

Director's Message

Entering the summer season, I'm grateful to know that more than 1.7 million in our community have received vaccines to protect them against COVID-19. With this increased protection, many of us may now be looking to return to normal activities and spending more time with family and friends. As the weather can be exceptionally hot on certain days, please remember to [stay cool](#), [hydrated](#) and [informed](#). Anytime it is hot, there's an increased risk of heat-related illnesses such as heat exhaustion and heat stroke, particularly for those of us who

... continued on page 3

Physician of the Year

Congratulations to **Dr. Clayton Chau**, OC Health Care Agency (HCA) Director and County Health Officer, for his selection as "Physician of the Year" by the Orange County Medical Association (OCMA). The OCMA says the award is given to a physician who has, "demonstrated outstanding leadership skills and extraordinary professional competence in the

On behalf of HCA staff, the Deputy Agency Directors (DADs) applaud and congratulate Dr. Chau for the recognition. In a statement the HCA DADs said, "Dr. Chau embodies the qualities and character of a leader that

personifies OCMA Physician of the Year. HCA staff are truly grateful to serve alongside a distinguished educator, teacher,



eyes of their peers, is a proven educator, teacher, motivator and compassionate clinician who has made a difference in the delivery of health care and in the lives of Orange County (OC) residents."

motivator and physician who compassionately brings health and well-being to OC residents. You can read the announcement on Dr. Chau's selection [here](#).

FEATURED ARTICLES

- HCA Supports Juneteenth Event in Anaheim 2
- Achieving Equity with the Orange County Equity Map 4
- County Shifts from Super to Mobile PODs 8

HCA Supports *Juneteenth* Event in Anaheim

On June 19, several teams from the OC Health Care Agency (HCA) joined Orange County Board of Supervisors Vice Chairman Doug Chaffee and the City of Anaheim in an event to honor Juneteenth, signifying the end of slavery and commemorating the freedom and dignity of Black Americans across the United States. The family-friendly event included live entertainment, children's activities and County resource booths. Staff from Environmental Health, Clinical Services, Health Promotion and Community Planning, and Behavioral Health Services (BHS) were on hand to connect with attendees to offer HCA resources and information.

"We met a lot of people who came by for behavioral health information," shared **Shane Mills** of BHS' Outreach and Engagement team. "Overall, it was great being out there to represent the HCA, provide resources to the community and also being able to see everyone coming together to learn about and embrace Juneteenth."

Thank you to all HCA staff who attended this event to support Juneteenth while helping to raise awareness of the HCA's programs and services for the Orange County community!



Pictured: Behavioral Health Services Outreach and Engagement – Cecilia Bendimez, Yvonne Rodriguez, Patricia Morales (Office of Family and Consumer Affairs), Rafael Barrios, Shane Mills



Pictured: Environmental Health – Gry Wesenberg, Suntar Sovan, Darwin Cheng, Christine Lane



Pictured: Health Promotion and Community Planning – Berna Nino, Carlos Fernandez, Martha Cruz-Santana



Pictured: Clinical Services – Pristeen Rickett, Ace Robinson

Director's Message

continued from page 1

are more sensitive to higher temperatures.

This summer, take time for self-care too. We all work so hard each day to ensure the health and well-being of our community, and it would be ideal to do the same for ourselves. Stress can often lead to [burnout](#) if we don't take the time to recognize the symptoms of stress, learn to manage it and build resilience. Resources are also available for those of us who need additional support, including confidential services through the County of Orange's [Employee Assistance Program](#), the [OC Links](#) 24/7 Behavioral Health Services Line, the [OC WarmLine](#) and the [National Suicide Prevention Lifeline](#).

During our last several Town Hall meetings, you may have heard me talk briefly about the OC Health Care Agency's (HCA) new Strategic Plan. This plan began as a conversation among leaders in our service areas with the aid of a consulting partner to better understand the needs of the community we serve and the ways we can prioritize and enhance our work to meet those needs. The COVID-19 pandemic was a huge driving force in the development of this plan; the countywide efforts to combat COVID-19 demonstrated that when we work together as a community, we can achieve amazing outcomes.

Our Strategic Plan is based on the critical role our Agency plays in supporting the health and well-being of our county and how effective we can be when we partner with our community – particularly when we focus on those most vulnerable to poor health outcomes. Our new plan calls for learning from the collaborative COVID-19 testing, contact tracing and vaccination efforts this past year and replicating it in other areas of our work. The updated HCA vision and mission reflect this renewed

commitment to addressing vulnerable populations, reducing inequities in the health and well-being across the county, and promoting a healthier, safer Orange County.

The new Strategic Plan is a living document that will evolve over time as we engage in more conversations about population health and equity with staff and community members, deepen our understanding of the social factors that influence the health of our community members and explore opportunities to work more collaboratively with public/private partners towards achieving ***quality health for all***. I encourage you to take a moment to read our [Strategic Plan](#) to understand how your work fits into our Agency's larger mission: ***In partnership with the community, deliver sustainable and responsive services that promote population health and equity.***

It has been a long journey out of this pandemic and we could not have come through it without your hard work and the sacrifices that you and your families have made. I truly appreciate every single one of you for all that you do. Thank you from the bottom of my heart. Stay well and stay safe.

Sincerely,

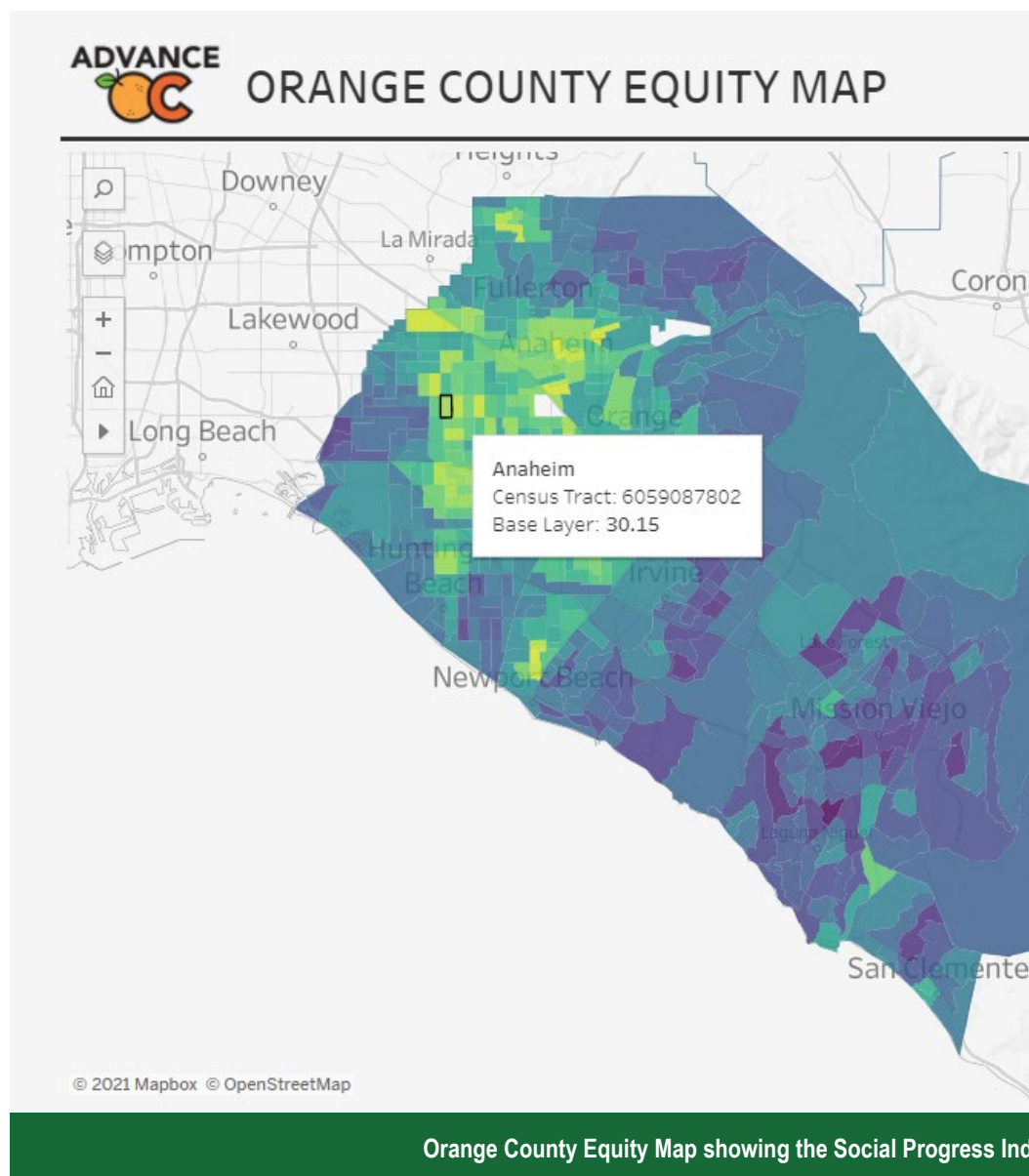


Dr. Clayton Chau
HCA Director
County Health Officer

In partnership with Advance OC, the OC Health Care Agency (HCA) will soon launch a public-facing data mapping tool to allow greater transparency of health and wellness disparities throughout the county.

“About 75% of our overall health is determined by social factors—race, gender, sexual orientation, or income—leading to health differences for people of different groups,” says **Hieu Nguyen**, Director of the HCA’s Office of Population Health and Equity. “When people are disadvantaged from achieving optimal health due to these social determinants, inequitable situations are created which impact all of us.”

The HCA’s collaboration with Advance OC, a nonprofit organization dedicated to using innovation and strategic philanthropy to address inequities in OC communities, has resulted in the development of the Orange County Equity Map (OCEM) which provides detailed insight into which Orange County (OC) neighborhoods and communities are experiencing health and wellness disparity. The map comprises composite scores for each OC neighborhood called the Social Progress Index (SPI),

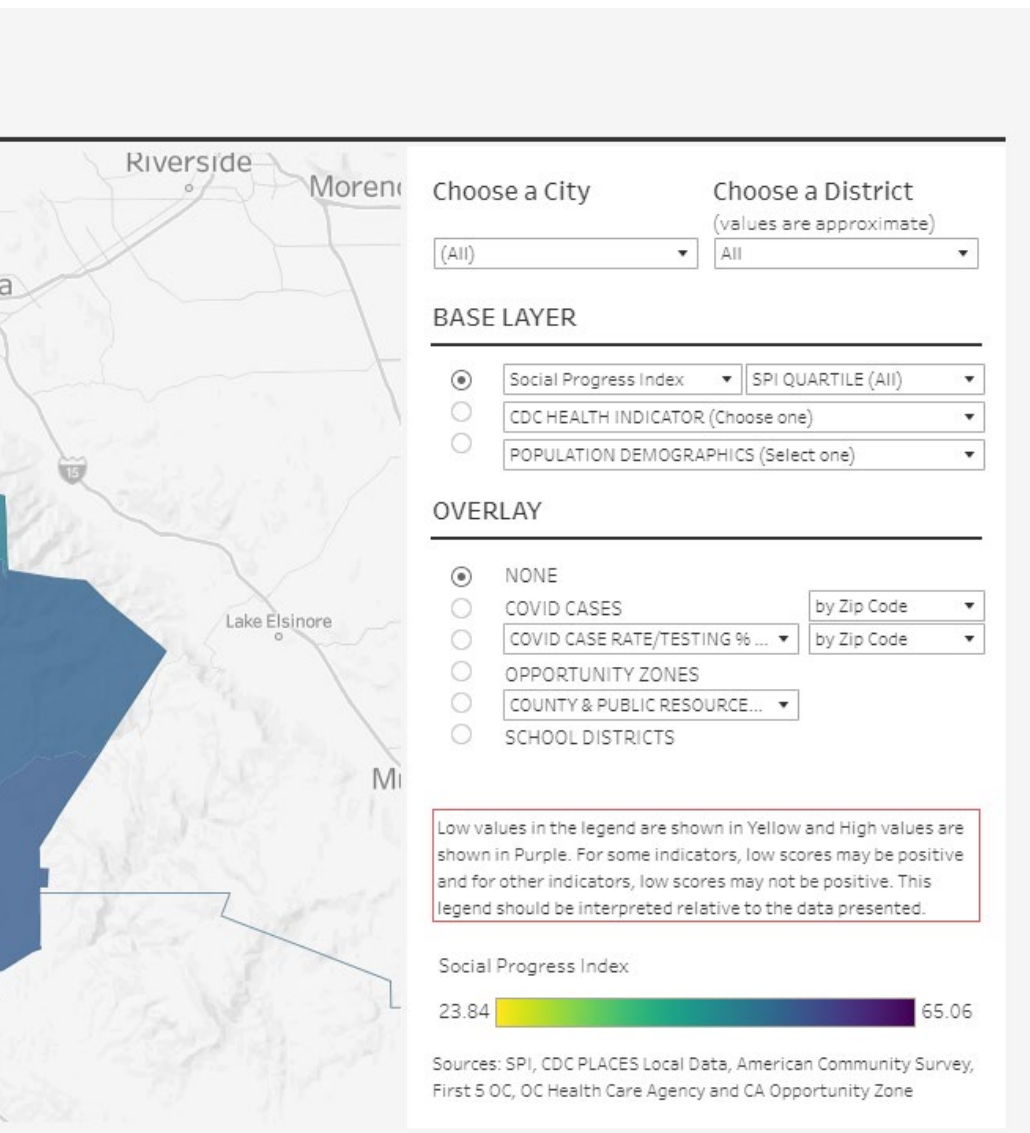


a worldwide metric which captures population outcome data in three broad dimensions: Basic Human Needs, Foundations of Well-being, and Opportunity. The index relies on over 50 social indicators that reflect a wide range of social environment variables that contribute to a neighbor-

hood’s social progress, such as supermarket access, broadband internet subscribers, eviction rates, diabetes prevalence and voter turnout.

Anticipated to launch in July 2021, the OCEM platform can be used by anyone in Orange County at no cost to measure, track

THE ORANGE COUNTY EQUITY MAP



Index (Base Layer) for a census tract in the City of Anaheim.

and map inequities in the community with neighborhood precision, including identifying the root causes of inequities, understanding socioeconomic determinants, and informing strategies to advance the health and well-being of county residents. To test and explore this new analytic capabil-

ity, the HCA has been utilizing the OCEM platform to inform its COVID-19 responses, including testing, vaccine allocation and distribution, and other mitigation strategies. The Agency has thus been able to identify disproportionately impacted communities at the ZIP Code and census tract

level and, in turn, promote COVID-19 responses at the neighborhood level, such as can be seen in the standup of mobile vaccination clinics and targeted outreach efforts throughout the county.

“The map is really intended to help us better understand the whole person and their community, so we can serve them both,” shared **Karin Kalk**, Director of Project Management and Quality Improvement. “I can envision different programs at the HCA using this tool to research a patient’s neighborhood to see what’s going on and get a better idea of the challenges in that community.”

The OCEM platform will also provide a roadmap for private and public partnerships to fund initiatives that seek collaborative approaches to addressing complex social circumstances at the root of inequities in health and well-being. It is a tool that brings us one step closer to achieving the HCA’s mission: in partnership with the community, deliver sustainable and responsive services that promote population health and equity.

Environmental Health Lobby *Just Reopened*

by **Jaimie Wu**, Staff Specialist, Environmental Health

OC Health Care Agency (HCA) Environmental Health (EH) staff are meeting face-to-face again with members of the public now that the EH service desk inside the EH building on Dyer Road in Santa Ana is reopened to the public. Even though face-to-face meetings were restricted in 2020 due to the COVID-19 pandemic, that did not stop EH staff from serving Orange County businesses and residents. A look at the numbers from March through December 2020 shows just how much EH staff accomplished serving the public, even while restricted from providing services in-person.

Metrics for March-December 2020

459

Pool Construction Plans Received

Graphic suggestion: rolls of plans (paper) or pool

691

Food Facility Construction Plans Received

Graphic suggestion: rolls of plans (paper) or restaurant

720

Health Permit Applications Received for Food Facilities

Graphic suggestion: forms with checkmarks

10,364

Onsite visits or telephone assistance with COVID-19 requirements

Graphic suggestion: telephone or person on the phone

Environmental Health's Plan Check and Construction Program reviews plans for all new and remodeled public pools and food facilities (e.g., restaurants, markets, bars, food warehouses, etc.) within Orange County to ensure that facilities are constructed in accordance with applicable requirements. "When we closed our lobby last year to follow public health guidelines, we set up a construction plan drop-off and pick-up area outside our lobby so that we could continue to serve our businesses and communities by reviewing and approving new plans for pools and food facilities," said **Kiki Cason**, Plan Check Supervisor.



Christina Buranday, Plan Checker, reviews electronic plans.

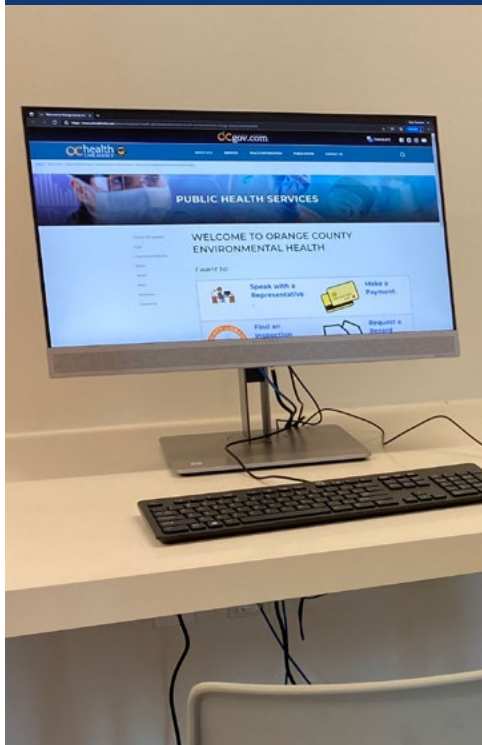
Though the lobby has reopened for in-person Plan Check services, Environmental Health is continuing to enhance services, including introducing electronic plan check submission. "Typically, three physical sets of plans must be submitted, and as you can see that's a lot of paper and it takes up a lot of space. Customers may appreciate an online option, because it saves them the time and money spent printing and bringing plans to our office," said Kiki.

Customer uses virtual queue system to join the line for service. To enhance the in-person experience, Environmental Health implemented a touchless

queue system. Customers can remotely join the line, make appointments, and manage their own time. The system sends real-time, two-way text updates to customers regarding their wait status and when it is their turn to be seen, which allows customers to wait off-site and reduces crowding in the lobby.



Customer uses virtual queue system to join the line for service.



ENVIRONMENTAL HEALTH RESPONDS TO **BEACHED WHALE**

The OC Health Care Agency (HCA) Environmental Health (EH) team issued a beach closure on a section of Bolsa Chica State Beach after a 65-foot Fin whale washed up on shore on May 20, 2021. The closure was in consideration of the potential health hazards to the public that could come from the large decomposing whale including leptospirosis. "The EH Water Quality (WQ) team has jurisdiction at public beaches for water quality monitoring," said **Christine Lane**, Director, EH. "I'm proud of the WQ team and our Public Health Water Quality Lab for their quick and professional response to close the beach, take water samples and get them tested so we could ensure safety during this unfortunate event."

Fortunately, the first set of ocean water samples indicated low bacteria. Once the whale carcass was removed by a state-contractor using heavy equipment, the closure was lifted from that area of the beach and warning signs were posted. Additionally, another set of water samples was taken to ensure that the water quality still remained safe to recreate. The Public Health Water Quality Lab determined the second water samples were also below state standards for bacteria and the warning signs were removed.

The photo of the whale is courtesy of **Lauren Robinson**, Supervising Environmental Health Specialist, who shared this, "Don't touch or go near dead animals especially large ones. In addition to the strong odor a decaying whale produces, whales are mammals and carry bacteria and diseases that can make people and other animals ill."



COUNTY SHIFTS FROM SUPER TO MOBILE PODS

by **Brian Brannon**, Staff Specialist

In less than five months, the County of Orange (County) has delivered more than 1.2 million doses of COVID-19 vaccines through a monumental cross-department, cross-Agency effort that involved 134 organizations and more than 3,100 employees of the County as well as local cities and agencies, extra help, contract staff and volunteers.

This effort, known as Operation Independence, initially focused on Super Point of Dispensing (POD) sites designed to vaccinate as many people as possible safely and efficiently. The first Super POD was established at Disneyland Resort on January 13, followed by sites at Soka University, Santa Ana College, Anaheim Convention Center, Christ Cathedral and the OC Fair and Event Center.

Just 30 minutes after appointments had opened, more than 35,000 people had scheduled vaccinations. Within a week, 330,000 people had registered via the Othena platform.

Meanwhile, the County partnered with local community groups to establish mobile PODs to bring vaccines directly to vulnerable populations, such as elderly residents and those who face transportation, technology or language barriers.

“We took the vaccine to the people in collaboration with community-based organizations,” said Mobile Branch Director **Linda Smith**. “It was a true community partnership and I think that’s what has made the mobile PODs so valuable.”

On June 6, after administering a total of 1,063,465 COVID-19 vaccinations through the six Super PODs, the County pivoted to distributing vaccinations exclusively through mobile PODs.

At that point, approximately 65% of the people in Orange County, with 86% of those aged 65 and over, had received COVID-19 vaccinations.

OC Health Care Agency Director and County Health Officer **Dr. Clayton Chau** believes that mobile PODs

will be key to reaching many of those who have yet to receive a vaccination. “There are people who still haven’t been vaccinated – not because they are against the vaccine – but perhaps because they believe they are not at risk, have other priorities in their lives, find it inconvenient and so forth,” said Dr. Chau.

Currently operating as many as 30 to 40 mobile PODs a week, the County will eventually transition vaccinations entirely to public health providers and community organizations. Even so, its role in leading vaccine efforts has given these organizations time to build and strengthen their abilities to take ownership of health and vitality in our county.

Smith speaks for many of those who have participated in the County’s vaccination efforts when she says, “It’s been an honor to have been part of this.”



Michael de Montellano, a Registered Nurse, prepares a syringe to deliver a vaccination at a mobile POD



Vivian Nguyen, a Registered Nurse, cuts “I’ve Been Vaccinated” stickers for people receiving vaccinations at a mobile POD



American Sign Language interpreters are on hand to provide assistance at the Brookhurst mobile POD

Accepting Nominations for *team excellence award*

The OC Health Care Agency (HCA) aims to provide quality care through a variety of programs and services for residents of Orange County (OC). Each department at the Agency is composed of a unique set of teams that embody specific qualities, but all share the common attribute of providing an exceptional work ethic, leadership abilities and dedication to working together.

In an effort to continue recognizing teams that best represent our principles as an Agency and excellence as a collaborative team, the HCA/OCEA (Orange County Employees Association) Labor and Management Committee (LMC) created the Steve Ambriz Team Excellence Award. The award symbolizes the team committed to excellence and recognition of the great work being done each and every day. Last year's winners, the Children and Youth Behavioral Health Crisis Assessment Team (CYBH CAT), exemplified this through their ability to overcome significant challenges associated with the COVID-19 pandemic

to provide excellent behavioral health services to their clients, children and youth experiencing an emotional or behavioral crisis.

Starting July 6, the HCA/OCEA LMC is seeking nominations for the 2021 Steve Ambriz Team Excellence Award. Please take this opportunity to nominate a team, program, or department within the HCA that excels as a unit. Visit the LMC Team Excellence Award Intranet webpage at <http://intranet.ochca.com/lmc/team> for application criteria, details about previous winners, and additional information about what makes an excellent team. A nomination form can also be downloaded at <https://intranet.ochca.com/admin/lmc/team/tea-application/>, **under Application Submission.** Please be sure to copy your Division Manager when electronically submitting your application. **Applications are due no later than Friday, August 6, 2021.**

The members of the LMC look forward to receiving your team's nomination!



Congratulations for Awards and Recognition

The OC Health Care Agency (HCA) is pleased to share the recognition and awards received by several HCA programs and campaigns in recent months. Congratulations to all the teams for their hard work!

The Behavioral Health Services campaigns on suicide prevention were recognized in the 42nd Annual Telly Awards. The awards showcase the best video work and more than 12,000 submissions were received from all 50 states and five continents. The winning campaigns are:

- Help is Here OC: Adult Suicide Prevention is the Silver Telly Winner in Local TV: Public Interest/Awareness ([Official Listing](#))
- See the person, not the condition is the Silver Telly Winner in Social Video: Series: Social Impact ([Official Listing](#))
- Help is Here OC: Adult Suicide Prevention is the Bronze Telly Winner in Social Video: Series: Public Service & Activism ([Official Listing](#))
- See the person, not the condition is the Bronze Telly Winner in Social Video: Series: Social Impact ([Official Listing](#))

In addition the HCA's Could it be COVID and Face Hands Feet campaigns won Telly Awards.

- Could it be COVID? is the Bronze Telly Winner in Local TV: Directing ([Official Listing](#))
- Could it be COVID? is the Bronze Telly Winner in Local TV: Remote Production ([Official Listing](#))
- Face Hands Feet is the Bronze Telly Winner in Promotional Video: Use of Stock Footage ([Official Listing](#))

The HCA's submissions for the 2021 National Association of Counties (NACo) Achievement Award were also recognized in the following categories:

- Health: Home First Full Service Partnership

- Community and Economic Development: Project Toolbelt
- Health: Operation Independence: One County, One Mission
- Health: Homeless Mentally Ill Outreach and Treatment
- Health: Correctional Health Services Release Re-Entry Program
- Health: Could It Be COVID? Marketing Campaign

Although none of the submissions were selected for the "[Best Of Category](#)," this recognition still reflects the amazing work of our Agency and highlights that work at the national level. Overall, NACo recognized 844 entries from counties and state associations in 28 states.

Want to make the pain stop?

Feel like there's no hope?

Overwhelmed?

Loved one withdrawn?

Connect with help now.

Talk or chat with real people, who really get what you're going through. It's free. It's confidential. It will help.

(877) 910-WARM | [helpishereoc.com](#)

OC health CARE AGENCY

SERVICE AWARDS

2021 First Quarter Employee Service Awards (January 1 – March 31 Hire Dates)

Congratulations to the following staff for their years of service to the OC Health Care Agency and the County of Orange!

35 Years

Lori Funke

30 Years

Joyce Lim
Shelia Roberge

25 Years

Monica Lutfi

20 Years

Christine Byers
Kar Cheng
Carolyn Clark
Sylvie Cote
Justine Dinh
Vanessa Estrada
Rosa Fonseca
Martha Gonzalez
Marsela Hartwell
Lorena Hermogeno

Bertha Hernandez
Theresa Iwasaki
Christine Nguyen
Colleen Nguyen
Melissa Parsley
Shyamala Rajagopal
Jonelle Sellers
Suntara Sovan
Anna-Lisa Stonehill
Tung Wong

15 Years

Nicole Carmona
Cindy Cox
Jason D'Amico
Thanh Trang Dinh
Patricia Flores Shull
Veronica Garcia
Sandra Guillen
Luis Hinojosa
Paul Hoang
Lori Horwitz

Jonathan Jamili
Chi Lam
Karen Leland
Lizbeth Ligason
Assunta Lisi
Dana Lopez
Minerva Mendoza
Noemi Mondragon
Jennifer Negro
Natalie Nguyen
Amber Penman
Chi Rajalingam
Nahid Razaghi
Jocelyn Romey
Marcia Salomon
Renee Serna
Joanna Su
Philip Tam
Tamanique Teran
Naomi Tesfamichael
Kelly Thue
Sheila Vargas
Maria Villar

10 Years

Lizeth Amezcua
Brian Apin
Coletta Franciscus
Patricia Klein
Lisa Kou
Thao Pham
Eva Sillas

5 Years

Krystal Batshoun
Antonio Bejarano
Nelly Blanco
Sandra Calderon
Michael Cuevas
Eugenio De Leon
Tamara Escobedo
Svetlana Fuller
Michielle Garcia
Carl Glover
Geoffrey Glowalla
Ralph Guangco

Jordan Harris
Dennis Ho
Kuo-Wei Hsiung
Peter Huthmacher
Alice Kim
Mihyun Kim
Keri Lien
Maricruz Llerenas
Mikee Madlangbayan
Kristine Mariscal
Jesse Martinez
Faith Morrison
Jane Nguyen
Lisa Rothenberger
Armin Salamati
Genesis Sandoval
Hurtado
Stephen Thronson
Justin To
Tai Trinh
Danielle Vicencio
Gry Wesenberg
Ann Yang

HCA TOWNHALL

THURSDAY
07/22/2021
3:00 P.M.



Did you miss last month's OC Health Care Agency (HCA) All Staff Town Hall? You can view recordings of past events by visiting the [HCA Town Hall webpage](#) on the HCA intranet. You can also download a copy of the "Town Hall Wrap" which offers key information and resources based on the Town Hall discussion as well as questions and comments submitted by staff.

Join us for the next event! The Town Hall takes place on the 4th Thursday of each month at 3 p.m. Be on the lookout for a calendar invite and Zoom link from **Dr. Clayton Chau**, HCA Director and County Health Officer.

Do you have a question or topic of interest for the next Town Hall? Send an email to the HCA Town Hall inbox at HCATownHall@ochca.com before the next virtual meeting on July 22, 2021. Questions should be specific to topics being presented at the Town Hall and appropriate for a global audience. Any personal questions should be directed to your assigned Human Resources Employee Relations Analyst.

Have A Food Safe Summer!

by **Christine Baun**, Public Health Nutritionist II-Contributor

Summer is a great time to enjoy outdoor picnics and barbecues with family and friends. Keep in mind that these warm weather events also present opportunities for foodborne bacteria to thrive. Protect your family and friends from foodborne illness by following these simple steps:

- **Clean** surfaces, utensils and hands with soap and water. Wash all produce before eating, cutting or cooking.
- **Separate** plates and utensils for raw and cooked meat when grilling.
- **Cook** to the right temperature by using a food thermometer. Just because your burger is brown, doesn't mean it's safe to eat!
- **Chill** raw and prepared foods promptly if not consuming after cooking. If planning a picnic, keep perishable food in an insulated cooler packed with ice.

To learn more visit the Food and Drug Administration website on [Handling Food Safely While Eating Outdoors](https://www.fda.gov/food/food-safety-education).



At your next picnic, try making this **California Avocado Super Summer Wrap!**

Ingredients:

- 1 ripe avocado (deeded, peeled, and cut into chunks)
- ½ cup plain nonfat Greek yogurt
- 1 teaspoon lime juice
- ½ cup blueberries
- ½ cup carrots (grated)
- ¼ cup red onion (chopped)
- 2 cups fresh arugula (chopped)
- 12 ounces cooked chicken breast (cubed)
- 4 8-inch whole wheat tortillas

Directions:

1. Mash half the avocado chunks with yogurt and lime juice in a medium bowl.
2. Add remaining filling ingredients, including the rest of the avocado chunks; mix gently.
3. Top each tortilla with ¼ of filling mixture.
4. Roll tuck in ends. Slice in half diagonally, securing with toothpicks, if needed.

<https://www.myplate.gov/recipes/myplate-cnpp/california-avocado-super-summer-wrap>

Reducing Food Waste: by Patricia Stabile, Public Health Nutritionist II-Contributor Let's Compost!

Food scraps and yard waste together make up more than 30% of what we throw away, and could be composted instead. Making compost keeps these materials out of landfills while replenishing your lawn, trees, houseplants, or garden, for free!

Composting Materials

Greens: including produce waste, coffee grounds and grass clippings.

Browns: including dead leaves, branches and twigs.

Water: compost piles should be about 50% water for decomposition and temperature regulation.

Air: provides the necessary environment and speeds up the process.

Compost from the kitchen: fruits & vegetables, eggshells, coffee grinds, tea bags, nut shells, and breads & grains. **Do not** add dairy products, fats, grease, lard or oils, meat or fish scraps and bones. These ingredients slow the process, create odors, and attract pests such as rodents and flies.

Learn How to Compost at: OC Waste & Recycling:
<https://www.oclandfills.com/page/where-can-you-learn-about-composting-orange-county>



VISION Quality health for all.	
	MISSION In partnership with the community, deliver sustainable and responsive services that promote population health and equity.
GOALS Promote quality, equity, and value. Ensure the HCA's sustainability. Offer relevant services to the community.	

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 hcacomm@ochca.com or call (714) 834-2178. Thank you!