



The HHS A Connection

JULY/AUGUST 2006

HHS A Leads County to 41 NACo Awards

Agency Programs Nab Eight

The Agency has again caught the attention of the National Association of Counties (NACo), which awarded HHS A eight of its annual Achievement Awards, designed to recognize innovation and creativity in program development and implementation.

The awards include a Best in Program award in Personnel Development for the Managers Development Institute (Human Resources).

"It's gratifying to be recognized nationally for the excellent work that is done here," said **Jean Shepard**, Director, HHS A. "It demonstrates a dedication to continuous improvement."

[Click here](#) for an overview of the HHS A programs honored by NACo.

HHS A Award Winners

- ❖ Safety First Program
- ❖ Mental Health Services: Special Help for At-Risk Individuals Project
- ❖ Community Services for Families
 - ❖ Mobile Remote Workforce
- ❖ Elder Death Review Team
- ❖ Facilities Management Database
- ❖ Managers Development Institute
- ❖ Medical Examiner's Report Team

#1

Mental Health Person of the Year

Katie Astor Honored

Katie Astor, HHS A Chief, Children's Mental Health Services for Therapeutic Behavioral Services and Outpatient programs, was named the Mental Health Person of the Year after being nominated by the mental health community and selected by an independent rating panel.



"We're very proud that Katie was selected for this recognition," said **Alfredo Aguirre**, San Diego County Mental Health Services. "Her dedication to improving the lives of children and youth experiencing mental health issues is well known in the community."

Astor currently oversees approximately 46 separate programs within Children's Mental Health and is dedicated to enhancing the quality and efficacy of service delivery. Astor requires that programs maximize family participation, encourages programs to hire consumers where appropriate, and consistently encourages programs to provide culturally competent services.

Emergency Survival Program

There's been a lot of talk about disasters lately. Is *your* family prepared? There are many resources available to help you. For example, the [County's Office of Emergency Services](#) offers an Emergency Survival Program (ESP) with monthly tips to increase emergency preparedness at home, in the community, at work and at school.



"Check it Out" is the July theme and August's is "Communicate and Recover." [You can get more info by clicking here.](#)

[The County's emergency page](#) will provide valuable information in the event of a disaster.



REGIONAL SPOTLIGHT

North Regions: Celebrating Foster Families

Seventh Annual Event Held in North County

In North County, there are more than 800 children who are in foster care due to abuse or neglect in their own homes. On any given day, 50 North County children are awaiting placement into foster homes. In May, San Diego County HHSA North Regions celebrated National Foster Care Month by increasing awareness about the need for more foster homes and honoring those who heal and nurture abused children.

The seventh annual Foster and Kinship Family Celebration on May 13 at Green Oak Ranch in Vista was a free event hosted by HHSA North Regions to celebrate foster families. Participants were treated to a barbeque picnic, live entertainment, activities for children of all ages, and a health and resource fair.

Additionally, a special "Starfish Awards" presentation honored eight outstanding North County foster and kinship families. The picnic was sponsored by HHSA, Green Oak Ranch, New Alternatives, Inc., North County Foster Parent Association, North



Over 150 foster families were honored at North County's 7th Annual Foster and Kinship Family Celebration at Green Oak Ranch in Vista recently.

County Lifeline, and the Rincon Band of Luiseno Indians.

Over 150 foster families were also honored at the 45th Foster Family Appreciation Banquet hosted by Child Welfare Services May 12 at Tom Ham's Lighthouse. Several HHSA North Regions foster parents were recognized, including: Elaine Shelby (North Central), Claudette Aiken (North Coastal), and Robert and Ester Lucchesy (North Inland). Thanks to all of our foster families and all that they do!

A Message from Jean M. Shepard

*Agency
Director*



As we end Fiscal Year 2005/06 and head into 06/07, thanks to everyone

for another very successful year. You have accomplished much and provided exceptional service to the citizens of San Diego County.

In addition to the many core services we deliver each and every day, we had some major initiatives and challenges, including implementing the Cal-WIN system, more than 30 procurements for new services for the Mental Health Services Act, piloting the Mobile Remote Workforce, Pandemic Flu preparedness, advancing the Behavioral Health agenda, and the largest graduating class ever at San Pasqual Academy - 27 students.

What a tremendous effort by all! Please take some time to relax with family and friends during the summer. And be proud of what you do - you really do **MAKE A DIFFERENCE IN PEOPLE'S LIVES.**

Jean M. Shepard



AGING & INDEPENDENT SERVICES

Aging and Independence Services Spotlights Older Volunteers

Volunteer of the Year Named

Promoting Safe and Livable Communities -
Working for Prevention & Protection!

Each year, Aging & Independence Services turns the spotlight on the 2,100 older adults who volunteer through the County's Retired and Senior Volunteer Program, and recognizes their selfless efforts. These special individuals were honored at a brunch in June for having donated more than 524,000 hours of community service last year.

These volunteers reap their reward from the smiles of children they tutor in reading and from the hugs of elderly nursing home residents who count them as friends. They value the handshakes and pats on the back from people they help. These volunteers serve as docents, members of Senior Volunteer Patrols, aides at hospitals and libraries,

meal deliverers, and so much more at the 179 public and nonprofit agencies where they assist.

Award winners included Volunteer of the Year, **Barbara Allsteter** from the Imperial Beach Sheriff's Station; Public Safety, **Al Streicher**, El Cajon Police Department Senior Volunteer Patrol; Leadership, **Millie Acasio**, Supervising Recreation Specialist for the City of San Diego Senior Citizen Services, and **Georganne Woodward**, Senior Services Supervisor for the City of San Marcos. RSVP Ambassador Awards were given to **Marcie Hanna**, **Roger Challberg**, **Vickie Velasco**, Lt. **Sylvester Washington**, Assemblyman **Jay La Suer**, **Barbara Wallace**, and **Marie Brown-Mercadel**.

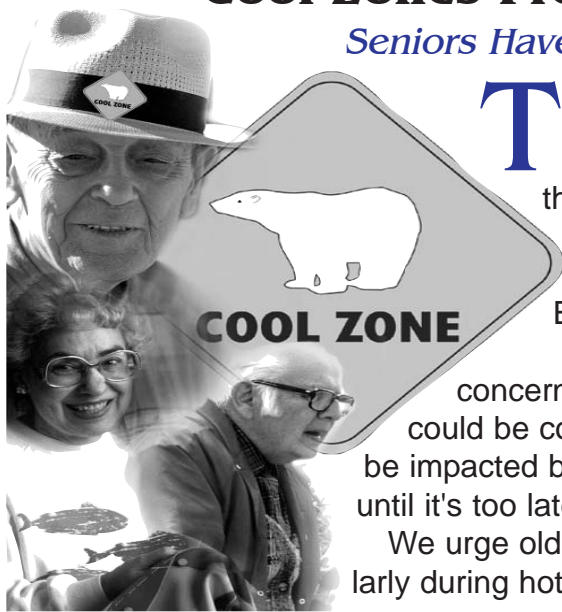
Cool Zones Program returns for 2006

Seniors Have Places to Go to Beat the Heat

The County has identified Cool Zone sites where people can go to beat the heat. The less people use their home lighting and air conditioning, the lower their energy bill will be. But it also helps the community. 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. This lowers the chance of blackouts. Everyone wins.

Supervisor **Dianne Jacob** created the Cool Zone idea out of concern for seniors and disabled persons with health problems that could be complicated by the effects of heat. People in frail health can easily be impacted by high temperatures and they may not know they're in trouble until it's too late.

We urge older adults to locate the Cool Zone site near them and use it regularly during hot days.



To locate a Cool Zone site, contact Aging & Independence Services toll-free at 1-800-510-2020 or [Click here](#) for a list of Cool Zone locations.

HHSA In the Community

Meeting the Challenge

Therapists Participate in Career Day

The California Children Services (CCS) Medical Therapy Program provides occupational and physical therapy services to disabled children up to 21 years of age in public school settings. Recruiting and retaining therapists for the program is a constant challenge, and the program is always trying to draw new applicants both into the profession and the program.



Dan Cicchelli and Randall Taylor demonstrate adaptive equipment to students in an effort to get them interested in careers in Occupational and Physical Therapy.

In an effort to reach potential therapists at the grass roots level, **Beverly Knauer**, CCS Chief Therapist, arranged for physical therapist **Dan Cicchelli**, occupational therapist **Randall Taylor**, and occupational therapy student **Elizabeth Corash** to participate in a career day at Grossmont High School in April.

The therapists explained what occupational and physical therapists do, the educational path they need to take, the varieties of settings where they can work, and provided an overview of the County of San Diego's CCS services. The therapists also brought a variety of equipment that disabled children use to them help reach their maximum level of independence.

"It was such fun to see the students react to the different pieces of equipment while they tried to guess what the objects were used for," said Knauer.

The Grossmont teacher hosting the class thanked the CCS program and noted that the therapists were "...warm, friendly, knowledgeable, and professional and they related very well to my students."

As a result of the visit, 10-12 of his 150 students were interested in the fields of Occupational and Physical Therapy.

Emergency? Be Prepared

With all of the potential threats facing the County from natural disasters and terrorism, it remains important to stay prepared for an actual event.

The Department of Homeland Security recommends that every citizen has the tools and plans in place to sustain living without assistance for at least 72 hours. The County Site Emergency Response Plan (SERP) follows the same standard by encouraging all employees to maintain 3-day reserve of survival supplies in their vehicle or at their workstation if they routinely car-pool or take public transportation.

The County does not keep a stock of survival supplies on hand for staff members, so employees need to be proactive and maintain their own reserve. Among these supplies should be periodically refreshed water, non-perishable food items, a first aid kit, and essential medications just to name a few. Additional recommended supplies can be found in the [Family Disaster Plan and Personal Survival Guide](#) located on the [County Internet](#).

Remember, as County employees we are designated as Disaster Service Workers. Following the recommendations above made by the Department of Homeland Security will better prepare us as individuals, thus allowing us to provide quality service and emergency assistance to our customers in the event of a disaster.

Compliance Office: (619) 515-4244
Toll-Free Hotline: (866) 549-0004

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

Check out a PA/PG Auction

Every two months, the Public Administrator/ Public Guardian (PA/PG) sells personal property from estates they have been managing. Take a peek at the latest treasures available - on the [PA/PG auction Web page](#).

Items featured at estate sales include: vehicles, furniture, appliances, electronics, computer equipment, jewelry, artwork, antiques, coins, and other collectibles.

The next PA/PG auction will be Saturday, September 16, starting at 8:00 a.m., at the PA/PG warehouse, 5201-A Ruffin Road. Find more details on the Agency's on-line [event calendar](#).

Strategic Planning & Operational Support

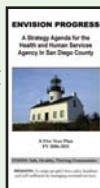
Ensuring Operational Excellence!

Everyone's heard of Quality First, but did you know it's part of the [General Management System](#), or **GMS**? The **GMS** is basically the instruction manual for the County. It guides all operations, even down to your performance review, so it's important to understand how it all works.



The Agency's [Office of Strategy Management](#) (OSM) provides workshops and assistance to regions and divisions to help make sure that what they are doing, and how they are measuring their success, fit in with Agency and County priorities. OSM also helps make sure that these objectives get folded into executive performance plans and quality improvement goals. Managers are responsible for keeping their staff on the right track.

OSM assisted the Executive Team in developing the Agency Strategy Agenda, and, together with the Agency Budget Office, the Agency's Operational Plan.



The **Agency's Strategy Agenda** links our goals with everyday operations. Click on the links below to read the two-page agenda, and the progress report, to see how well we're doing.

[2006 - 2011 HHSA Strategy Agenda](#)

[2005 - 2006 Mid-Year Progress Report](#)



The **Operational Plan** is the financial plan for the next two fiscal years. It identifies the major accomplishments achieved during the past year, discusses strategic objectives and details planned expenditures over the next two years, and projects the resources that will be used to finance these activities. OSM helps with the performance measures, while the Agency's Budget Office handles the finance and resources side.

[County Operational Plan - HHSA Section](#)

How do you support the Strategy Agenda?

Everyone plays an important role.

"I work on the front line."

These employees work one-on-one with at-risk kids and families or vulnerable adults, or they make sure that front line workers have the tools they need to do their jobs.

"I work with community partners to change systems."

These employees identify the need for policy changes or help implement new policies that improve lives or protect the public's health and well being.

"I support the work that others are doing to improve lives and communities."

These employees make sure that resources are in place (staff, dollars, contracts) and that they are used appropriately.

County's Vision: A County Government that has earned the respect and support of its residents.

County's Mission: To provide the residents of San Diego County with superior County services in terms of quality, timeliness and value, in order to improve the region's Quality of Life.

HHSA's Vision: Safe, Healthy and Thriving Communities.

HHSA's Mission: To make people's lives safer, healthier and self-sufficient by managing essential services.

The 5 Components of the GMS

Strategic Planning: Where are we going?

Operational Planning: What resources do we need to get there?

Monitoring and Control: Are we on track?

Functional Threading: Are we working together?

Motivation, Rewards, and

Recognition: Are we sharing goals and encouraging success?

Related Links:

[County Strategic Plan Brochure](#)



[County Strategic Plan Summary](#)

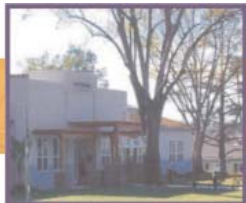
[County Strategic Plan - Complete](#)

[County Op Plan - Complete](#)

[GMS Intranet Page](#) - handy resource with FAQs, PowerPoints, videos, contact information, links, and much more!



To get a better idea of how all of this comes together, OSM has posted an [Overview PowerPoint](#) on the Agency's Website.



SAN PASQUAL ACADEMY

San Pasqual Graduates 27

Innovative School for Foster Youth Celebrates Continued Success

Twenty-seven students of the San Pasqual Academy, San Diego County's first-in-the-nation residential education campus for foster youth, received their high school diplomas on June 22. The class of 2006 is the Academy's fifth graduating class.

Eleven students have received acceptance letters to four-year universities, while other students await their notifications of acceptance. Several students have been accepted to more than one university, and many have received scholarships to assist them with their higher education.

"I couldn't be happier to celebrate the fifth class graduating from the San Pasqual Academy," said First District Supervisor **Greg Cox**. "These young people have created bright futures for themselves and I am thrilled to see all their achievements highlighted today at graduation."



Proud graduates of the San Pasqual Academy Class of 2006 during their recent graduation ceremony.

Fourth District Supervisor **Ron Roberts** is also an enthusiastic supporter of the Academy. "I am so proud of our graduates, all of whom have overcome many obstacles to get to this special day. As foster children, they have certainly endured some dark days, but now because of their determination to succeed, it's time for them to take their rightful place in the sunlight."

The Academy opened in 2001 at the direction of the San Diego County Board of Supervisors.

Employment Services Program Honored

Mental Health Director's Program of the Year

Mental Health Systems, Inc.'s Employment Services Program is recognized as the Mental Health Director's Program of the Year. Mental Health Systems, Inc., a long-time provider of work rehabilitation programming, has worked successfully with the State Department of Rehabilitation since 1995. Its Employment Services (ES) program offers a wide range of group and individual services through a rich curriculum of vocational assessment and employment preparation, and through

post-employment job coaching.

ES offers an employment placement and instructional program to mental health clients interested in entering the competitive workforce, who are also receiving services from San Diego County operated or contracted mental health programs. ES provides community-based services throughout all San Diego regions, with services conveniently co-located in four County or contracted mental health centers, a One-Stop-Career Center and an independent centrally-located site.

Outstanding performance outcomes show that 89% of clients who have been working for 6 months are still with the same employer, compared to a national average of only 35%. ES has also had exemplary results from CARF and Department of Rehabilitation site reviews, and was recently recertified by CARF for the maximum three-year period.

ES received the Department of Rehabilitation's 2004 "Outstanding Program Award" and they developed an Outcome Tracking Program so innovative they were asked to present to California's Mental Health Planning Council.

Alcohol & Drug Services

"Route 36" Graduation a Success

Alcohol and Drug Services (ADS), in collaboration with the Superior Court, District Attorney, Public Defender, Probation and contracted treatment programs organized the 5th annual "Route 36" graduation celebration picnic on June 24.

The annual picnic, held at Balboa Park, recognized current graduates and alumni who have completed substance abuse treatment programs in accordance with Proposition 36, the Substance Abuse Crime Prevention Act of 2000. This act permits the provision of drug treatment in lieu of incarceration for non-violent offenders.

In addition to graduates and alumni, picnic attendees included friends and families, treatment program staff, and County



staff, including Commissioner **Pennie Carlos** and ADS Deputy Director **Connie Moreno-Peraza**. Since inception, Prop 36 substance abuse programs for nonviolent drug offenders have served over 11,000 clients throughout the county. In 2005-06, 53% of clients in treatment more than 30 days, completed their treatment; and 65% of clients were employed or participating in employment preparation activities at discharge.

September is Alcohol and Drug Addiction Recovery Month: Join the Voices!

In September, San Diego will be joining communities across the nation to celebrate the success of those in recovery from alcohol and other drug abuse. The national theme this year is, "Join the Voices for Recovery: Build a Stronger, Healthier Community."

The local celebration will take place on Friday, September 8th from 10:00 a.m. to 2:00 p.m. at the Spreckels Organ Pavilion in Balboa Park. Activities include a resource fair, dancing and entertainment. Click here to reserve a resource booth, or for more information call **Kate Martin**, in ADS at 619-584-5049.



Dr. Rowe Honored for Youth Violence Prevention Efforts

Dr. **Jeffrey Rowe**, M.D., San Diego County Juvenile Forensic Service's Supervising Psychiatrist, will be honored with an award from the Tariq Kamisa Foundation for his work in the area of youth violence prevention.

Dr. Rowe, along with Mark Foreman, acting lieutenant of the SD Police Department, will receive a Gandhi Non-Violence Award at a ceremony to be held at the Joan B. Kroc Institute for Peace and Justice on the USD Campus in September.

The Tariq Khamisa Foundation is a nonprofit organization dedicated to providing school-based violence prevention programs to elementary and middle school children in San Diego County.

Dr. Haynes Named Permanent San Diego County EMS Medical Director

Bruce **E. Haynes**, M.D., has accepted the appointment as the County of San Diego's Emergency Medical Services (EMS) Medical Director within the Health and Human Services Agency, effective August 15, 2006.

Dr. Haynes was appointed to Interim Medical Director of Emergency Medical Services in February and has served the County of San Diego since that time. He also is an expert consultant with the California EMS Authority, and former chair of the Commission on Emergency Services for the state of California. Dr. Haynes is currently splitting his time between being the Medical Director of Emergency Services for Orange County and Interim Director for the County of San Diego.

"Dr. Haynes has done a tremendous job as the interim Director of Emergency Medical Services," said **Jean Shepard**, County of San Diego HHSA Director. "I am very pleased to have him accept the appointment on a permanent basis."



2006 AIDS Walk

Plan Now to Support Team County of San Diego

Come out to Balboa Park and enjoy the sunshine on Sunday, October 1, to cheer on Team County of San Diego for AIDS Walk 2006.

Established in 1989, AIDS Walk San Diego is San Diego's largest one-day HIV/AIDS fundraiser and the biggest non-governmental financial provider for HIV/AIDS in San Diego County. Dozens of agencies - serving thousands of clients - rely on funds raised at the annual Walk to help provide essential prevention and care programs to thousands of men, women and children living with HIV/AIDS.

Staff from Health and Human Services Agency's HIV, STD & Hepatitis Branch of Public Health Services has joined up to form Team County of San Diego in support of this charitable event.

“Established in 1989, AIDS Walk San Diego is San Diego's largest one-day HIV/AIDS fundraiser.”

All are welcome.

Although AIDS walk is several months away, it is not too early to start thinking about getting involved. For more information on how you can participate or support the walk, please contact the County's Team Leader, **Asher Santos** at (619) 293-4720, asherlev.santos@sdcounty.ca.gov or visit www.aidswalksd.org.

Director's Call-In

Share your ideas and concerns with

HHSA Director
Jean M. Shepard

Director of Operations
Paula Landau-Cox

- **First Friday of each month**
- **8 a.m. - noon**
- **(619) 515-6555**

By the Numbers

Health Statistics

- In San Diego County, the mode of transmission for AIDS cases differs from the Nation: 47% of cumulative adult and adolescent AIDS cases in the United States are due to male-to-male sexual contact, while 74% of AIDS cases in San Diego are in that category (cumulative through 2004 for the United States; cumulative through 2005 for San Diego).¹

- The rate of HIV infection among men testing only at the County of San Diego Anonymous HIV Counseling and Testing Services sites increased from 1.6% in 2000 to 3.0% in 2005.²

¹Centers for Disease Control and Prevention, HIV/AIDS Surveillance Report, 2004. Vol. 16. Atlanta: US Department of Health and Human Services, Centers for Disease Control and Prevention; 2005: p 12. County of San Diego, Health and Human Services Agency, Community Epidemiology.

²County of San Diego HIV Counseling and Testing Data. State of California, Department of Health Services, Office of AIDS.

County's Community Health Statistics Unit

Access data - health behaviors, diseases and injuries for specific populations, health trends and comparisons to national targets.

Request statistics:

(619) 515-4318

Access the latest data (including the 2004 Core Public Health Indicator document):

www.sdhealthstatistics.com



County of San Diego

Health and Human Services Agency

Board of Supervisors

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