The OC Health Care Agency (HCA)

FACTBOOK

2025 – 2026



Quality Health for All. Our Community. Our Commitment.

OC health CARE AGENCY

THE HCA FACTBOOK

NAME
OC Health Care Agency (HCA)

ADDRESS
405 W. 5th Street
Santa Ana, CA 92701

STAFF
2,796
Budgeted Positions

BUDGET
$1.2 Billion
(FY2025–26)
178 Revenue Sources

HCA OFFICE LOCATIONS
50

WEBSITE
www.ochealthinfo.com



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AGENCY DIRECTOR

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Lorraine Daniel, MPA
ASSISTANT AGENCY DIRECTOR

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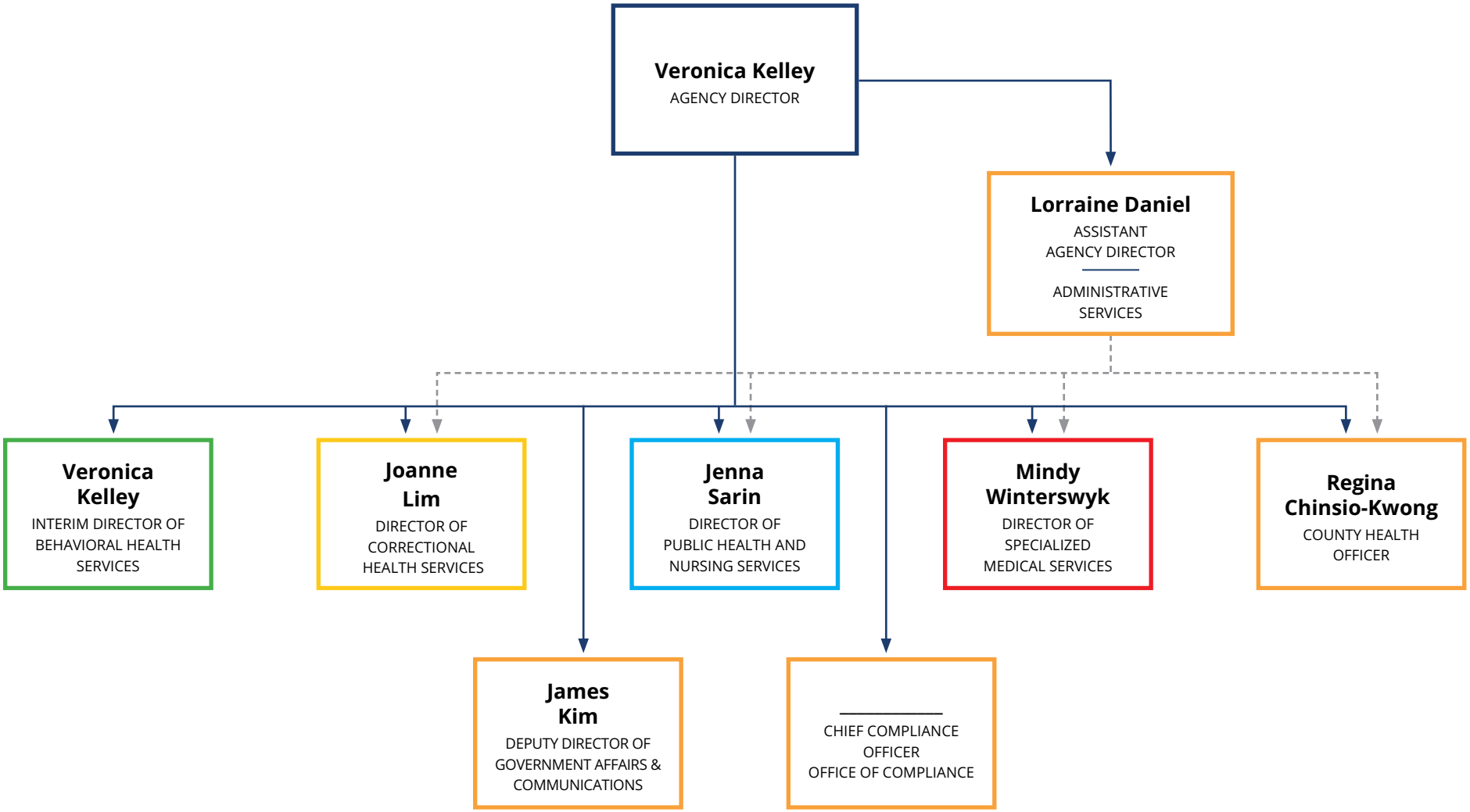


OVERVIEW

The OC Health Care Agency (HCA) is a regional provider, charged with protecting and promoting individual, family, and community health through coordination of public and private sector resources. The HCA provides a variety of treatments and regulatory services. The funding for the HCA is complex, with 178 different funding sources and more than 200 state and federal mandates. The mandates under which the HCA operates require the County of Orange (County) to provide for or regulate certain health services. Many also carry specific requirements for staffing, operations, claiming, and recordkeeping.

The HCA delivers a wide range of specialized services designed to meet the needs of diverse populations across the county. In addition to providing behavioral health care and substance use disorder (SUD) services, the HCA offers critical treatment and clinical services through its Correctional Health programs for individuals who are incarcerated, its Public Health clinical services and communicable disease control efforts, and its Emergency Medical Services operations that support medical response and coordination. These services also include child health and disability programs, immunizations, public health nursing and clinic care, food protection, hazardous waste regulation, water quality monitoring, and pollution prevention..

EXECUTIVE ORGANIZATIONAL CHART



DIRECTOR'S OFFICE

The Director's Office leads the HCA's primary focus to provide compassionate and accessible services that improve the health and well-being of our diverse communities across Orange County. Under the guidance and leadership of the Agency Director and the Assistant Director, the Director's Office provides administrative and operational guidance to fulfill the HCA vision of a healthy, thriving Orange County.

ADMINISTRATIVE SERVICES (AS)

The HCA's Administrative Services team provides internal operations that support the HCA, enabling staff to provide the best possible service to our community. Administrative Services is an integral component of the Agency's ecosystem ensuring seamless operation and efficiency through the provision of comprehensive support to all service areas. Administrative Services has a workforce of more than 200 staff organized in the following structure:

- Accounting and Finance Services
- Administrative Operations
- Human Resources
- Information Technology
- Management Services
- Procurement and Contract Services
- Research Office
- Training and Organizational Development

OFFICE OF COMPLIANCE AND PRIVACY

The HCA's Office of Compliance helps ensure the Agency operates with integrity, transparency, and accountability. Its primary purpose is to make sure programs and services follow laws, regulations, and ethical standards designed to protect clients, patients, staff, and the community. The Office provides guidance on safeguarding sensitive information and offers confidential ways for anyone to report concerns. By promoting ethical behavior and supporting staff in understanding their responsibilities, the Office of Compliance helps maintain trust in the services the HCA provides every day.

OFFICE OF GOVERNMENT AFFAIRS AND COMMUNICATIONS

Includes divisions which support executive leadership and facilitate cross-collaborative development, implementation, and improvement of initiatives. Serves as the Agency's liaison to the County of Orange Board of Supervisors, the County Executive Office, and external elected officials. Government Affairs and Communications has a workforce of sixteen organized in the following structure:

- Communications
- Custodian of Records
- Grants and Funding Opportunities
- Legislation and Policy



James Kim, MBA
DEPUTY DIRECTOR
Government Affairs and Communications

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BEHAVIORAL HEALTH SERVICES (BHS)

Behavioral Health Services (BHS) provides treatment and support to residents living with serious mental illness and substance use disorders. As the County's Medi-Cal Speciality, Behavioral Health Services provider and Behavioral Health Plan (BHP), the department provides treatment and crisis services within an integrated treatment plan to care for all patients overall health. BHS manages the county's Organized Delivery System (ODS) for substance use treatment, connecting people to prevention, recovery, and support programs. In addition, the service area oversees the county's Behavioral Health Services Act (BHSA) which coordinates state funding to improve community-based services in alignment with our state contract. Together, these roles ensure that Orange County's underserved and/or uninsured residents have access to a full range of behavioral health programs that promote wellness, recovery, and hope. The BHS workforce of nearly 1,300 staff is organized into the following divisional structure:

- Adult and Older Adult Services (AOA)
- Behavioral Health Services Act (BHSA) Office
- Children and Youth Services (CYS)
- Crisis and Acute Care Services (CAC)
- Data Analytics and Evaluation (DAE)
- Forensics and Justice Involved
- Quality Management Services (QMS)
- Substance Use Disorder Services (SUD)



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CORRECTIONAL HEALTH SERVICES (CHS)

Correctional Health Services (CHS) provides comprehensive health care services to all adult inmates within the County of Orange correctional facilities operated by the Orange County Sheriff's Department, as well as to youth residing within the residential facilities operated by the OC Probation Department and Social Services Agency. CHS provides these health services to approximately 40,000 to 60,000 individuals each year. CHS has a staff of more than 500 delivering mandated services 24 hours a day/7 days a week, organized in the following structure:

- Adult Correctional Health (CHS)
- Juvenile Health Services (JHS)
- Orangewood Children and Family Center (OCFC) Medical Services



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Correctional Health Services

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PUBLIC HEALTH SERVICES (PHS)

Public Health Services (PHS) monitors and investigates the occurrence of disease, injury, and related factors in the community, and in collaboration with community partners, develops and implements preventive strategies to maintain and improve the health of the public. PHS delivers a wide range of clinical care, disease control, nursing, environmental health, health promotion and laboratory services to uninsured or under-insured individuals through six major divisions of more than 700 staff.

- Clinical Services Division (CSD)
- Communicable Disease Control Division (CDCD)
- Community and Nursing Services Division (CNSD)
- Environmental Health Division (EH)
- Health Promotion and Community Planning (HPCP)
- OC Public Health Laboratory (OCPHL)



Jenna Sarin, MSN, RN
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SPECIALIZED MEDICAL SERVICES (SMS)

SMS includes divisions which ensure emergency medical response and disaster management, medical care for eligible children, probate and Lanterman-Petris-Short Act conservatorships for individuals who are no longer able to make decisions for themselves, and health support for County staff. SMS has a workforce of approximately 205 staff organized in the following structure:

- California Children's Services (CCS)
- Emergency Medical Services (EMS)
- Employee Health Services (EHS)
- Medical Safety Net (MSN)
- Office of Public Guardian (PG)



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Specialized Medical Services

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COUNTY HEALTH OFFICERS

The County Health Officer (CHO) holds a distinct role in California. State law requires counties and cities to appoint a physician as CHO and assigns them key public health responsibilities, including enforcing local public health and sanitation orders, state public health directives, and related statues. In Orange County, the CHO serves both at the County and City levels.

CHOs help manage contagious and communicable diseases, which may include issuing isolation or quarantine orders to prevent and control spread. They also play a central role during public health emergencies, including declaring a local health emergency when needed, with extensions approved by the Board of Supervisors. As a physician, the CHO serves as a trusted expert for the public and media during outbreaks and crises.

The CHO also brings together medical providers, community-based organizations, and clinical partners to support coordinated public health efforts across the county. This collaboration is strengthened through monthly meetings, clinical newsletter, and health alerts that help maintain real-time situational awareness



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AGENCY KEY RESOURCES

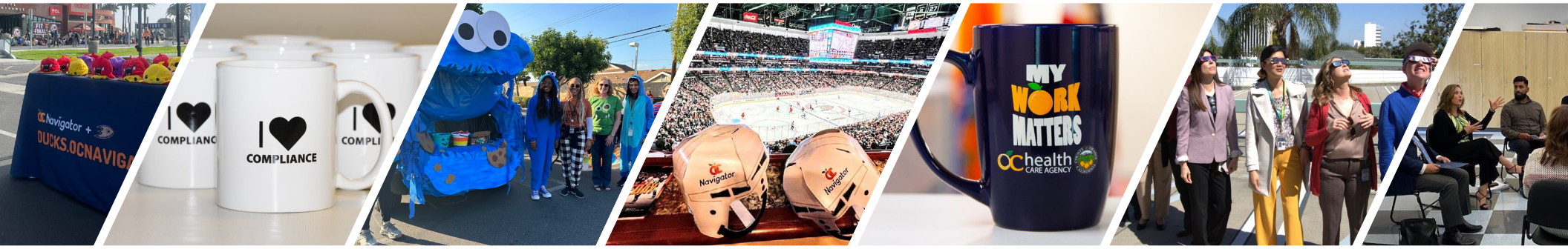
OC Links Behavioral Health Services Information and Referral Line
855-OC-LINKS (625-4657)
Live chat online at www.ochealthinfo.com/oclinks
Monday to Friday from 8 a.m. to 6 p.m.

OC Navigator
www.ocnavigator.org Connects to resources in Orange County for health, wellness, and other supportive services.

Health Referral Line
(800) 564-8448 – Monday to Friday from 8 a.m. to 5 p.m.
Provides general information about Public Health Services and referrals to community resources.

Reporting foodborne illnesses or food facility complaints
Over the phone by calling (714) 433-6418 or online at:
https://bit.ly/OCEH_File_A_Complaint

OC Health Care Agency Media Line
(714) 834-2178 or press@ochca.com



OC HEALTH CARE AGENCY SOCIAL MEDIA

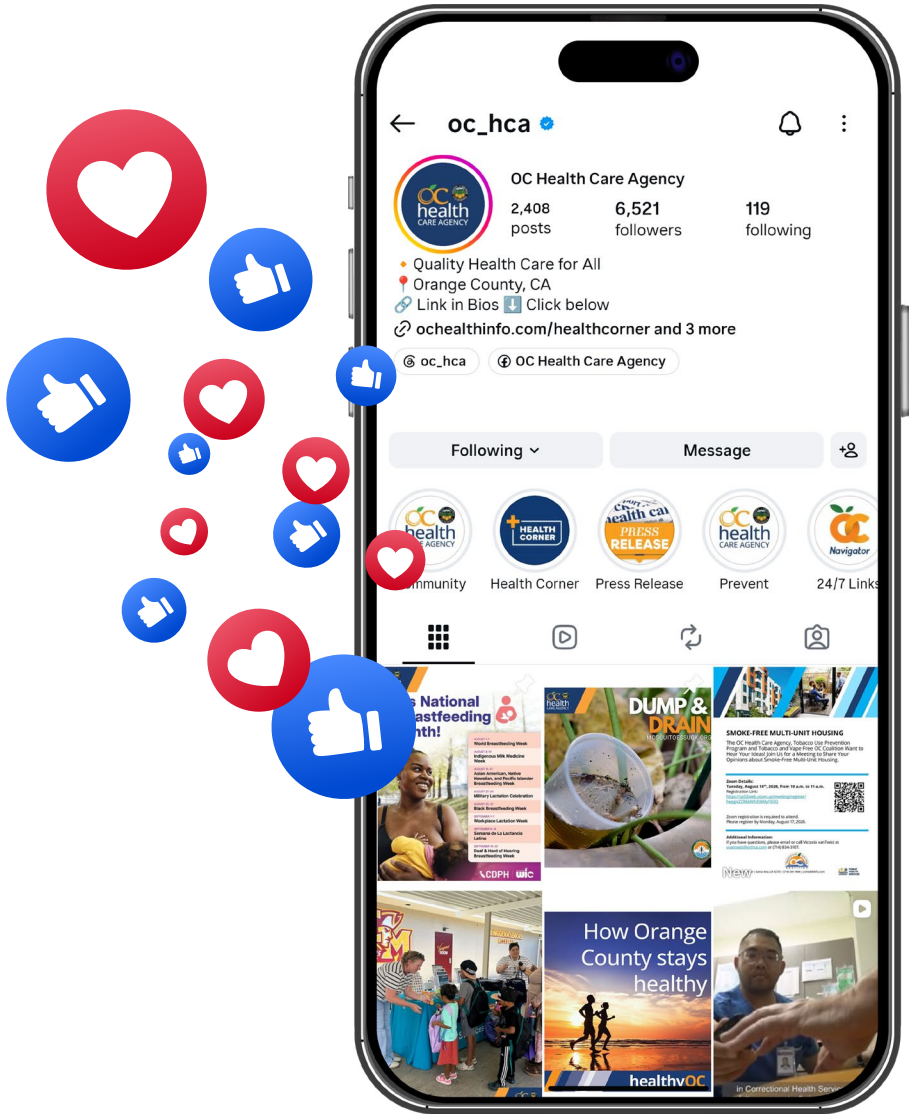
Facebook
@ochealthinfo

X
@ochealth

Instagram
@oc_hca

LinkedIn
OC Health Care Agency

YouTube
@ochealth



ADMINISTRATIVE SERVICES

Total Positions
151

The HCA's Administrative Services team provides internal operations that support the HCA, enabling staff to provide the best possible service to our community. Administrative Services is an integral component of the Agency's ecosystem ensuring seamless operation and efficiency through the provision of comprehensive support to all service areas. Administrative Services has a workforce of more than 151 staff organized in the following structure:

- **Accounting** – Organized into five units: (1) Claims and Financial Reporting, (2) Disbursements, (3) Environmental Health, (4) Medical Billing Unit and (5) Public Guardian which provide professional accounting support, Medi-Cal billing services and court accounting among other services.
- **Agenda Staff Report (ASR) Coordinator** – Responsible for processing ASRs in accordance with the ASR County Policy, Countywide ASR Guidance and the Board of Supervisors Rules of Procedure.
- **Financial Services** – Develops and maintains the 5-year Strategic Financial Plan, prepares and monitors the HCA's annual budget, and ensures financial year-end reporting is accurate and correct and in alignment with federal, state and County of Orange (County) policies.
- **Human Resources** – Works to attract, retain and develop a highly-skilled and competent work force so the HCA can provide outstanding service. Day-to-day support includes recruiting, compensation, performance management, policy and procedure review and training.
- **Information Technology** – Administers the Agency's robust and secure technology infrastructure; develops and manages complex applications in support of the Agency's mission; and assists Agency programs with essential operational support while adhering to strict federal, state and County privacy and compliance frameworks.
- **Management Services** – Includes Facilities Services and Building Management, and the Safety Program. Facilities Services and Building Management support HCA staff to provide a safe working environment for staff and clients. The Safety Program ensures compliance with Cal/OSHA regulations.
- **Policy and Procedures** – Responsible for overseeing Agencywide policies and procedures. This includes ensuring that all policies are developed, monitored, tracked, updated, and retired to stay aligned with business objectives and regulatory requirements.
- **Procurement and Contract Services** – Responsible for the day-to-day procurement and contracting activities which includes the planning and coordination of all processes to procure goods and services. PCS responsibilities include adherence to funding source requirements such as Uniform Guidance, state, and local requirements.
- **Research Office** – Expertise in statistical analysis, data science, and spatial science to support the interpretation of data and information for all divisions within the HCA. Research collaborates with all divisions of the HCA, County Agencies, the state and a wide range of community organizations to generate data management, reporting, dashboards and visualizations, performance tracking, and analysis.

- **Training and Organizational Development** – Dedicated to empowering the HCA's workforce with the skills, support, and resources needed to thrive in a dynamic and service focused environment. The department goal is to strengthen organizational capacity by providing high quality training, leadership development, and strategic Agency support that fosters growth, collaboration, and continuous improvement. The team partners across the Agency to cultivate a positive, inclusive learning culture—ensuring employees are prepared, supported, and inspired to deliver exceptional care and services to the communities that the HCA serves.

ANNUALIZED SERVICE AREA ENGAGEMENTS

Agenda Staff Report

95

ASR's prepped

Accounting

13,768

Account Payables invoices processed

Financial Services

2,019

EPRP* requests processed

53,296

Volunteer & intern hours: 180 volunteers/ 316 interns

*Educational and Professional Reimbursement Program

ANNUALIZED SERVICE AREA ENGAGEMENTS

Human Resources



4 / 410 / 65

Conducted 4 hiring events, extended 410 job offers and opened 65 recruitments

Information Technology



30,775

Service tickets and incident requests processed

Management Services



1,282

Facility & building services work orders



505

Facility inspections

Policy and Procedures



55

Reviews: P&P = 22, BCP = 17
BBPS = 11, ATO's = 5*

Procurement and Contract Services



299

New contracts executed

Research Office



63

New research project requests



34

Dashboard & data updates

*P&P - Policy & Procedures
BCP - Business Continuity Plans
BBPS - Bharat Bill Payment System
ATO's - Atos Government IT Outsourcing Services

BEHAVIORAL HEALTH SERVICES (BHS)

FY 2025-26 Budget	Total Employees
$795,726,885	1,278

Individuals Served (Unduplicated)
38,911 (FY 2025-26)

Interim Director, BHS
Veronica Kelley, DSW, LCSW
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The BHS team provides a comprehensive, culturally responsive system of mental health and substance use support to eligible residents throughout Orange County. They operate through divisions focused on Adult Mental Health Services, Children & Youth Services, Alcohol & Drug Abuse Services, Crisis and Acute Care and Justice-Involved Care — ensuring the right care is available at the right time and in the right place. The following summarizes the divisions and services that BHS is required to offer:

- **Adult and Older Adult Services (AOA)** – Offers a full range of programs to adults and older adults, including special populations such as veterans, transitional aged youth and justice-involved individuals with mental health conditions that are at risk of more serious issues without treatment and supportive services. These services include Outpatient Services which provide navigation services, psychiatric medications, therapeutic services, peer support and other supportive services such as Peer Wellness Centers. Full-Service Partnership (FSP) Programs serve individuals with the most severe symptoms who need more intensive and focused services. These programs have a "whatever it takes" approach to treatment and often work in the field and in client homes to ensure needed treatment is being provided. Housing and Supportive Services matches individuals with serious mental illness to permanent and supportive housing and coordinates onsite supportive services.

- **Children and Youth Services (CYS)** – Offers a broad array of treatment and early intervention services to children, adolescents, transitional aged youth, and their families who are experiencing symptoms of mental health and co-occurring mental health and substance use disorders. CYS also offers one intensive outpatient program that focuses on the needs of youth with mental health conditions and significant medical diagnoses concurrently through a full-service partnership model of care.

- **Crisis and Acute Care Services (CAC)** – Provides responsive services to adults and youth in a behavioral health crisis. Services include mobile behavioral health Crisis Assessment Team (CAT), Psychiatric Emergency Response Team (PERT), OC Links (24/7 Resources line), Crisis Stabilization Units (CSU), Crisis Residential Programs (CRP), In-home Crisis Stabilization services, inpatient psychiatric hospital services, coordination of 988 Suicide and Crisis Lifeline, Suicide and Self-Harm Reduction services.

- **Data Analytics and Evaluation (DAE)** - Develops and implements methods for data collection, management, analysis, and interpretation that align with industry standards and best practices. The clinical, operational and performance measurement products produced are critical to supporting all other BHS function areas in providing quality services, increasing timely access to care, forecasting fiscal impacts and resource needs, and meeting existing and future federal, state, and local regulatory, reporting, and monitoring requirements.

- **Forensics and Justice Involved** - Provides oversight, evaluation, and treatment and re-entry services for mental health justice-involved adults within Orange County. This includes civil court programs: Assisted Outpatient Treatment (AOT) and CARE (Community Assistance, Recovery, and Empowerment) Court, our Adult Criminal Mental Health Collaborative Courts; Assisted Intervention (AI) Court, Whatever It Takes (WIT) Court, Recovery Court/Opportunity (RC/OC) Court, and Mental Health Diversion (MHD), as well as our Forensic Evaluation and Department of state Hospital programs; Lanterman-Petris-Short (LPS) Forensic Psychology Unit, SB317 Incompetent to Stand Trial (IST) Diversion Unit, Conditional Release Program (CONREP), and Early Access and Stabilization Services (EASS). The Re-Entry programs include AB109, BH Links, and our Jail to Community Re-entry Program (JCRP).

- **Behavioral Health Services Act (BHSA) Office** - Coordinates various activities related to the development and reporting of BHSA programs and oversees a Community Planning Process (CPP) with local stakeholders. The CPP brings together community members, behavioral health providers, Managed Care Plans, Public Health, and other stakeholders to gather meaningful feedback to help inform behavioral health planning. Through this work, the BHSA Office coordinates the development and submission of the Three-Year Behavioral Health Integrated Plan (IP) and subsequent Annual Updates. The IP describes how the County plans expenditures across a range of behavioral health funding sources and the services provided along the Behavioral Health Care Continuum.

- **Quality Management Services (QMS)** - Includes Quality Improvement/ Quality Assurance (QI/QA) and Health Records Management (HRM) functions that support the programming and operations of the other BHS service areas to ensure quality of care, program integrity and regulatory compliance of Medi-Cal behavioral health programs, including the County Mental Health Plan (MHP) and Drug Medi-Cal Organized Delivery System (DMC-ODS). QMS also supports quality management activities for other BHS initiatives and contracts with the state Department of Health Care Services (DHCS).

- **Substance Use Disorder Services (SUD)** - Provides comprehensive prevention, treatment, and recovery support for youth and adults, including the Agency's Alcohol and Drug Education and Prevention Team (ADEPT), which delivers school and community substance-use prevention programs, overdose prevention education, and naloxone distribution. SUD offers outpatient and intensive outpatient care, Narcotic Treatment Programs, Medications for Addiction Treatment, sobering center services, withdrawal management, residential treatment, recovery residences, and specialized Adult Treatment Court programs such as DUI Court, Drug Court, DUI education, and court-diversion services. Perinatal treatment services support pregnant and parenting individuals through outpatient and intensive outpatient care, parenting education, referrals, transportation, childcare, and dedicated residential programming tailored to this population.

ANNUALIZED SERVICE AREA ENGAGEMENTS



247,000

OC Navigator sessions



420,000

OC Navigator page views
(How many times a user visited OCNavigator.org and viewed a page)



293

Community events promoting mental health and substance use awareness



46,154

OC Links calls received



12,460

Crisis Assessment Team (CAT) responses + 1,907 additional dispatches

CORRECTIONAL HEALTH SERVICES (CHS)

FY 2025 – 26 Budget	Total Employees
$154,728,156	486

Director, CHS
Joanne Lim
(714) 834-5518 | jolim@ochca.com

Provides comprehensive health care services to all adult inmates within the County of Orange (County) correctional facilities operated by the Orange County Sheriff's Department, as well as to youth residing within the residential facilities operated by OC Probation and Social Services Agency.

- **Adult Correctional Health Services (CHS)** – Provides 24/7 medical, behavioral health, dental, nursing, and pharmaceutical services to all inmates in the County's adult correctional facilities. Additional care including specialty physician services; telehealth; and inpatient hospital services are coordinated as needed. Mental health services include dedicated psychiatric units with designated Lanterman-Petris-Short (LPS) beds for the provision of inpatient hospital level of psychiatric care.

- **Juvenile Health Services (JHS)** – Provides medical, dental, nursing, and pharmaceutical services for youth who reside in the County's residential facilities operated by OC Probation and Social Services Agency. Additional care including specialty physician services; telehealth; and inpatient hospital services are coordinated as needed.

- **OC Cares** – As part of Orange County's Integrated Services 2025 Vision, CHS collaborates with various County Agencies to deliver enhanced services to address mental health and substance use disorders. Individual and group therapy, crisis intervention, medication management, comprehensive discharge planning, and linkage to community services are provided to assist in the successful integration of the individual back into the community.

- **Orangewood Children and Family Center (OCFC) Medical Services** – Provides medical, nursing, and pharmaceutical services for youth residing in the County's emergency children's center. Additional care including specialty physician services; telehealth; and inpatient hospital services are coordinated as needed.

ANNUALIZED SERVICE AREA ENGAGEMENTS



47,159 / 3,116
Intake screenings conducted by nursing staff (Adult/Juvenile)



173,206
Nursing encounters



2,288
Average daily census of inmates with a mental illness requiring services



3,374,830
Total number of medications dispensed by CHS pharmacy



2,464
Specialty clinic services - onsite



3,650
Specialty clinic services - offsite



98,486
Physician & nurse practitioner encounters



$4,445,037
Medication Assisted Therapy (MAT) pharmaceutical costs

PUBLIC HEALTH SERVICES (PHS)

FY 2025 – 26 Budget	Total Employees
$171,221,530	683

Director, PHS
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PHS monitors and investigates the occurrence of disease, injury, and related factors in the community, and in collaboration with community partners, develops and implements preventive strategies to maintain and improve the health of the public.

- **Clinical Services Division (CSD)** – The CSD offers several services including:
  - Immunization Services for infants and children, including childhood vaccines and vaccines required for school entry, seasonal Flu, international travel vaccines, COVID, and Mpox vaccines.
  - 17th Street Testing Treatment and Care clinic provides testing and treatment of sexually transmitted infections and HIV outpatient medical care, as well as counseling, education, and preventive options such as HIV Pre-Exposure Prophylaxis and HIV Post Exposure Prophylaxis for uninsured patients.
  - Pulmonary Disease Services Clinic provides tuberculosis disease screening, diagnosis, and treatment for active and latent tuberculosis infection. The Clinic also provides direct observation therapy and case management services.

- **Communicable Disease Control Division (CDCD)** – Works collaboratively with local health care providers, government agencies, and community partners to identify outbreaks of disease and develop strategies to limit their further spread. CDCD monitors disease surveillance data to track trends over time, to define emerging concerns and vulnerable populations, and provides clinical and epidemiological guidance to residents, providers, and the broader community. The Division is also responsible for registering and issuing certificates for all births and deaths that occur in Orange County, including births for babies that were born outside of a hospital setting.

- **Community and Nursing Services Division (CNSD)** – Provides nursing services in the home and community, including case management, client advocacy, community resource information, and assistance with accessing health care. Services are provided to all residents of Orange County who meet the criteria regardless of financial status. Nurses in the CNSD provide services in a variety of programs that target specific populations and/or health needs. Services also include essential services such as Health Care Program for Children in Foster Care, Childhood Lead Poisoning Prevention Program, services to Children and Youth with Special Health Care needs and to parents/survivors of Sudden Infant Death Syndrome/Sudden Unexplained Infant Death (SIDS/SUID), and services for unsheltered and unhoused individuals.

- **Environmental Health Division (EH)** – Is a regulatory Agency that relies heavily on education and outreach to obtain compliance. Services include retail and wholesale food protection, foodborne illness investigations, restaurant and public pool inspections, childhood lead exposure prevention, water quality, and ocean water protection, oversight of solid waste facilities, hazardous materials surveillance and mitigation, underground and aboveground storage tanks, body art facilities and practitioners, medical waste management inspections, and a used oil recycling education program.

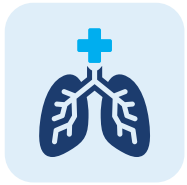
- **Health Promotion and Community Planning (HPCP)** – Protects the health and safety of Orange County residents by strengthening the capacity of individuals, organizations, and communities to promote optimal health

and prevent disease, disability, and premature death. HPCP is comprised of several principal units and initiatives: Car Seat Safety, Local Oral Health Program (LOHP), Nutrition Services (NS) - Women, Infants, & Children (WIC), OC Community Health Improvement Plan (OC CHIP), Public Health Accreditation, and Tobacco Use Prevention Program (TUPP). HPCP programs share a collective understanding that chronic disease prevention is best achieved through the coordinated implementation of a variety of concurrent public health interventions across the lifespan in a variety of settings. HPCP is responsible for county-wide coordination and promotion of health, as well as chronic disease and injury prevention services and initiatives. Together, HPCP programs provide and support direct health education, access to resources and services, health awareness campaigns, community capacity building, and inform policy to promote and improve health outcomes and service delivery, particularly within high-risk communities.

- **OC Public Health Laboratory (OCPHL)** – Provides specialized laboratory testing including water quality testing for assessing, investigating, and analyzing infectious diseases of public health concerning Orange County. OCPHL provides reference laboratory services to Orange County clinical and hospital laboratories and receives specimens as required under California Code of Regulations (CCR) Title 17 regulations. OCPHL operates as a Bioterrorism reference Level B Laboratory as part of the Centers for Disease Control Laboratory Response Network for Bioterrorism (LRN). OCPHL also provides foodborne disease surveillance as a part of the Centers for Disease Control PulseNet program. In 2025, the Public Health Laboratory moved from its 40-year-old Santa Ana site to a state-of-the-art facility in Irvine, improving public health emergency readiness by co-locating with Emergency Medical Services (EMS) and Public Health Nursing for better coordination.

ANNUALIZED SERVICE AREA ENGAGEMENTS

Clinical Services Division



2,094
Pulmonary disease patients served



5,430
STI and HIV patients served



5,345
Immunization clinic patients served

Communicable Disease Control Division



6,879
Communicable disease cases investigated



158,856
Number of birth and death certificates issued



358
Outbreaks investigated

Community and Nursing Services Division



7,128
Community and Nursing Service individuals served



8,150
Health Referral multilingual phone calls managed



2,782
Children in foster care support

ANNUALIZED SERVICE AREA ENGAGEMENTS

Environmental Health Division



27,309

Facility permits issued, including retail food, markets and public schools



7,014

Ocean water data points collected and analyzed

Health Promotion and Community Planning



13,782

Individual WIC* clients served



8,512

WIC* families served

OC Public Health Laboratory



239,022

Total analytes (lab samples being analyzed)

*Women, Infants and Children

SPECIALIZED MEDICAL SERVICES (SMS)

FY 2025 – 26 Budget	Total Employees
$75,993,939	198

Director, SMS
Mindy Winterswyk
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Specialized Medical Services (SMS) delivers essential care and oversight for some of Orange County's most vulnerable pediatric and adult populations. Its divisions—California Children's Services, the Office of the Public Guardian, Emergency Medical Services, the Medical Safety Net program, and Employee Health Services—ensure access to specialized medical support and protect the health of County employees. Together, these programs maintain a strong commitment to high-quality, equitable services and the highest standards of care across all areas of responsibility.

- **California Children's Services (CCS)** – Statewide program that determines medical eligibility and may provide authorizations for medical care, case management, financial assistance, and medically necessary physical and occupational therapy services to children who meet the CCS eligibility criteria. The program is managed by the California Department of Health Care Services (DHCS) and is administered by the local county health care departments.

- **Emergency Medical Services (EMS)** – Plans, coordinates, and oversees the pre-hospital emergency medical services systems in response to individual needs and community crisis and coordinates the Agency's emergency response functions related to all-hazard disasters affecting the health care system.

- **Employee Health Services (EHS)** – Supports County of Orange employees by delivering comprehensive occupational health services that promote safety, workforce readiness, and regulatory compliance. Through both clinic based and mobile operations, EHS provides medical clearances, mandated screenings, vaccinations, respirator fit testing, and exposure follow up in alignment with Cal/OSHA requirements.

- **Medical Safety Net (MSN)** – Orange County's safety-net program for low-income adults providing urgent, emergent medical services and necessary follow-up care through a public-private partnership between the OC Health Care Agency and community health care providers. The MSN program DOES NOT provide comprehensive health coverage. Most MSN members should qualify for financial assistance to purchase health coverage.

- **Office of Public Guardian (PG)** – Authorized by California statute to provide Lanterman-Petris-Short Act (LPS) conservatorship and probate conservatorship. The office oversees the care of individuals who are no longer able to make decisions or care for themselves due to cognitive impairments or a grave disability.

ANNUALIZED SERVICE AREA ENGAGEMENTS

California Children's Services

10,887
Children served

1,649
Children in medical therapy served

34,288
Total therapy visits

Emergency Medical Services

193,439
911 calls for emergency medical service with ambulance transport

8,344
Emergency medical technician/paramedic/ mobile intensive care nurses authorized

20 / 646
Total ambulance company/vehicle inspections

19,424
Specialty center patient triage (trauma, cardiac, stroke, childrens)

Employee Health Services

23,669
Occupational Health Services

1,690
New hires, transfers and promotions processed

Office of Public Gaurdian

1,885
Conservatorship cases

$33,500,000
Asset management



Quality Health for All. Our Community. Our Commitment.

The OC Health Care Agency (HCA)

FACTBOOK

2025 – 2026

AS OF SEPTEMBER 2026

OC health CARE AGENCY