



The HHS A Connection

JULY 2005

SAFE, HEALTHY AND THRIVING COMMUNITIES

Bravo to the Agency

Our Good Work Gets National Recognition

The Agency has been recognized for operational and program excellence, winning nine National Association of Counties (NACo) Achievement awards for 2005. The winning programs include:

• **Medi-Cal Administration Activities/Targeted Case Management Unit**

Generates revenues from the State for public and private agencies providing health-related services to Medi-Cal eligible clients.

• **Risk Communication Training and Development**



Coordinates public information training for HHS A's partner agencies involved in emergency response.

• **School Health and Absenteeism Reporting Exchange - Project SHARE**

Monitors school absenteeism for early detection of disease outbreaks.

• **Pediatric Asthma Initiative**
Promotes the use of best practice guidelines for physicians treating children with asthma.

• **Youth to Youth**
Employs former foster youth to serve as teen mentors at the Polinsky Children's Center.

• **Cancer Navigator**
Supports cancer patients and their families via a Web site and a call center.



Working for Operational Excellence!

• **Facts on the Fly**
Distributes periodic one-page "Flash Reports" that keep staff at all levels in HHS A focused on results in key areas.

• **Frontline Leadership Development Program**
Provides all HHS A employees with an opportunity to identify and strengthen their individual leadership talents.

• **HHS A/County Site Emergency Response Plans**
Uses a standardized format so each HHS A site response plan has consistent and comprehensive information to protect the lives and safety of employees and the public in an emergency.



CLASSY CLASSIFICATIONS: POLICY & PROGRAM SPECIALIST

The pbviews "Go To Guy"

Helping HHS A track its goals

Any County employee who works with the pbviews performance management software knows **Doug Ailshie**.

Ailshie, who's been with the County 20 years next month, works in Strategic Planning and Evaluation as the application administrator for the software that tracks performance measures of Agency goals. He mans the pbviews help desk and sits on a Countywide focus group, helping to teach about, and advance the software.

"Since I help develop their tracking measures, I get to see all that the Agency does for the community," Ailshie says.

Ailshie also works on a monthly pbviews "Flash Report," an e-mail briefing of performance indicators aimed at Agency managers and executives. The report recently won a 2005 National Association of Counties (NACo) Award (see article above).



Ailshie's position gives him an overall view.

A Message from Jean Shepard Agency Director

We pay a lot attention to the health of the community, but do we take good care of ourselves? With summer comes plenty of extra activities, and we tend to put high demands on our bodies - spending more time outdoors in the heat and doing more physical activities. It can take an extra effort to practice common sense when you're on the go from one activity to the next.

In addition to Working Safe and Staying Healthy, I want to remind you to take routine precautions during your recreational time, such as applying sunscreen on both your children and yourself, drinking plenty of water, and finally, getting enough rest.

On page two of this newsletter, you'll find extensive information about maintaining health during the hotter months. This information might be helpful to you, or someone you know. Get the most out of your summer by taking good care of yourself.



Jean Shepard



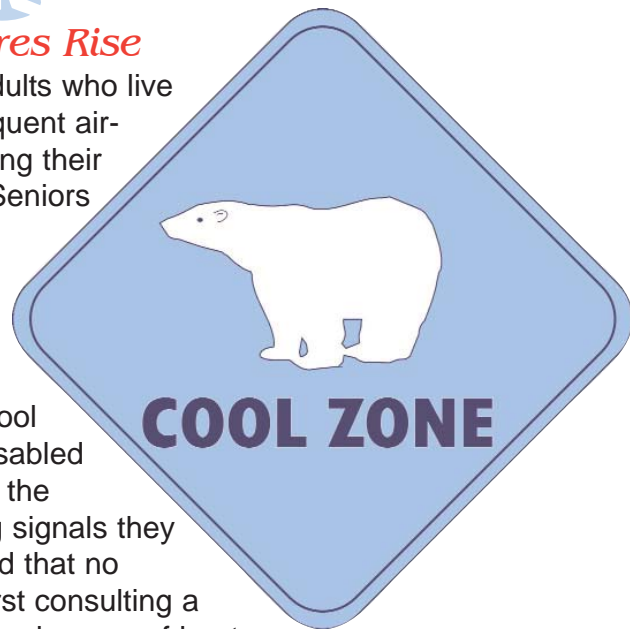
Cool Zones Are Back

Health Doesn't Have to Decline As Temperatures Rise

With the summer heating up, *Cool Zones* return. Older adults who live in the hotter areas of our county are encouraged to frequent air-conditioned settings, "Cool Zones," as a way of protecting their health while using less energy with lights and air conditioning. Seniors are especially vulnerable, and can develop heat stroke or heat exhaustion, before the temperatures outside hit 100 degrees. And, when people go to air-conditioned sites near them instead of tapping into their home energy, the power use for the whole area is reduced, lowering the chance of blackouts.

Second District **Supervisor Dianne Jacob** created the Cool Zone idea four years ago out of concern for senior and disabled people with health problems that could be complicated by the effects of heat. Older bodies may not provide the same warning signals they used to, so it's important to take extra precautions. Keep in mind that no changes should be made to existing health practices without first consulting a physician. Plus, one's general health condition may increase the chances of heat-related illness. Some examples of conditions that may cause extra challenges include:

- Poor circulation, inefficient sweat glands and changes in the skin caused by the normal aging process.
- Heart, lung and kidney diseases, as well as any illness that causes general weakness or fever.
- High blood pressure or other conditions that require changes in diet.
- Inability to perspire, caused by medications including diuretics, sedatives and tranquilizers, and certain heart and blood pressure drugs.
- Taking prescribed medications.
- Being substantially overweight or underweight.



We urge older adults to locate the Cool Zone site near them and use it regularly during hot days. The following are other tips for keeping cool:

- Eat lightly and drink plenty of caffeine-free and alcohol-free beverages.
- Wear lightweight, light colored and loose fitting clothing.
- Keep a container of cool water nearby and use wet washcloths to pat the wrists, face and back of neck or, for a quick cool down, wrap ice cubes in a washcloth.
- Use small, battery operated hand-held fans and misters.
- Schedule outside activities in the early morning or in the evening.
- Stay in the coolest part of the house - usually on the lowest floor - as much as possible.
- A shady spot outdoors may be cooler than the house, especially if there's a breeze.
- In frequently used rooms, use portable fans and ceiling fans instead of the air conditioner.
- If it is safe to do so, leave windows open at night. Open windows on two sides to create cross ventilation.
- Place a piece of cardboard covered with aluminum foil in sunny windows to reflect sunlight and heat away from the house.
- Close shades or draperies on sunny windows.

**To find a designated Cool Zone near you,
contact the AIS Call Center at (800) 510-2020.**

Planning for Good Times

Community park designed by the people, for the people

On June 1st, the City of Chula Vista broke ground on the first new community park to be built in western Chula Vista in 25 years.

Participants in the groundbreaking ceremony included: Harborside Elementary School students and their principal, Olga West; **Rene Santiago**, HHSA Deputy Director of South and Central Regions; Chula Vista City Mayor, Stephen Padilla; and Chula Vista City Councilmembers John McCann and Steve Castaneda, among others. The park will be built adjacent to the Harborside Elementary School and HHSA South Region's headquarters on Oxford Street. The project will transform an empty lot into a multi-purpose park incorporating a basketball court, skateboard park, playground, amphitheatre, and an open grassy field.

Local residents have been involved in the park planning process from the beginning. More than a year ago, resident members of the South Bay Partnership (a collaborative of residents, community-based agencies, and HHSA) met with city officials to recommend that the privately-owned parcel be purchased by the city and developed into a park. The residents wanted more green space and outdoor recreational opportunities in the older, urban west-side of Chula Vista. Harborside Elementary Principal Olga West later helped mobilize neighborhood residents to voice their preferences on the park's design with city planners.

The park project also aligns with the objectives of the new Healthy Eating Active Communities (HEAC) initiative - which aims to reduce childhood obesity in western Chula Vista by increasing opportunities for physical activity and healthy eating. HHSA South Region Oxford Street members of the staff "walking club," who currently exercise in the parking lot during breaks, are also looking forward to the nice change of scenery the park will offer. The park is scheduled to open by the end of this year.



Left to right: Chyrel Salanguit, PHN II; Lennie Nillas, PHN II; Ae Senethachith, PHN II; Aileen Estaris, PHN II; Jocelyn Hutalla, PHN II; Fely Bonifacio, PHN IV; Ale Tabao, PHN II; Grace Torre, PHN II; Lourdes Pero, PHN II; Elvira Agustino, PHN II; Rene Santiago, Deputy Director; Remy Livag, PHN II; Paulina Bobenrieth, PHN Manager; Cindy Gregory, Facilities Manager; Margarita Holguin, Assistant Deputy Director.

Information Technology

Promoting Operational Excellence!

When You're Away, Your E-Mail and Phone Still Play

Take a few minutes to set up your virtual assistants

Heading out of the office for vacation? Even if you're out for just a day or two, for business or pleasure, remember to activate your automated voicemail and e-mail messages to let people know when you will return, and provide names and numbers of others they can reach in your absence. It's easy, and makes a huge difference to anyone who is trying to contact you.

Most phones offer the option to record an alternate greeting. This way, you can keep your regular voicemail message, and create a custom one to explain when you will return.

[Handy phone system tips](#)

For e-mail, in Outlook, under tools, select "Out of Office Assistant," and you'll need to select "I am Currently Out of the Office." When you log on to Outlook again, you will be prompted to turn it off. Be sure to update the information in your out-of-office message, such as dates, and contact info.

[Handy e-mail auto reply system tips](#)

Employee Recognition

Good work deserves good fun

The North Regions' staff celebrated their achievements with Deputy Director **Nick Macchione**, and Assistant Deputy Directors **Donna Hand** and **Steve Briggs** at employee recognition events held in May and June. North Central Region's tropical-themed event on June 7 was held at Lake Poway and was joined by Policy Advisor to **Supervisor Ron Roberts, Stephanie Gioia**. Staff also enjoyed activities including motivational speaker **Oliver Rhodes**, and participated in activities that promoted teamwork. On May 24, North County's 70's-themed event, held at Green Oak Ranch in Vista, was joined by Agency Director **Jean Shepard**, Policy Advisor to Board Chairwoman **Pam Slater-Price, Danae Ramirez**, and policy advisor to **Supervisor Bill Horn, Troy Funk**, and included team-building activities. Special entertainment was provided by the managers who performed motivational skits for the North Regions Team. Managers did a great job acknowledging the hard work and dedication employees demonstrated throughout the year at both events.



North County: Assistant Deputy Directors Steve Briggs and Donna Hand (as Sonny and Cher)



Motivational speaker Oliver Rhodes (right) gets staff (from left) Lidia Lopez, Maria "Gina" Llamas, and Shylyn Gaurian up and moving.

North Region Celebrates Foster Families

A day of fun brings caring people together

To honor foster families who care for abused, neglected and abandoned children, two special, fun-filled celebrations were held in the North Regions. In North Central Region, 115 foster parents and children participated in the first annual Foster and Kinship Care Picnic on May 22 at the Linda Vista Recreation Center and Park. Assistant Deputy Director **Steve Briggs** and Children's Services Manager **Ruth Supranovich** joined in the festivities, which included a picnic lunch, face painting, fortune telling, bingo game table, free washable tattoos, dance performances, and balloons for all.

In North County, more than 700 foster parents and children were joined by County Supervisor **Bill Horn**, Agency Director **Jean Shepard**, and Deputy Director **Nick Macchione** at the 6th Annual Foster and Kinship Care Celebration. Green Oak Ranch served as the backdrop for a whole host of activities, including



From left: Event Coordinator Nina Morgan from North Inland Child Welfare Services, with foster parent Barbie Caldwell and planning committee member Dolores Keeling, from North Coastal Child Welfare Services.



The Eveoke Dance Group provided entertainment at the North Central picnic by performing a variety of hip-hop dances and teaching the audience a few steps of their own.

a barbeque picnic, music, entertainment, and activities for children of all ages (such as pony rides, sporting events and arts and crafts), and a health and safety resource fair.

Ceremonies were held at each picnic to honor exemplary families. As part of May's National Foster Care Month celebration, the picnics also contribute to the Regions' ongoing efforts to increase community awareness about the need for more foster homes.

Shining Stars

The North Regions are pleased to announce recipients of the Quality Service Award for the second and third quarter of fiscal year 2004-05. This is the North Regions' highest-level employee award and is intended to provide recognition to exemplary employees whose accomplishments and performance significantly enhance the Agency's values, vision and mission in the Regions.

In North Central, the recipients were Analyst **Dennis Cutler** for development of the Automated Performance Reporting System that streamlines the time needed to complete Agency reports, and Human Services Specialist **Ziezel Cuevas** for her innovative development and continual maintenance of automated worksheets for the Medi-Cal program.

In North Coastal, the recipients were Public Health Nurse **Robin Anderson** for her exemplary performance during the severe nursing shortage, serving as a mentor, and her work in community committees and projects; and Social Worker **Brigit Cooper** for her extraordinary commitment in ensuring that the North Coastal Employment Services maintains the high standards they have set.

In North Inland, the third quarter recipient was Human Service Specialist **Brian Briggs** for his initiative in increasing office and Agency efficiency through computer application development, troubleshooting, and high accuracy in his work. The second quarter recipients were the **North Region HSS Initial Training Team** for providing an additional seven-week training to new staff while maintaining regular duties: **Karina Aguilar, Debbie Allison, Dorri Angier, Abelardo Bautista, Brian Briggs, Valerie Edelman, Corinne Fitzpatrick, Teresa Garcia-Howell, Lorena Guevara, Matt Hefferman, Amy Hoover, Demi Hungerford, Olivia Leon, Mariah Melendez-Tartaglia, Marcel Mendoza, Roy Mitchell, Lupe Nichols, Ernie Ontiveros, John Prieto, Norma Ramirez, Juanita Salle, Cyndy Shubert, Myra Strandberg, Jean Sullivan, Nell Tucker, Ed Villalobos, Jerry Asbury, and Ingrid Russon.**



Dennis Cutler



Ziezel Cuevas



Robin Anderson



Brigit Cooper



Brian Briggs

Thank you to all - for going above and beyond!

Congratulations to **Gwenmarie Hilleary**, assistant deputy director, and **the Edgemoor team** for doing a great job, according to the annual Department of Health Services survey. "Excellent survey" were the words used to describe the survey team's findings. The team (nearly double the normal size because it included trainees) executed an exceptionally high degree of scrutiny. The Edgemoor team came through with flying colors, which describes the kind of care that goes on every day at Edgemoor. It takes every member of the Edgemoor staff to make this happen - well done!



Leslie Ridgeway, playwright, actor, and Agency communicator

Leslie Ridgeway's short play "The End of the World Cafe" was named Audience Favorite in the 2005 Actors Alliance Festival of Short Plays. Ridgeway, media specialist in the Office of Media and Public Affairs, also acted in the play.



San Pasqual Academy News Briefs

The San Pasqual Academy, an innovative residential school for San Diego foster teens, is home to about 130 students. In addition to a full-time course load, the students take part in numerous activities that broaden their horizons, and help prepare them for the future. Just a few examples include:

- Nine 13-14 year-old students participated in the Pre-Employment Traineeship (PET) training held on May 26th. This training is a requirement for students hoping to obtain a traineeship over the summer. These students will participate in their first job experience and will be rated by their supervisor every day on appearance, attitude, timeliness, honesty and productivity. Rather than receiving an hourly wage, the students earn incentive money every day based on ratings by the employer. They can then earn up to \$100 at the end of the four-week program.
- "Family Day" was an enjoyable family event held on campus, Sunday, May 28th. This fabulous picnic featured a talent show, bingo tournament and a softball game. Residents had the opportunity to invite all their family members to the Academy for a day filled with fun and games.
- The Third Quarter Academic Awards ceremony was held on May 25th. Some of the highlights include: seven students received a 4.0 grade point average and eight students had perfect attendance, including one student, who has not missed a day all year.

For more information about life on campus, take a look at the latest [San Pasqual Academy Bulletin](#).

Health Statistics

Working for
Communities -
Promoting Health
and Wellness!

Lead Still Harmful

San Diego County identified 53 cases of childhood lead poisoning in 2004. Of these, 54.7 percent, or 29 cases were identified in children between the ages of one and two. There were 46 cases for which race/ethnicity was identified, of these 39 or 84.8 percent were Hispanic.¹

Childhood Lead Poisoning cases were identified throughout San Diego County. The number of cases identified by region within San Diego in 2004:

North Coastal	. .12
North Central	. . .2
Central25
South7
East4
North Inland3 ¹

To request additional health statistics describing behaviors, diseases and injuries, health trends and comparisons to national targets, please call the County's Community Health Statistics Unit at (619) 515-4318. To access the latest data and data links, including the 2004 Core Public Health Indicator document, go to www.sdhealthstatistics.com.

1. County of San Diego Childhood Lead Poison Prevention Program, 2005.

Have Some News? Proud of a co-worker?

Please submit article ideas, or Kudos items (and photos) to your section editor listed in the box to the right, or to Jennifer Mallory, via Outlook e-mail (Jennifer.Mallory@sdcounty.ca.gov).

Director's Call-

In - Share your ideas and concerns with HHSA Director Jean Shepard on the **first Friday of each month, from 8:00 a.m. - noon, at (619) 515-6555.**

Compliance Office:
(619) 515-4244

Toll-Free Hotline:
(866) 549-0004

*An ethical workplace is
your right...and your
responsibility.*

HHSA Events Calendar - check out goings-on, or, advise your web contact to post events.



County of San Diego
Health and Human Services Agency

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