elderly, the Orange County Board of Supervisors (BOS) declared [World Elder Abuse Day](#) on June 15, 2019. (You can read the press release [here](#).) In its proclamation, the BOS recognized the commitment of OC Health Care Agency (HCA), the District Attorney's office, Social Services Agency, OC Community Resources' Office on Aging and others in helping seniors live longer, safer and healthier lives.

**2** "Protecting the vulnerable older adult population is the main focus of HCA's Public Guardian Probate Unit," said **Darren Tan**, Supervising Deputy Public Guardian. "Where there are concerns of fraud, undue influence, waste or mismanagement of an elder's assets, we are there to work with our community partners to ensure their assets, which they've worked so hard for, are safeguarded from abuse."

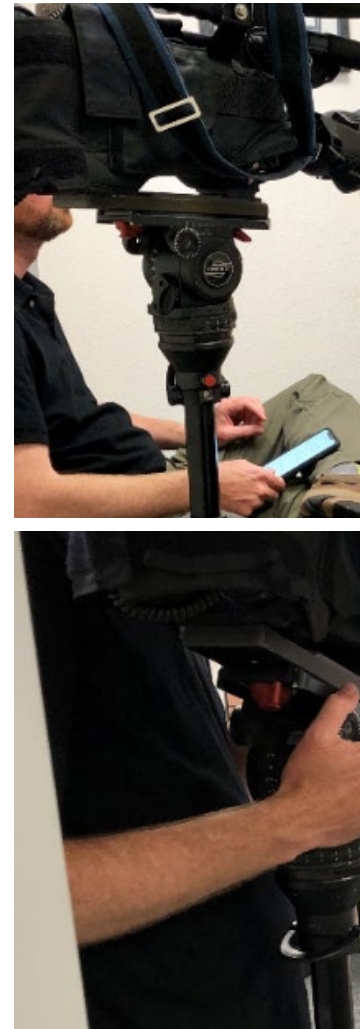
## KNBC-TV Interview on Innovative Tuberculosis App

A news crew from KNBC Channel 4 recently interviewed **Mike Carson**, Division Manager of Disease Control, Public Health Services (PHS). The request for the on-camera interview came from reporter Vikki Vargas who wanted to learn about the OC Health Care Agency's (HCA) use of a video Directly Observed Therapy (DOT) platform. The video DOT platform is a mobile app developed by vendor [emocha](#), which allows our PHS staff to watch and ensure, via the mobile app, that patients take their medication. The app is currently being used with patients in Tuberculosis (TB) treatment. (There's a press release from emocha on HCA's use of the app [here](#).)

The interview included a demonstration of the app and allowed Mike to explain its importance. "We've been using this video DOT app with Tuberculosis patients since March 1st. This technology allows HCA staff and our patients to save time from having to schedule in-person visits, while also making sure the treatment is taken as prescribed."

Mike, by the way, is no stranger to speaking before media and the public. You can find an informative and easy-to-follow presentation he did on TB at the University of California, Irvine by clicking [here](#).

► **1.** Mike Carson, Division Manager of Disease Control, Public Health Services answering questions from KNBC Channel 4 about video DOT platform used with TB treatments. **2.** Rosanne Tayag, Public Health Nurse, demonstrating how the video DOT platform works.





# to Know About: **ELDER ABUSE**

**3** “Elder abuse could happen to anyone’s family members,” said **Tim Beason**, Chief Deputy Public Guardian. “There are signs such as you’ll see your loved ones or friends becoming isolated from you by family, a caregiver or others, they’ll suddenly have ‘new friends’, or want to change legal documents. Other ‘red flags’ include checks made out to unknown people or unusual purposes, or withdrawals from banks, or the classic ‘young person interested in the older person.’ Also, if you see a large volume of mail asking for solicitations or lots of mail from charitable organizations, even sweepstake entries, those could mean the elderly person is falling for a scam.”

**4** There are other signs and resources along with a test you can take to gauge your knowledge of elder abuse. The University of California Irvine provides warning signs and in different languages [here](#). You can find resources from the Council on Aging [here](#). Test what you know about elder abuse [here](#).

**5** If you suspect a loved one might be the target of elder abuse, the Public Guardian’s Office has this advice: don’t be afraid to ask questions; look at financial records; make sure legal documents are in place such as an advanced directive, will or trust; and ensure their wishes are made clear in writing. If you ever need to report abuse that’s being done to the elderly, children or dependents, you can find information on how to do so, including a toll-free number to call, at [ssa.ocgov.com/abuse](http://ssa.ocgov.com/abuse).



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## In Remembrance



Orange County’s first Public Guardian, **James “Jim” Edgar Heim**, passed away on June 2, 2019 at the age of 93. Mr. Heim started his career with the County of Orange after serving in the U.S. Navy during World War II. At one point in his career, Mr. Heim served as department head of Veterans Services Office, Public Administrator and Public Guardian. As a Veteran himself, Mr. Heim cared about and helped Veterans obtain their benefits as they are well

deserved for service to our Country. Mr. Heim was considered to be an innovator regarding the enacting of the LPS Act ([Lanterman-Petris-Short Act](#)) in Orange County to end the inappropriate commitment of people with mental illness and initiated elder abuse investigations in the Public Guardian’s Office. As Public Administrator, Mr. Heim initiated the real and personal property auctions, asset protection and fiduciary court accountings, all in conjunction with our County Counsel Attorney staff. Mr. Heim was truly a public servant for the County of Orange.

For more on his life visit [here](#).

# Mental Health Awareness Month a Success



## Mental Health Awareness Outreach Efforts

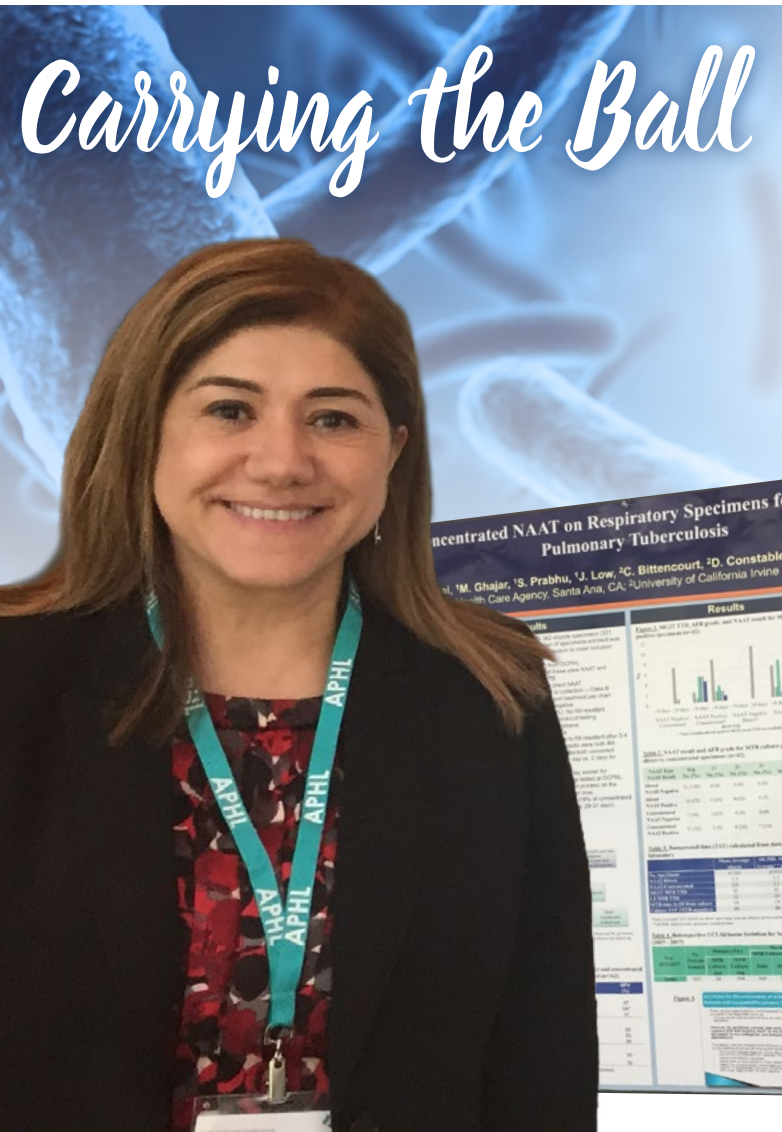
Items Distributed	2019	Difference from 2018
<b>Ribbons</b>	<b>49,484</b>	<b>↑ 53%</b>
<b>Wristbands</b>	<b>39,989</b>	<b>↑ 29%</b>

Personal testimonies have been coming in to Behavioral Health Services (BHS) about the impact of the many outreach efforts which were done during Mental Health Awareness Month in May. One such success story came on the first day of a two-part parent education conference held at Hoag Hospital, which focused on suicide prevention:

NAMI ([National Alliance on Mental Illness](#)) staff related that they spoke with a woman whose son attempted suicide. She said she did not understand the reason behind his decision to try to take his life. She had very little empathy and was angry and viewed his suicide attempt as a selfish act. After the presentation was over, she expressed a newfound perspective on her son's illness; she was connected with resources and took away tools such as listening without judgment and asking for help. She wanted to get home just to hug him and tell him she didn't understand it all but that she was willing to listen to everything he was feeling and not wait to get him help.

In addition, more than 20,000 [OC Links](#) cards were distributed throughout Orange County (OC) at various community sites, schools, provider locations and outpatient clinics. The momentum for the Mental Health Awareness movement continues to be felt throughout OC communities.

For a look at some of the highlights from Mental Health Awareness Month click [here](#).





need advocates. I'm not going to say I'm the best, but I try to be. There are a lot of nurses out there who are better than me, so I'm just trying to be a better nurse myself. It's not a bad way to live life, just try to be good to people."

Rob has been at CHS for the past 10 years. He said he started on the advice of a friend who told him it would be a good job, with good pay and good benefits. After a decade of service now, Rob was asked, "What advice would you give someone who is thinking about working in the jails?" He paused for a brief moment then replied, "Don't worry about the money and don't make money a priority. Just be good to people here, be respectful and you'll be ok."

Being professional is also important to Rob, who said he "works hard, but plays hard too." Off-roading, hiking and mountain biking are some of his passions, along with experiencing all the ethnic food he can. To show how dedicated he is in whatever he does, Rob said he made the pilgrimage to go mountain biking at the [Whistler Mountain Bike Park](#) in British Columbia, Canada. Rob described the experience as, "a little like heaven being in the mecca of mountain biking. You have to go at least once in your life." Rob also said he, his wife and their two daughters enjoy trips to Hawaii and they have another trip planned to British Columbia.

# on Tuberculosis Testing

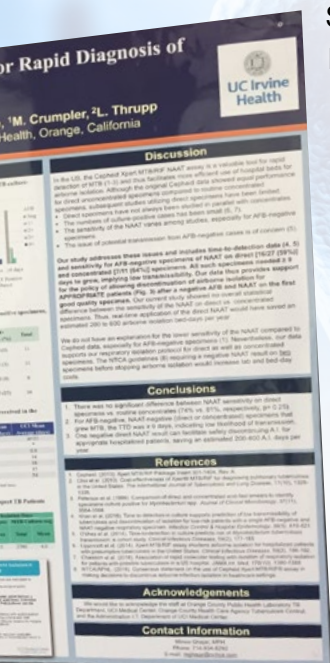
TB here doesn't mean Tom Brady, but Tuberculosis (TB). And a member of the OC Health Care Agency (HCA) Public Health Lab (PHL) recently took part in what many consider to be a kind of 'Super Bowl' for the testing of TB in labs. Now you might need a scorecard to keep track of everything she said, but **Minoo Ghajar**,

Supervisor of the Tuberculosis/ Mycology and Parasitology department of Public Health Services (PHS), just needed a poster to present the PHL's newest 'playbook' for TB testing at the Association of Public Health Laboratories (APHL), Laboratory Aspects of Tuberculosis meeting recently in Atlanta.

The poster shows how 'game management' of TB can be impacted by direct testing of patient samples versus the traditional way of processing

the samples. "The poster is important because it shows there were no significant differences in results when we conducted rapid diagnosing of TB from patient samples," said Minoo. "Rapid diagnosis of TB is crucial because TB is spread by airborne exposure, so if we can identify patients who have TB faster, they can be started on the appropriate therapy sooner, and kept isolated from other individuals." However Minoo said the processing element cannot be eliminated at this point since it's still the 'gold standard' for TB diagnosis.

Minoo said it was exciting to present the poster at the APHL meeting to show the great work being done in the PHL to other scientists, some of whom came from Europe along with the Centers for Disease Control and Prevention as well as public health labs from across the U.S. "Our poster was a collaboration with our Pulmonary Diseases Clinic and the University of California, Irvine Medical Center. There are other opportunities for more presentations and I'm hoping to present this poster at the California Public Health Lab Director Meeting in San Diego in October." For more on the title of the poster, its authors and objectives, click [here](#).

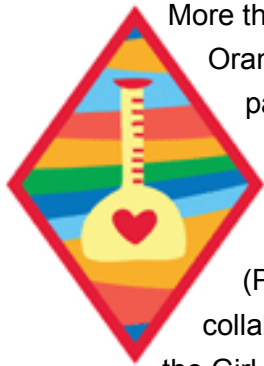


“My favorite thing about the class was learning about how drugs can cause diseases and loss of life and now I want to help people stop smoking.”

- Mikayla, Girl Scout Cadette • 6th grade, Anaheim, CA.



# Girl Scouts + Publ



More than 30 Girl Scouts from troops around Orange County have a new badge and patch on their uniforms thanks to a pilot program from the Alcohol & Drug Education & Prevention Team (ADEPT) in Public Health Services (PHS). The awards are the result of a collaboration between ADEPT staff and the Girl Scouts of Orange County, which

combined their youth serving program opportunities to develop a 3-part workshop called “Teens in Action: The Science of Happiness.” The workshop is for middle school girls in the 6th, 7th and 8th grades.

The Girl Scouts took part in a series of trainings, provided by ADEPT, which are designed for teens and pre-teens said Health Educator, **Laura Buscemi-Beebe**, “This series is resilience-building, skill building, life skills, communications and conflict management as well as understanding risks and how to stave them off, while remaining strong and confident in their choices.”

Girl Scouts of Orange County’s NEW [Healthy Relationships Patch Program](#) helps girls at every Girl Scout level to discover what they value in healthy relationships, through meaningful activities, and to take action to practice valuable life skills needed for healthy relationships.

Mentored by healthy relationships experts from the OC Health Care Agency (HCA), Girl Scouts recognize and create healthy relationships through age-appropriate research and hands-on activities that are meaningful to them.

To earn the national [Science of Happiness badge](#), (on left) Girl Scouts set the goal of making the world a happier place, starting with themselves. They learn how scientists measure happiness and perform a ‘happiness experiment’ on their friends and family. The Girl Scouts were given many steps they can take to reach their goal. Those include: making yourself happier; getting happy for others; and learning how to find which personal strengths make a person happy. Participants also learned about some of the careers to explore for making the world a happier place such as social worker, psychologist and therapist.

The Girl Scouts were grateful for the lessons. “I think this class was very helpful and educational about the brain science behind happiness and building healthy relationships. The instructor mentioned “code words” for safety so I did make one with my mom because I thought it would be very helpful. Also, choosing the right people to hang out with, and having back up things to say in case they try to peer pressure you to do things





# ic Health = Badges



1. Girl Scouts attend the Teens in Action: The Science of Happiness workshop. 2. Girl Scouts of Orange County "Healthy Relationship" patch. 3. Certificates awarded to Girl Scouts of Orange County at PHS 17th Street, Santa Ana. 4. Laura Buscemi-Beebe welcomes Girl Scouts.



you don't want to do." - Bella, Girl Scout Cadette, 6th grade, Tustin, CA.

"It made me realize that there are people out there who want to make the world a better place, and they are doing that for their job." - Ashley, Girl Scout Cadette, 6th grade, Yorba Linda, CA.

Also as part of the program, the Girl Scouts were given a tour of the Public Health clinics at 17th Street in Santa Ana. The girls learned the functions of the HCA and its role in keeping Orange County residents and visitors safe and healthy.

# Bomb Threat Call

at Environmental Health

*“When I saw the police I knew it was serious. We then heard the words ‘bomb threat’ it took about 10 minutes to find out the threat was made to a business next to Environmental Health.”*

Darwin Cheng, Program Manager

OC Health Care Agency (HCA) staff in the Environmental Health (EH) offices at 1241 Dyer Road, Santa Ana, rose to the occasion when they were ordered to evacuate after the call of a bomb threat on May 1, 2019. The threat was made to a business which shares the same building as EH. The order to evacuate was given to EH staff just before 10 a.m. when the property landlord called **Sandra Martin**, Senior Office Supervisor and one of two Department Safety Representative’s (DSR), “When I hung up, I got on the speaker and announced, ‘You need to evacuate immediately,’ which is our protocol. It took about 7-8 minutes to vacate

the building.”

About 185 EH employees work in the building. Those who were inside at the time evacuated to their predetermined assembly location. As they gathered, EH supervisors and staff were able to work through logistical issues as employees from other businesses in the building evacuated. “Our primary concern was safety and making sure everyone evacuated,” said **Darwin Cheng**, Program Manager, Hazardous Materials Surveillance Section. “We also knew it was going to take time to search the building so our focus turned from evacuation to making

sure everyone stayed together.”

As police arrived and began closing off the area with yellow tape, EH staff moved to another location before being offered a conference room inside a Boy Scouts office that’s in the same complex. (EH staff thanked the Boy Scouts team for cranking up the air conditioning, providing water and offering plenty of seats.)

While it was a place to gather, and there were restrooms, there were still decisions to make, updates to provide and responsibility to make sure everyone was accounted for as they waited for the search to end. “Managers made sure staff did not leave without notifying a supervisor,” said **Christine Lane**, Interim Director, EH, “And supervisors were reaching out to staff off-site, telling them not to return until further notice.” EH staff also kept the public in mind, “We worked with police to make sure customers were kept away from the building and safe,” said **Denamarie Baker**, Hazardous Materials Specialist III, DSR.

It took little less than an hour for the Orange County Sheriff’s

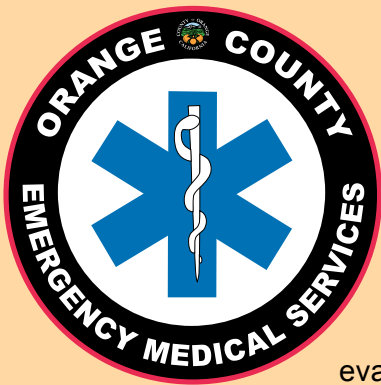


Department Bomb Squad to clear the building, using three teams with search dogs. Going forward, the EH Building Safety Committee at 1241 Dyer Road plans several action items. Those include: meeting with the landlord over the assembly areas; creating plans to meet or use nearby HCA offices or facilities in the event of a longer incident; and considering equipment that may be needed for an evacuation.



Safety Committee for 1241 Dyer Road offices: Back (L-to-R) Tom Wong, Michael Palazzola, Anthony Martinez, Christine Lane, Darwin Cheng, Sandra Martin. Seated (L-to-R) Denamarie Baker, Gerrit Kovach, Stephanie Wilkins-Singleton, Bao-An Huynh.

# Trauma Center Review in Orange County



A review is underway of the Trauma System in Orange County (OC) and it's being done at the request of the OC Health Care Agency Emergency Medical Services (OCEMS) division. The review comes after an evaluation of the OC Trauma System concluded

that the four designated hospitals which provide trauma care in the system are meeting the needs of the current population. But the report also concluded if any of the four hospitals lost its adult trauma center, the loss would severely strain and overwhelm the remaining system and trauma centers. The review said the County would benefit from an evaluation which is being done by the American College of Surgeons and is expected to be finished by the end of the year.

## About OCEMS:

1. The OCEMS division is charged with the oversight and regulation of the delivery of emergency medical services within the county.
2. OCEMS is responsible for developing and coordinating an integrated emergency medical care delivery system, which is composed of hospitals, specialty care centers, fire departments and ambulance providers.
3. The four designated hospital providing trauma care are: Children's Hospital OC; Mission Hospital, Mission Viejo; OC Global Medical Center; and the University of California, Irvine Medical Center.



# For Health

This July during National Park and Recreation Month, spend time enjoying the outdoors and being physically active with your family and friends. Not only will this improve your health and help manage your weight, but you will feel better and have fun at the same time. To find a park or playground near you click [here](#).

After having fun at the park and working up an appetite, try making this BBQ Turkey in Pepper Shells recipe with your family. This colorful and healthy dish can be one of many recipes to try this summer. Whether you're having a cookout or a picnic you can find more summer resources [here](#).

## BBQ TURKEY IN PEPPERS SHELLS



### Ingredients:

- ¾ pound** lean ground turkey
- 1 large** onion, peeled and chopped
- 1 medium** green bell pepper, seeded and chopped
- 1 (14½-ounce) can** no-salt-added diced tomatoes
- 1 cup** low-sodium canned black beans, drained and rinsed
- ½ cup** prepared barbecue sauce
- 1 teaspoon** garlic powder
- 1 teaspoon** liquid smoke
- 3** bell peppers (any color)

### Directions:

1. Brown ground turkey in a medium skillet over medium-high heat until no longer pink; drain excess fat.
2. Add onion and cook until tender, about 5 minutes.
3. Add all remaining ingredients except the whole bell peppers; simmer for 10 minutes over medium heat.
4. Meanwhile, cut the whole bell peppers in half lengthwise and remove the seeds. Place in a microwave safe dish with a small amount of water.
5. Cover and microwave bell peppers on high until crisp-tender, for about 5 minutes.
6. Remove peppers from the dish and place on a large plate. Spoon turkey mixture into bell pepper shells and serve.





# Leveraging Your Benefits

*Step to Better Health and Get a Credit*

**R**emember the deadline is August 23, (next month), to complete the three steps to receive the Healthy Steps Wellness Credit for 2020.

Two of the steps can be completed easily online, those are the non-smoking attestation and the health risk assessment. The third step, a biometric screening, requires one of three ways to complete. You can do the biometric screening with a home test kit, schedule an appointment at a lab or your health care provider, or do it through an onsite screening, but space is limited for those. Whichever way you choose, do it soon. If you

use the home kit, you have to request it by August 1 and have it postmarked by August 14 to ensure it's processed in time.

For more information, Orange County Human Resource Services has scheduled three webinars regarding OC Healthy Steps on July 9, 23 and August 6. You can sign up for them [here](#). You can also get information any time at the OC Healthy Steps website: [ohealthysteps.staywell.com](http://ohealthysteps.staywell.com) or by calling their toll free number: 1 (800) 492-9812.

## SERVICE AWARDS

**2019 Second Quarter Employee Service Awards (April 1 to June 31 Hire Dates)**

*On behalf of the Health Care Agency Executive Team, we extend our heartfelt congratulations to each of you for your years of service to our department and the County of Orange.*

### 35 Years

Alison Halderman

### 30 Years

Victor Cota  
Eleanor Forrest  
Janice Davis

### 25 Years

Lucia Duong  
Maria Tomas  
Michael Iwai  
Walter Cadena  
Alan Reynolds  
Guillermina Olivares  
Maria Avalos

Susan Aguilera  
Blanca Esparza  
Be Nguyen  
Tisa Nguyen  
Vu Tran

### 20 Years

Olga Lopez  
Magdalena Lopez  
Colleen Brody  
Rafael Canul  
Susie Rich-Fraser  
Martha Pacheco  
Cecilia Leon  
Emma Sarmiento  
Candace Cartmill-  
Nishimoto  
Jocelyn Lumitap

Elio Sanchez-Loya  
Catherine Zubia  
Bhuvana Rao  
Maria Aparicio  
Daniel Alexander  
Chiyo Matsubayashi  
Yvonne Brack

### 15 Years

Howard Mayo  
Joyce Yao  
Jennifer Anderson

### 10 Years

William Murray  
Robinson Panaligan  
Angelito Mora

### 5 Years

Cathy Mu  
Lindsey Kenney  
Grecia Estrada  
Cynthia Bracamontes  
Kelly Coburn  
Melanie Jaques  
Ada Frey  
Vicki Sweet  
Nidia Moran Canales  
Aida Viveros  
Christine Min  
Michelle Salas  
Maria Duran  
Allyson Palas  
Mabel Ruelas  
Diana Kogan

Meng Chung  
Adrian Rodriguez  
Veronica Davalos  
Rommel Navarro  
Michelle Flores  
Rodolfo Loera  
Pristeen Rickett  
Chrislyn Nefas  
Erika Capalla  
Adrienne Billiter  
Daniel Vu  
Melissa Kusler  
Alicia Sagal  
Jeffrey Kalt  
Maritza Alvarez  
Maaria Shaikh  
John Lewis

# Labor Management Committee 101

## Did you know that the Mission of the LMC is:

- To engage in a cooperative partnership with the County of Orange (County), to address and resolve workplace issues, in accordance with the provisions set forth in the applicable Memorandum of Understanding (MOU). The LMC also provides knowledge and expertise to serve as a resource in helping to implement a more efficient, accountable, results-oriented and responsive organization within the parameters agreed upon by Orange County Employees Association (OCEA) and the County.

## Do you know that the purpose and goals of the LMC include:

- Creating a working environment that encourages active participation by employees, to achieve organizational goals while enhancing community, client and employee satisfaction.
- Providing a forum for employees to propose workplace process improvements to increase the effectiveness, efficiency and overall quality of service delivery.

## Did you know:

- The LMC created the Steve Ambriz Team Excellence Award to identify the qualities and characteristics of effective work teams. For more visit the Team Excellence Awards [website](#).
- The LMC has successfully resolved numerous workplace issues while also providing input into the HCA Business Plan and spearheading HCA's Cost Savings Task Force.
- You can purchase HCA logo-shirts through the LMC. To order visit here: [here](#).
- For much more information on the LMC visit our [website](#).
- If you are interested in applying for membership, please complete the [application form](#) on our website.



## Applications for Steve Ambriz Awards



Applications are now being accepted for the Steve Ambriz Team Excellence Awards. The information you need is in an email that's sent this month. Also be sure to mark your calendar for the Awards which are scheduled for Wednesday, November 13, from 2 p.m. to 4 p.m. at the Hall of Administration, Board Hearing Room, 333 W. Santa Ana Blvd.



## 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. We welcome your ideas, input and/or insight into HCA people and programs. To contribute, comment or connect please email us at [hacomm@ochca.com](mailto:hacomm@ochca.com) or call (714) 834-2178. Thank you!