

Director's Message

Dear OC Health Care
Agency team,

This month, we recognize World AIDS Day on December 1 and the 2021 campaign theme, "Ending the HIV Epidemic: Equitable Access, Everyone's Voice." Our local communities have a key role in the HIV/AIDS response, and World AIDS Day unites community efforts to stop new HIV infections, increase awareness of HIV, support those living with HIV, and remember those who have lost their lives.

This year has been especially poignant as we mark 40 years since the first five cases of what later became known as AIDS were reported. Worldwide more

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Peer-to-Peer

Carey Bornhagen

Contributor: **Julia Mayuga**, Communications Intern



"There's nothing more satisfying than knowing you were able to help a client achieve their best." To enjoy that satisfaction involves "hard work and determination," said Peer-to-Peer recipient **Carey Bornhagen**, Occupational Therapist (OT) III with California Children's Services (CCS). Carey said he is inspired

to help clients and it's done by creating a connection with them. Along with serving clients, his duties include much more such as: supporting the CCS team through continued training opportunities and educational learning modules; facilitating all-staff training onto a virtual platform after COVID-19 prevented in-person sessions; and managing several of the medical equipment clinics, assisting therapists and families with medical equipment that will help provide better independence and help support the needs of the clients and families served. "This job has kept me on my toes for the past 7 years. There is always a new challenge to tackle, and I am always asked to think outside the box to help provide solutions to many different problems. I have an amazing supportive team

that I work with and having the ability to utilize

a team approach is very beneficial. Ultimately however, the best part of this job as an Occupational Therapist is seeing the smile on the face of the client when they accomplish something that had been so difficult for them in the past."

Carey said he is also proud of having the opportunity to train and mentor so many amazing OTs. "We have

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MOMs

Making a Difference at Correctional Health Services

Over one year ago, Correctional Health Services (CHS) in partnership with the Orange County Sheriff's Department (OCSD), contracted Obstetrical Medical Providers, University of California-Irvine Medical students, and the OC Health Care Agency's (HCA) Public Health Services, to create a specialized program called the Medical Obstetrical Management team otherwise known as MOM. This dynamic team works collaboratively to meet the needs of our pregnant incarcerated patient population within the correctional setting. We work with clients from diverse backgrounds, providing prenatal care and educational classes tailored to each individual's needs while they are incarcerated.

The goal of the MOM team is to provide quality prenatal care and education to support a healthy pregnancy and delivery. This is done using a multidisciplinary approach that addresses the unique needs of our population. Many of our incarcerated pregnant patients are considered high risk, which requires specialized attention, care, and follow-up. The MOM team collaborates with a HCA Public Health

Liaison to connect incarcerated patients to community resources and to assist in making arrangements should the baby be born while our patient is still in custody. We initiate appropriate referrals assisting and promoting maternal health while in custody and a roadmap for the unborn child's health once our clients are released from custody. We aim to send our clients home with the knowledge and necessary tools to maintain optimal health at home for both mom and baby.

Members of the MOM team include the following Champions: Lead Senior Nurse: **Nelly Blanco**; Public Health Nurse Liaison: **Svetlana "Lana" Fuller**; Correctional Health Nurses: **Sandra Calderon, Carla Candelario, Eva Dennen, Lydia Forbang, Maria Cristina Moore, Adriana Navarrete, Alicia Nicolas, Jenae Raineri** and **Mardy Sos**; Medical Assistant: **Christine Baker**; Family Medicine: **Dr. Linda Lin**; Obstetrician: **Dr. Son Nguyen**; Director of Nursing, CHS: **Dr. Angelica Ahonen**; Interns: **Angelina Lo, Kerrie Buehler** and **Allison Mogul**.



Adriana Navarrete



Alicia Nicolas



Christine Baker



Dr. Angelica Ahonen



Dr. Linda Lin



Dr. Son Nguyen



Eva Dennen



Jenae Raineri



Lydia Forbang



Maria Cristina Moore



Nelly Blanco



Sandra Calderon



Svetlana Lana Fuller

Director's Message

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than 75 million people have been diagnosed with HIV and in Orange County, 13,825 people have been diagnosed with HIV since reporting began in 1981. Please visit hiv.gov/events/awareness-days/world-aids-day to learn more about World AIDS Day.

Team, we are close to the end of another year dealing with the challenges of COVID-19 and I am so proud of your resilience and service in keeping our community well as we continue to overcome this pandemic together. It is clear that we would not be able to carry out the responsible work of our many programs and service areas without the support of one another, our colleagues, and our partnerships with the community.

As you spend time with family, friends and colleagues this holiday season, please continue to stay vigilant in doing what you can to protect them against COVID-19. With vaccines now available for children ages 5 and over and booster doses available for fully vaccinated adults 18 and over, I encourage you and your eligible family members

to complete your recommended shots if you are not fully vaccinated or are eligible to receive a booster. Vaccination remains absolutely critical in helping us to combat the spread of the disease in our community.

Thank you for all the hard work, dedication and commitment you bring each and every day to serve our residents of Orange County. **Please enjoy a safe and wonderful holiday with your loved ones.**

Stay well,



A handwritten signature in black ink that reads "Clayton Chau MD, PhD".

Dr. Clayton Chau
HCA Director
County Health Officer

OC Links: 2021 Steve Ambriz Team Excellence Award Recipients

Congratulations to the OC Links team for receiving the 2021 Steve Ambriz Team Excellence Award from the Orange County Employees Association (OCEA) and the OC Health Care Agency (HCA) Labor & Management Committee (LMC). "We are proud of the work the entire OC Links team does," said **Mark Lawrenz**, Administrative Manager III. "The OC Links team is led by **Timothy Sigafos**, Service Chief I," said Mark. "Tim has taken a lead role in developing and implementing all the changes needed to make OC Links function 24/7. He has supported the team model by creating internal workgroups to share and apply the Navigator's expertise on workflows, key messages, and best practices."

"The OC Links team has also worked in partnership with the Crisis Assessment Team (CAT)," said **Christina Weckerly**, Administrative Manager II. "OC Links would like to acknowledge the CAT team for covering OC Links calls when there is overflow, evenings, overnight and weekends as the team has been hiring and training new Navigators. This demonstrates the true teamwork approach in Behavioral Health Services (BHS) to ensure that the programs are successful and our clients are served. OC Links shares this recognition with the support from the CAT teams."

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OC Links: 2021 Steve Ambriz Team Excellence Award Recipients

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OC Links team members were invited to share their thoughts about receiving the Team Excellence Award.

"It is great that the importance of the work we do for the community in helping them navigate the complicated OC Behavioral Health system gets recognized and that the word is getting out that we exist," said **Asita Aminian**, Licensed Marriage and Family Therapist who started with OC Links 7 years ago. One of her duties is to train new employees. "OC Links now receives calls that used to go to our Crisis and Outreach & Engagement phone lines in addition to the information and referral calls we received. This is huge as we had to learn all the ins and outs of the other programs and adjust to working with them as a team. It is very exciting though to grow like this and be able to help our community in making their life easier. We not only help link callers to the appropriate treatment, but as clinicians also educate callers about behavioral health, de-escalate callers who are in crisis, and do presentations to agencies and providers."

"Thank you for recognizing our team and believing we are worth this honor," said **Lisa Tran**, Behavioral Health Clinician, who has been with the HCA for 5 years. Among her many duties, Lisa is a Dispatcher and a Vietnamese speaking Navigator for OC Links. She said the recognition is nice.

"It means that all our hard work, changes, and learning curves are being noticed by others. It also shows our team is cohesive. I personally enjoy my coworkers and really appreciate all their help, whether it be resources, consulting on difficult cases, dispatching Crisis Assessment Team clinicians, or learning from each other on the best ways to implement the new changes in our program. I am very proud to be a part of such a hard-working, knowledgeable, and supportive team. This program is resilient and has great clinicians. The program has evolved so rapidly and changed so much from where we started."

Maria Romo is a Behavioral Health Clinician who has been with the County of Orange for 6 years. As a Navigator and Dispatcher she appreciates the recognition the team received for expanding its services. "OC Links began its expansion during the pandemic. Initially we expanded our hours from 6 p.m. to 8 p.m. to provide support to community members with increasing symptoms of anxiety and depression due to the isolation and worry of the pandemic. Soon after the extended hours, we were relocated to another building to accommodate the much bigger expansion of our services. OC Links has



expanded to take calls from the Outreach and Engagement Team and the Crisis Assessment Team. Not only did we have to accommodate to work during the pandemic, but we also trained in new programs and extended our program hours. We currently operate 24 hours a day, 7 days a week including holidays. It was nice to receive this award; it signifies that our hard work and flexibility has not gone unnoticed."

Claudia Gonzalez de Griesse, Behavioral Health Clinician has been with the HCA for 3 years. She said receiving the award is, "very satisfying and meaningful as it is recognition of the work we do every day. We assist, connect and support callers not only by connecting to services, providing information, educating them on the resources that are available but also providing emotional support by listening and validating their current difficulties and helping them find solutions to their concerns. I am very grateful that our team received this award as it has been a very challenging year for us as the whole team has to adapt, learn, and train while continuing to maintain our current responsibilities and have a great attitude while assisting people."

Some of the strengths of the OC Links team that stood out to the LMC were acknowledged by **Chris Prevatt**, Team Leader, Orange County Employees Association and HCA Labor & Management Committee. "While OC Links Navigators require clinicians to have a broad scope of knowledge, all Navigators also have unique strengths that improve the team's abilities as a whole, thus directly improving access to services. OC Links team has been going above and beyond since it was

21 AMBRIZ Team Excellence Award

OC Links

Behavioral Health

directed to evolve from an information and referral line to a 24/7 single entry point for Behavioral Health Services. The team worked on-site in the office since the beginning of the COVID-19 pandemic as they need to ensure that Orange County residents were getting connected to services during these challenging times. While all non-essential services switched to a telehealth model, the OC Links team utilized this time to begin training in the crisis procedures to appropriately gather the necessary information to dispatch a clinician to do mobile assessments. Navigators were extremely flexible as they shadowed the CAT dispatcher to learn the workflow and what it entails when law enforcement, hospital, family member, or community member requests an assessment. They collaborated with both Children's and Adult CAT Teams to ensure appropriate and updated information was provided for each caller requesting an Estimated Time of Arrival (ETA). OC Links staff absorbed this information in order to create their own workflow, add the processes into the new data system, and create scripts for standardized messaging. Also during this process, new OC Link's staff were hired and began on-board training, so they were responsible for learning crisis processes and traditional information and referral workflows as the team's staffing pattern increased from 8 Navigators to 21. Simultaneously, all OC Links staff participated in workgroups and internal discussions to develop the new data platform to be used to document and navigate resources for all OC Links calls.

In January of 2021, the OC Links phone line absorbed the CAT phone line and Navigators started to take the lead on

crisis calls and dispatch clinicians. Also in January, the new data system launched. More recently, the Navigators started the training process for Behavioral Health Outreach and Engagement (BHS O&E) mobile response referrals to become familiar with their referral process and are in the process of absorbing the BHS O&E phone line too. By OC Links taking on the role of the single entry point for Behavioral Health Services, the community can access services at any level of need by calling one phone number. This makes access less confusing to the community, streamlines processes, and increases efficiency by freeing up time for the CAT and BHS O&E clinicians to do field work rather than triage phone calls for service navigation.

The Labor Management Committee would like to congratulate Prevention & Intervention – OC Links as the 2021 Steve Ambriz Team Excellence Award Winner."



Starting top left:

First row: Marina Haroon, Rudaina Elalami, Maria Romo, Sara Alsabbagh

Second row: Maite Sbabo, Asita Aminian, Carla Romero

Third row: Susan Choe, Johanna Jimenez, Priyanka Sharma, Claudia Gonzalez de Griesse

Fourth row: Patricia Morales, Steve Lownes, Yesenia Cortez, Timothy Sigafos, Lisa Tran

Not pictured: Shannon Peterson

ORANGE COUNTY CELEBRATES WALK TO SCHOOL DAY

Contributors: **Maria Minaglia**, Health Educator & **Kelly Soemantoro**, Program Supervisor



McFadden Institute of Technology, SAUSD. Berna Nino, pictured far right, with the HCA's CalFresh Healthy Living Team rewarded walkers with new pedometers provided by OC STEP. Nino enjoyed watching the playful interactions between the Stormtroopers and students. "Pay attention in school," hollered the Stormtrooper, "and make sure you exercise by walking every day, so we can recruit you as a Stormtrooper when you get older!"

On October 6, thousands of Orange County (OC) students started their day with a brisk walk to celebrate Walk to School Day (WTSD). WTSD is an annual opportunity for schools to promote walking, teach pedestrian safety, and encourage physical activity. The OC Health Care Agency's (HCA) Injury Prevention Program (IPP) Supervisor, **Kelly Soemantoro**, describes walking to school as "one of the easiest ways for kids to get the daily physical activity they need to be healthy. Plus, it's fun, good for the environment, reduces congestion, and students show up to class energized and ready to learn."

After a year of navigating COVID-19 and school closures, "Walk to School Day felt more important than ever this year," said **Maria Minaglia**, HCA Health Educator and Safe Routes to School (SRTS) Coordinator. "During the pandemic," Maria continued, "kids lost access to places and activities where they could find social connections and be active. It was clear that schools and families were ready to do something meaningful, celebratory, and return to some semblance of normalcy."

IPP staff supported 90 schools representing 20 school districts. While the observance last year in 2020

emphasized social media and a virtual campaign, this year, schools returned to in-person programming. Staff helped schools plan outdoor events, following each district's COVID-19 policies. Schools received training and tool kits with banners, signs, stickers and more.

With support from IPP and CalFresh Healthy Living, Santa Ana Unified School District (SAUSD) hosted a high energy Star Wars themed event at McFadden Institute of Technology. Giddy students marched onto campus, greeted by Star Wars characters and the Segerstrom High School drumline. Congressman Lou Correa and Senator Thomas Umberg attended to show support. Many partners contributed to this successful event, including the OC Transportation Authority Safe Travels Education Program (OC STEP), Latino Health Access, SafeKids OC, and the Santa Ana Police Department.

SRTS Coordinator, **Megan Beard**, said, "This is just the beginning to helping schools promote safe walking and physical activity year-round. A post-event survey showed that over half of participating schools would like our help in launching SRTS programs, such as Walking School Buses. We can't wait to get started!"



McFadden Institute of Technology, SAUSD. One student cheered, "This is the best day ever!" in reaction to the marching band, police support, and fist bumps or elbow taps from Star Wars characters.



McFadden Institute of Technology, SAUSD. HCA staff supports WTSD with community partners. In order from left to right:

- Marlene Salazar, OCTA OC STEP/Alta Planning & Design
- Megan Beard, HCA Health Educator & SRTS Coordinator
- Nalley Enriquez, Latino Health Access, Lead Community Health Worker
- Amy Frias, CHOC Community Educator, SafeKids OC Coordinator

SERVICE AWARDS

2021 Third Quarter Employee Service Awards (July 1 – September 30 Hire Dates)

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

45 Years

Linda Rappaport

35 Years

Eileen Endo

30 Years

Marisela Barcenas-Cabrera
Jesusita Chavez
Elvia Duran
Lydia Mikhail
Elizabeth Vega-Paz

25 Years

Kimberly Drndarski
Sarah Hoang
Elizabeth Jimenez
Alexis Moulton
Max Nguyen
Lina Vazquez

20 Years

Arnold Aleman
Ashley Beeney
Yvette Camarena
Christina Cordova
Lance Daur
Miloni Devani
Maria Gonzalez-Mayo
Leticia Hernandez
Babar Karim
Lynette Leviste
Olivia Martin
Camilo Medina
Liza Navarro
Nhung Nguyen
Phiet Nong
Nancy Pham
Andrea Portenier
Wida Rahimi
Nick Reyes

Feliciano Tagorda
Stephanie Thomas
April Thornton

15 Years

Pamela Adams
Maricela Arellano
Denamarie Baker
Rita Bakshi
Sandra Banuelos
Jana Lessa-Breuer
Richard Bruno
Chun Chiang
Clarissa Cruikshank
Darron Durgin
Geniece Higgins
Dieu Huynh
Noshin Kohzad
Ken Koyabu
Viviane Lam
Leticia Luna-Pinto
Jena Mehta
Megan Montrone
Maria Nava
Rachel Peraino
Isabel Quiroz
Christine Read-Gomez
Laurent Repass
Heather Rink-Rosas
Disha Sama
Rebeka Sanchez
Cheryl Sierra
Karmen Wiseman

10 Years

Jenae Raineri

5 Years

Laura Albright
Kirk Andrews
Brandon Aprahamian
Gabriel Arreola
Justin Bechara
Gabriela Benavides

Ashley Brown
Victoria Buchanan
Tommy Bui
Adora Canlas
Jacquelyn Castro
Claire Choice
Carmina Corona
MaiHan Dinh
Jimmy Doan
Yen Doan
Nichole Duplesse
Anjelica Flores
Lydia Forbang
Allison Hartendorp
Deana Helmy
Francisco Isaais
Joshua Jacobs
David Johnson
Tiffany Kalaitzidis
Noah Le
Eunice Lim
Shelly Lummus
Zulima Lundy
Sierra Martinez
Sarah McClaran
Blake McLean
Cheryl Miller
Emily Minson
Catalina Monteon
Yessica Munoz-Cervantes
Louis Nava
Tommy Nguyen
David Nisenbaum
Irene Nunez
Carolina O'Neal
Jose Parra Bernal
Chambrielle Pham
Derek Pham
Anthony Phan
Perla Reyes-Godina
Elise Rice
Gregory Sagehorn
Steven Salcido
Milfred Salwasser
Jennifer Santillan
Betty Vu
Keith Wilson
Jonathan Wolent

5 Things You Need to Know About

On November 18, due to recent cases of fentanyl-related overdose, OC Health Care Agency Director and County Health Officer **Dr. Clayton Chau** issued a [health advisory](#) for the public to recognize the signs of opioid overdose and call 9-1-1 immediately if they believe someone is overdosing. Here are some facts about Fentanyl according to the Centers for Disease Control and Prevention:

1 Fentanyl is a synthetic opioid that is a major contributor to fatal and nonfatal overdoses in the U.S. Even in small doses, it can be deadly, and national statistics show that over 150 people die every day from overdoses related to synthetic opioids like fentanyl.

2 There are two types of fentanyl: **pharmaceutical fentanyl** is prescribed by doctors to treat severe pain, especially after surgery and for advanced-stage cancer, while **illicitly manufactured fentanyl** is distributed through illegal drug markets for its heroin-like effect and linked with recent cases of fentanyl-related overdose.

Peer-to-Peer: Carey Bornhagen

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a diverse team of men and women who are providing such wonderful care for their clients and are excelling in areas that are bringing recognition to Orange County (OC) CCS. I am so proud of all of them and the work they do every day.” It’s not surprising Carey trains new staff, as it turned out, he joined the OC Health Care Agency (HCA) after finishing a clinical rotation as an OT student himself. “I had the opportunity to meet several therapists and the supervisor at the R.H. Dana Medical Therapy Unit. I was immediately impressed by the knowledge they demonstrated, the fun atmosphere these therapists provided, and the team approach they used when treating children, and I knew I had to give it a shot. That was 21 years ago.” Carey said that

experience put him on a career path with children at CCS. “We help them achieve as much independence as possible in learning to perform functional daily activities such as learning to dress and care for themselves, fine motor skill development and helping clients who require additional support with adapted equipment to help them achieve independence in their lives. We wear a lot of different hats, but we support the clients and families through all stages of life here at CCS.”

When he’s not at work you might find Carey at Disneyland, or spending time with family and loved ones, “cooking some terrific meals and deserts,” or making Legos in his spare time. “I’m a bit of a big kid at heart. Everyone at CCS will tell you that I’m a big Star Wars fan. You’ll always see something Star

Wars related on my desk, or a Star Wars sticker on my car. There have been plenty of hilarious pranks done on me because of this love for Star Wars and it makes me laugh to think of some of them. But I want to thank everyone for their amazing work at CCS. Being recognized by your peers for doing your best is humbling and makes me want to keep working hard to be the support we need.”



ut: **FENTANYL**

3 Signs of opioid overdose include: small, constricted “pinpoint pupils”; falling asleep or losing consciousness; slow, weak, or no breathing; choking or gurgling sounds; limp body; cold, clammy, and/or discolored skin.

4 If you think someone is overdosing but aren’t sure, it’s best to treat the situation like an overdose and 1) Call 9-1-1 immediately, 2) Administer naloxone, if available, 3) Try to keep the person awake and breathing, 4) Lay the person on their side to prevent choking, and 5) Stay with them until emergency workers arrive.

5 Naloxone is a life-saving medication that can reverse the effects of opioid overdose and can be obtained without a prescription at a local pharmacy. Many insurance carriers including Medi-Cal and Medicare cover naloxone free of charge.



VISION

Quality health for all.



GOALS

Promote quality, equity, and value.
Ensure the HCA's sustainability.
Offer relevant services to the community.

MISSION

In partnership with the community, deliver sustainable and responsive services that promote population health and equity.



Connect with Us



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