



## Director's Message

**Happy New Year! Here are just a few of the tremendous things we accomplished together and in collaboration with other County of Orange agencies/departments as well as community stakeholders in 2019:**

- Broke ground as a key partner to commemorate the start of construction on the Be Well Orange County (OC) campus. All members of the Orange County Board of Supervisors (Board) took part in the event and were joined by officials from the State of California, the federal government and local entities. The Be Well OC campus,

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## Peer-to-Peer David Atkins Sharks, Sea Lions and Service

"The sharks were predictable, the sea lions were not. They were very playful, but sometimes annoying." Handling predictability and unpredictability (on land and sea), has all been part of a day's work for Peer-to-Peer recipient **David Atkins**, Information Technology (IT) Service Desk Lead.

He joined the OC Health Care

Agency (HCA) IT services 12 years ago. Before that, he oversaw a team of 10 divers at the Aquarium of the Pacific. "I learned how to multitask by jumping in cold water to hand-feed leopard sharks while giving a presentation to the public." Now, with his multitasking skills (and fingers intact), he oversees a team of 6 Service Desk Techs and 2 Office Support Specialists. "I try to equip my team with the right resources and training to ensure our HCA employees can provide services to the residents of Orange County (OC). The HCA staff I've served on IT issues, have been a pleasure to work with and it's rewarding to share the technical expertise of our technicians, to create a "feel good" IT experience."

A 'feel good' IT experience is what David said he strives for. He said he knew this was the path he was to take, thanks to his mother, who worked as a nurse for more than 30 years.

"She taught me how to help others in their time of

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## Director's Message

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once completed, will serve as a 60,000 square foot, state of the art facility at 265 Anita Drive in the city of Orange.

- Increased community suicide prevention awareness and opioid addiction prevention awareness. Major related accomplishments include Suicide Prevention Week in September, "Cultivating Hope in the Community" event, Board resolution recognizing Suicide Prevention Week, release of the [2014-2018 Suicide Deaths in OC report](#) and the [Addressing the Opioid Crisis in OC report](#).
- Increased Crisis Stabilization Capacity.
  - The OC Health Care Agency (HCA) completed renovations to the County Crisis Stabilization Unit (CSU), which serves adults experiencing a mental health crisis. This accomplishment expands the CSU capacity from 10 to 15 beds/recliners.
- Implemented Re-Entry/Release program.
  - The program will allow for a warm hand-off for inmates upon release to ensure they are linked to appropriate programs and services at the time of release, discharge medications prescriptions and supply, written discharge plans with follow-up appointment dates, and information on community resources are provided directly to released individuals.
- Implemented beginning phase of Medication Assisted Treatment (MAT) program in Correctional Health Services for Opiate Use Disorder with screening, assessment, and treatment using MAT medications. Over 400 individuals have been continued or inducted on MAT medications.
- Established the Women, Infants, and Children (WIC) Electronic Benefit Transfer (EBT) Program to replace former food voucher system. The debit card will improve the WIC participant experience,

streamline the checkout process at the grocery store, and minimize paper waste associated with the vouchers, reduce stigma and allow flexibility in purchasing healthy food items.

- Administered approximately 38,000 immunizations to children and adults in Orange County. This activity is a critical component of mitigating the spread of vaccine preventable diseases here, thereby reducing the medical, social and economic burden of vaccine-preventable diseases on our community.
- Completed the Trauma System evaluation by the American College of Surgeons consulting team. The report found that the system is functioning well and trauma center coverage of OC is excellent.
- Implemented online vendor application and payments for permits at the OC Fair. The process made it easier for the 200+ vendors to process their permits well ahead of the opening of the Fair.

**Thanks to each and every one of you for the time, energy and talent you dedicated in support of these achievements. In partnership with our Deputy Agency Directors, here are the major goals the Director's Office has identified and looks forward to tackling with you this year:**

- Enhance County mental health system of care through development of Anita Campus, opening additional crisis stabilization units, and beginning work on a comprehensive Crisis Response Network.
- Expand re-entry services for individuals being released from jail with health concerns to include warm hand-offs to community resources and programs. This service will enhance community linkage and strengthen continuity of care.
- Enhance behavioral health and Substance Use Disorder (SUD) services for incarcerated individuals to include:

# Preventing Harassment Training Video

Please consider this a reminder to complete the mandatory Harassment Prevention Training before the end of the month. The training is part of the continuing effort by the County of Orange to ensure equal employment opportunities across the County and to provide a workplace environment free of discrimination, harassment, abusive conduct and retaliation.

The training is at least two hours for supervisors and at least one hour and 15 minutes for non-supervisors.

The training includes federal and state laws that prohibit discrimination, harassment, abusive conduct and unlawful retaliation; defining sexual harassment, abusive conduct and other forms of harassment in the workplace; defining sexual harassment based on gender identity, gender expression and sexual orientation in the workplace; the role of managers in the prevention and investigation of harassment and abusive conduct complaints; and best practices on how to prevent discrimination, harassment, abusive conduct and retaliation.

You can access the training through the County's Learning Management System, by clicking: [Eureka](#). For employees without County-issued email addresses click [here](#). Use your 5-digit employee ID as your username and enter the password: welcome.

To access the Skillsoft training guide click [here](#).



- Specialized housing units with therapeutic groups, individual counseling, medication management and discharge planning.
- Continue to enhance Medication Assisted Treatment (MAT) options for the incarcerated population with Opiate Use Disorder. This will include the continuation and induction of appropriate individuals on MAT medications, therapeutic group offerings that address Opiate Use Disorder, and discharge planning with linkage to community programs.
- Operationalize the additional funding from the State of California to improve the ability to protect the health of OC residents from communicable diseases and reduce spread of infections improving public health outcomes.
- Stop the increasing rates and increase stabilization of infectious syphilis. Infectious syphilis in OC has more than quintupled, from 4.1 cases per 100,000 residents in 2010 to 23.9 per 100,000 in 2018. Similarly, in 2010, there was 1 case of congenital syphilis (transmission of infection from mother to fetus in the uterus before birth), and in 2018, there were 14 cases. The new Community Health Improvement Plan for 2020 includes an objective to stop the increasing rates and stabilize the infectious syphilis rate at 23.9 per 100,000 or lower.
- Begin developing an implementation plan for a system to allow for online Environmental Health Plan Check submission and processing. Full rollout is anticipated in early 2021. This will greatly streamline the process for those submitting plans for approval.

Let's get to work!

Sincerely,

Richard Sanchez, Director



# Orange County United to *Fight Homelessness*

A recent conference on homelessness in Orange County (OC), hosted by the Illumination Foundation (IF) served as a 'state of the union' on the issue here. The event brought expert speakers, and more than 500 attendees, from all the major agencies involved in the work, including the OC Health Care Agency (HCA).

"It was very motivating and heartwarming to see the large number of people who gathered to learn more about the homeless situation," said **Hang Nguyen**, Special Projects Manager, Whole Person Care (WPC.) "Not only did we get updates on resources that are currently available, but we saw how OC, Los Angeles and other surrounding counties, along with the federal government, are working together to identify problems and

solutions."

HCA's overall work on mental health issues and substance use disorders, and the work on those issues in connection with those experiencing homelessness, was highlighted by HCA Director **Richard Sanchez**. He praised the Public Health Services (PHS) Comprehensive Health Assessment Team-Homeless (CHAT-H), and the Behavioral Health Services (BHS) Outreach and Engagement Team (O&E), aka the "Blue Shirts," as the, "tip of the spear, for being out in the field every day." Richard also said the County of Orange, "has made tremendous progress on homelessness." He noted the County and its partners are: on track to build more housing; and are taking a more holistic approach that focuses on the 'whole



person' including physical, mental and substance treatment. "The partnership of everyone involved in homelessness exploded after the Santa Ana Riverbed." He said the Riverbed led to bringing down the 'silos' that separated services, and now the County and its partners are building a system of care. "We need to get the flow of individuals through the system to the right place. That's a recognition all the services are critically-linked."

"I was encouraged to see this large gathering of the agencies and people who are dealing with homelessness in OC," said **Jocelyn Argame**, Public Health





Nurse, WPC. “It’s a recognition we need to work together and that Orange County is committed to working together to provide the best services.”

“It was nice to hear, in one place, about all the work being done by HCA and our partners in this effort,” said **Sharon Boles**, Ph.D., Special Projects Manager, WPC. “I was grateful the discussions included the work of the Whole Person Care Pilot Project, which helped informed the public about the work being done by Whole Person Care.”

The conference also set the goal of renewing optimism in the fight against homelessness and to understand how effective, shared practices, as well as knowledge and compassion, can lead to permanent solutions. As one speaker put it, “In the past two years, OC has done more on homelessness than in the previous eight years. And together we can and together we will end homelessness in Orange County.”

1. Panel Discussion. (L-to-R): Paul Leon, Illumination Foundation; Richard Sanchez, HCA Director; Michael Schrader, CalOptima; and Heidi Marston, LA Homeless Services Authority.
2. Presentation at Homeless Conference by OC Health Care Agency Director Richard Sanchez.

# AlertHCA Drills

## Set to Begin Agency-wide

Organizations such the OC Health Care Agency (HCA) should always be ready for critical events that may impact our operations, Orange County, and/or the state. One of the best ways we have to share information and communicate quickly and broadly is through the use of AlertHCA. Emergency Medical Services (EMS) staff reviews the use of this mass notification system and identifies areas for improvement.

Starting this month, EMS/HEM (Health Emergency Management), will conduct AlertHCA drills once a quarter. (January, April, July and October.) They will keep the mass notification drill open for 24 hours, which gives each employee ample time to respond to the alert. Once the drill has been closed, a performance report will be generated and shared with each service area designee. Our Agency goal is to reach 100% participation from all employees in all drills.

Everyone has their County email entered into AlertHCA. However, since there are many staff members who cannot access work email outside of the office, they may miss an important alert if no means of alternate communication is on file. Therefore, it is encouraged that each service area have all employees review their profile and register additional methods of contact, i.e. home and cell phone numbers, personal email, etc. To review, update and test your information go to [www.alertoc.com](http://www.alertoc.com).

HCA staff members that need to register for AlertHCA should contact **Mike Chiles** at [mchiles@ochca.com](mailto:mchiles@ochca.com) and a registration link will be sent via email.

Examples of AlertHCA notification:

County of Orange  
To: MichaelChiles

Aug 27, 2018 at 11:19:28

**EOC Activation- This is not a drill- Canyon Fire #2 10-09-2017**

This is not a Drill. The County EOC has activated due to Canyon Fire #2. Support Personnel Requested. The EOC is requesting the following Support Pool Staffing as soon as possible. If you can respond, contact the OA at [OAADMIN@OCSD.ORG](mailto:OAADMIN@OCSD.ORG). They are looking for:  
 Hotline 5 (1 as supervisor)  
 SASS 4 (1 as supervisor)  
 Messengers 3 (1 as supervisor)  
 Documentation Support 3

Selected response:

No, I cannot Respond to the OA

County of Orange  
To: MichaelChiles

Aug 27, 2018 at 11:19:28

**Real Event- Holy Fire EMS Doc Activation 08-27-2018**

This is a real event-

There has been a flare up of the Holy Fire near Santiago Peak. We are requesting staff availability for EMS Staff to respond immediately to the EMS DOC. **DO NOT DEPLOY UNTIL FURTHER INSTRUCTIONS ARE GIVEN**

Selected response:

No, I cannot respond at this time



# Working a Major Sewage Spill During a Major Holiday



As the majority of OC Health Care Agency (HCA) staff began to enjoy the plans they made for the Thanksgiving weekend, members of Environmental Health (EH) and other HCA service areas had their holiday plans interrupted. For Supervising EH Specialist **Lauren Robinson**, Water Quality (WQ) Specialist **Pauline Liu** and Senior EH Aid **Tami Halle**, the holiday weekend started with a call to a massive wastewater spill along the Ben Brown Golf Course in Laguna Beach.

“We were notified about the spill around 4:45 p.m. on Wednesday afternoon before the Thanksgiving holiday,” said Pauline. They responded as darkness came, and worked in the cold and rain - with a lack of cell phone service - to coordinate what would be a multi-agency, multi-day response. “Initially we were told the spill was about 1 million gallons, that volume had risen to 4 million gallons by the time we reached the site of the spill before settling in at 1.4 million gallons” said Lauren. “Because of the impending and very large beach closure we would have to impose, EH staff, with the help of off-site WQ Specialist **Juan Anzora**, evaluated the maps and reviewed information from our past records to determine how long of a stretch could be impacted.”

The spill in Laguna Beach, which the OC Register called, “the city’s worst in recent times,” was due to a broken force main, according to the City of Laguna Beach in conjunction with the South Orange County

Wastewater Authority. It led to the closure of ocean and bay waters from Pelican Point at Crystal Cove in Newport Beach to the Poche Beach interface in Dana Point/San Clemente.

Pauline and Lauren spent all of Wednesday evening triaging the sewage incident by coordinating with city officials, while Tami began to deliver beach closure signs to city and county lifeguards. Lauren described the spill as one of the biggest EH has ever worked. “During the initial repair attempt, the pressure in the system created a ‘geyser’ that shot the wastewater over 25 feet into the air at times.” The pressure that forced the wastewater out, created an immediate risk to those responding at the scene said Pauline, “The city workers had a dangerous task of trying to stop the leak while taking precautions from being exposed to the untreated wastewater.”

As the WQ Spill Response Team monitored the containment and repairs, media calls poured in asking for updates. County Health Officer **Dr. Nichole Quick** did several interviews, where she, among other things, stressed the importance of avoiding contact with ocean water in the affected areas due to the danger of exposure to untreated sewage; and she explained the beach closure process. The interviews were coordinated by Public Information Officer **Jessica Good** who also provided updated information through press releases and HCA’s social media accounts.

Even when the leak was stopped, HCA’s response continued through the holiday weekend. EH staff determined where appropriate locations for ocean water samples were needed and Lauren coordinated with Tami and OC Public Works staff to sample efficiently and safely, especially since rain continued.

“We took 51 individual ocean water samples over the weekend,” said Lauren. “Not only did it take a dedicated effort by those doing the sampling, but our lab staff answered the call as well. Thanks to everyone we were able to lift the beach closures in an expeditious manner.”

“Even though the spill took place at the start of a major holiday, our response was professional, timely and well-coordinated,” said **Christine Lane**, Director EH. “I’m proud of the way Lauren, Pauline, Tami, Juan and our entire HCA and EH team answered the call. This shows the commitment and dedication HCA has to work under any condition, to ensure the health, environment and well-being of everyone we serve in Orange County.”

Photos courtesy of OC Public Works On-Call response staff Robert Rodarte. Taken during the repair of the leaking sewage force main in Laguna Beach.



# 5 Things You Need to Know About:



**1** The report, “[Addressing the Opioid Crisis in Orange County \(OC\), CA](#)” was covered by the media including reports posted by the [OC Register](#) and [KNBC Channel 4](#). When it comes to the treatment of any substance use disorder (SUD), the implementation of the Drug Medi-Cal Organized Delivery System (DMC-ODS) in Orange County has allowed for a significant paradigm shift from time-bound, program-prescribed treatment to individualized treatment, based on the client’s medical necessity. This new system has allowed for an individual’s treatment to be along a continuum in varying levels of care.

**2** SUD treatment now focuses on the whole person and incorporates the individual’s mental and physical health needs throughout treatment. Over the past 12 months, Behavioral Health Services has started a new system for delivering Substance Abuse Treatment to Medi-Cal beneficiaries in OC. The focus of this system is to create a wide array of services designed to treat any and all substance use disorders. Anyone can access this system 24 hours a day by calling our Beneficiary Access Line at **1 (800) 723-8641**.

# “Thank You”

## to Food Safety Staff

Staff with the OC Health Care Agency (HCA) Environmental Health Services (EH) division received a huge ‘thank you’ for their presentation during a Food Safety Seminar, which was hosted by Orange County Board of Supervisors Vice Chair Michelle Steel, Second District, in late November.

In addition to EH staff, the event included presentations from the California Department of Alcoholic Beverage Control and Waste Not OC. The goal was to encourage

businesses in the Second District to partner with the County and State for a successful food service. On her Facebook page, Supervisor Steel said the event was “educational and helpful,” and the presenters, “eagerly embraced the opportunity to show attendees how to keep public health a top priority through food safety training. Job well-done!”

The topics included: how to prevent closures; complying with regulations;

protecting the public; and what businesses need to know if they sell or offer alcohol. “If we can help food businesses be in better compliance with food safety regulations, we are moving in the right direction with trying to protect the public” said **Bao-An Huynh**, Food Safety Program Manager.

There was also an incentive for the businesses said **Christine Lane**, EH Director. “We offered a ‘Certificate



# Substance Use Disorder Services

**3** One addiction treatment method often mentioned for opioid use is Medication Assisted Treatment, or MAT. This combines behavioral counseling with stabilizing medication. OC has several resources available to provide MAT to those in need. MAT medications that are available through services in the county include [Methadone](#), one of the longest studied and most effective medications for opioid use disorders; and [Suboxone](#), a newer medication that has shown great effectiveness with a low likelihood of misuse. Another available medication, [Naloxone](#), is a lifesaving medication that counteracts the symptoms of an overdose. It is distributed to first responders, family members and others in the community, and we have seen high numbers of overdose reversals since its wider distribution.

**4** For the treatment of SUD among youth in OC there are Outpatient, Intensive Outpatient and Residential treatment services available to youth with Medi-Cal, who are 12 through 17 years old. Outpatient treatment is also available for uninsured youth at County-operated clinics located in four major areas within OC. You can contact our Beneficiary Access Line at **1 (800) 723-8641** for more information.

**5** There are SUD services for women. The County of Orange contracts with providers in OC specializing in services for women who are pregnant and/or parenting. When indicated, recovery residences are available to clients upon completion of a program. The County has contracts with recovery residences that go through a detailed certification process completed by the OC Sheriff's Department.

of Completion' for the businesses to display in their establishments. This shows customers that the businesses made an effort to provide food safety in partnership with the County and State. Just like our Award of Excellence Program, this is another way for businesses in Orange County to show their dedication to serving the public through best practices."

Christine and **Kevin Do**, Supervising EH Specialist, presented the food safety program with Kevin providing an overview of food safety risk factors and methods to prevent closure and achieve compliance.

For more on the Food Safety Program, visit: [www.ocfoodinfo.com](http://www.ocfoodinfo.com).



(L-to-R): Emily Pang, Suntara Sovan, Lorena Nieves.

# Health Care Agency Releases Report



**T**he OC Health Care Agency (HCA) last month released the report: “Addressing the Opioid Crisis in Orange County, CA.” It’s available online at: [www.ochealthinfo.com/about/admin/pubs/opioid](http://www.ochealthinfo.com/about/admin/pubs/opioid).

“This publication details the extensive, strategic prevention, harm reduction, treatment and recovery efforts led by our Behavioral Health Services team and underway countywide,” said **Dr. Jeffrey Nagel**, the HCA’s Director of Behavioral Health Services (BHS).

The report also includes an appendix on behalf of the Orange County Alcohol Drug Advisory Board (ADAB) that summarizes crucial feedback from stakeholders impacted by the opioid crisis. Survey respondents from a broad range of backgrounds and experiences who participated in the community input gathering process, expressed the need for increased public education about opioid misuse.

“I’m pleased to share that in early 2020, the County of Orange will be launching two new opioid overdose and misuse prevention campaigns,” said Chairwoman Lisa A. Bartlett, Fifth District Supervisor. “Both campaigns will include countywide education as well as targeted messaging for high-risk groups and regions of the county, through a multi-media approach using social,

digital and print media.”

Another key recommendation in the report includes additional outreach to doctors who prescribe opioids and of patients most at risk of misuse. “It is imperative that we recognize the ongoing opioid crisis that has ravaged not only communities in Orange County but all over our nation,” said Vice Chair Michelle Steel, Second District. “Collaborative efforts such as SafeRX OC help alleviate this persisting issue. We are truly grateful for the volunteers, medical professionals and others involved for tackling drug abuse, raising awareness and expanding prescriber training.”

“The opioid crisis touches the lives of every family in Orange County,” said Supervisor Andrew Do, First District. “That’s why we worked so hard to establish Be Well OC, the first mental health and wellness campus in Orange County, which will help residents get clean and



stay sober.”

ADAB’s 15 members are responsible for advising the Orange County Alcohol and Drug Administrator and the Orange County Board of Supervisors (BOS) on substance use issues impacting the health and safety of Orange County residents. “When it comes to tackling the opioid crisis, there is more work to be done,” said Supervisor Don Wager, Third District. “However, we truly appreciate the time and effort of every dedicated volunteer who is working to heal their communities from this deadly crisis. Every thoughtful recommendation is a step closer to more informed decision-making, better policies, and ultimately, improving the well-being of those we serve.”

“It’s key for us to recognize that addiction is a treatable chronic disease, so we can provide appropriate treatment and support,” said Supervisor Doug Chaffee, Fourth District. “We want to enable people to rebuild their lives and recover any family and personal relationships they may have lost.”

## Appreciation for Courtyard Transitional Center Partners

Awards were handed out along with words of encouragement and ‘thanks,’ to the people and organizations who serve program participants in the Courtyard Transitional Center (Courtyard). The Office of Care Coordination (OCC) partners with The Midnight Mission and City Net Homeless Services, to coordinate the transition to more stable housing, along social and supportive services, for program participants at the Courtyard.



“Nearly 66-thousand meals were served to program participants and guests at the Courtyard in 2019,” said **Jonathan Chi**, Shelter Program Manager. “We’re pleased to be a part of this partner appreciation event to show our thanks, to those who all together provided more than 4,500 volunteer hours-worth of services, work and care at the Courtyard just in the past year.”

A theme from the appreciation event was understanding the need to connect the people being served at the Courtyard, with supportive services, in order to help in their transition to permanent housing. One speaker pointed out the connections have been working, since more than 650 people have transitioned from the Courtyard to more stable housing, since the transitional center opened three years ago. “Some of our partners being celebrated at this event, have been here from day one,” said **Natalie Dempster**, Care Coordination Manager. “The Courtyard demonstrates the partnerships between the County of Orange, our service partners, the faith-based community, nonprofits and the private sector are making a difference in the lives of so many.”

**1. Natalie Dempster, Care Coordination Manager and Jonathan Chi, Shelter Program Manager. 2. Courtyard Appreciation Night.**



# Creating Safe Routes to School

Distracted drivers, damaged sidewalks and deficient crosswalks. Those were just some of the challenges that students in Garden Grove identified during a walkability audit around their four schools and around the Boys and Girls Club of Garden Grove.

Students completed the audit with direction by staff from the OC Health Care Agency (HCA) Public Health Services (PHS) Injury Prevention Program (IPP). “The students were given a checklist from the National Center for Safe Routes to School to determine how ‘walkable’ their community is for them,” said **Maria Minaglia**, Health Educator, IPP. “Students observed and photographed several conditions such as whether they had room to walk, if it is easy to cross the streets, and if drivers are obeying traffic signs or if they appear to be texting. After analyzing the data from the checklists, the students in Garden Grove presented a very detailed report.”

Maria led the students when they described their findings during a presentation at Clinton Elementary School.

“Getting the students involved and having them present their findings are keys of the program,” said **Megan Beard**, Health Educator, IPP. “This helps make them aware of their surroundings and it encourages students to have discussions with their parents, teachers and other partners to bring about changes.”

In the audience were representatives from the Garden Grove Police Department and Public Works Department, who applauded the students’ good work.

**Rebecca Marsile**, Health Educator, Healthy Neighborhoods OC, called the work the students do,

“fantastic.” She said, “the students are learning the skills to advocate for their own health and environment. Their efforts will create a ripple effect that moves from them, through their families, community and eventually to the city itself. This is the type of multi-faceted approach that addresses health equity.”

The work by IPP staff with students in Garden Grove, is “special,” said **Kelly Soemantoro**, Program Supervisor, IPP. “This is one of many programs which take place during the year to promote safety, as well as walking, which is one of the easiest ways to increase daily physical activity. What makes the Safe Routes to School Program unique is the emphasis on getting students involved. These students are energized and ready to make a difference in their community.”

▼ **1.** (L-to-R): Rebecca Marsile, Health Educator; Kelly Soemantoro, Program Supervisor; Megan Beard, Health Educator; and Maria Minaglia, Health Educator. **2.** Maria Minaglia leading “Safe Routes to School” walkability audit presentation.







# How Vaccines are Developed

**B**icycle helmets, sunscreen, car seats -- parents strive to provide everything their children need to protect them from harm. But what about vaccines? For many people, especially parents of young children, vaccines can be scary. Getting a shot doesn't feel good, and the long-term health benefit of the vaccine is not immediately clear. This leads some parents to question whether vaccines are safe and effective for children. To understand how we know that they are safe and effective, it helps to know a little about how vaccines are developed and approved.

Vaccine development begins in the laboratory. First, researchers use computers to predict how the vaccine will interact with the human immune system. If laboratory tests show that a vaccine has potential, it is usually tested in animals -- usually first in rodents, such as rats, and finally in primates, such as rhesus monkeys, which have immune systems similar to ours. If a vaccine is safe in animals, and studies suggest that it will be safe in people, clinical trials with volunteers are next. Participation in these studies is completely voluntary. Volunteers agree to receive the vaccine and undergo any medical testing necessary to assess its safety and efficacy.

The Food and Drug Administration (FDA) requires that vaccines undergo three phases of clinical trials with humans before they can be licensed. Phase one trials are small, involving only 20 to 100 volunteers. The purpose of phase one trials is to evaluate basic safety and identify the most common reactions. Phase two trials are larger and involve several hundred participants. These studies collect additional information on safety and efficacy. Data gained from phase two trials can be used to determine the composition of the vaccine, how many doses are necessary, and a list of common reactions. If the vaccine is shown to be safe and effective in phase two trials, the trials are expanded to phase three, which involves several hundred to several thousand volunteers. Because the vaccinated groups are

compared to those who have not received the vaccine, researchers are able to gather considerable data on safety and effectiveness, including rates of common adverse reactions, such as pain where the vaccine was injected and fever. Finally if all of the clinical trials demonstrate that the vaccine is safe and effective, the vaccine maker applies to the FDA for two licenses: one for the vaccine (product license), and one for the production plant (establishment license).

During the application process, the FDA reviews the clinical trial data and proposed product labeling. In addition, the FDA inspects the plant and goes over manufacturing protocols to ensure vaccines are produced in a safe and consistent manner. Only after the FDA is satisfied that the vaccine is safe and effective is it licensed for use.

After the FDA licenses a vaccine, public health experts may consider making a policy recommendation for its use and add it to the list of recommended immunizations (Recommended Immunization Schedule). The Advisory Committee on Immunization Practices (ACIP), a committee of medical and public health experts outside the federal government, carefully reviews the data about the vaccine from clinical trials and other studies to develop recommendations for vaccine use. When making recommendations, ACIP considers the safety and effectiveness of a vaccine; how serious, contagious, and common the disease is that the vaccine prevents; the public health impact of proposed recommendations; and how feasible it would be to implement a vaccination program. ACIP recommendations are not official until the director of the Centers for Disease Control and Prevention (CDC) reviews and approves them, and they are published in the agency's Morbidity and Mortality Weekly Report (MMWR). These recommendations then become part of the United States official immunization schedule.

For a list of vaccines and locations on where to find them in Orange County, visit [www.vaccinefinder.org](http://www.vaccinefinder.org).

## New Year's Resolution: Get Healthy!



ZEST

## For Health

It's that time of year when most of us make resolutions to become healthier. Making this commitment doesn't have to be hard. Start with small changes in what you eat and drink. Those can include choosing water more often or adding additional fruits and vegetables to your meals. Remember, small, daily changes can have a lasting result.

Reach Your Nutrition Goals one tip at a time. Visit [Choose My Plate](#) to learn how.

Try this romaine, mango and jicama salad, it's packed with vitamin A and has lots of fiber.



### Ingredients:

- 8 cups** Romaine lettuce (about one head) or mixed greens
- ½ cup** Red onion (½ onion) finely sliced
- 1** Mango ripe but firm, peeled and cut into ¾ inch cubes
- ½ cup** Jicama cut into ¼ x 2 inch strips
- 1** Avocado peeled and sliced
- 1½ tbsp** Cider vinegar
- 1** Garlic Clove minced
- ¼ cup** Cilantro, discard 2 inches of stems, chopped
- 1 tsp** Honey
- ¼ tsp** Salt adjust to taste
- ¼ tsp** Ground black pepper adjust to taste
- ¼ cup** Olive oil

### Directions:

1. Wash, strain and cut/tear lettuce into small, bite-size pieces.
2. In a large bowl: add lettuce, onion, mango and jicama.
3. Prepare dressing: A.) In a small container: mix cider vinegar, garlic, cilantro, honey, salt and pepper with small whisk or fork. B.) Add olive oil slowly, while stirring to blend well.
4. Toss salad lightly with dressing and adjust seasoning if it is necessary.
5. Garnish with avocado slices.
6. Serve.



# Leveraging Your Benefits



## There's a Library of Benefits

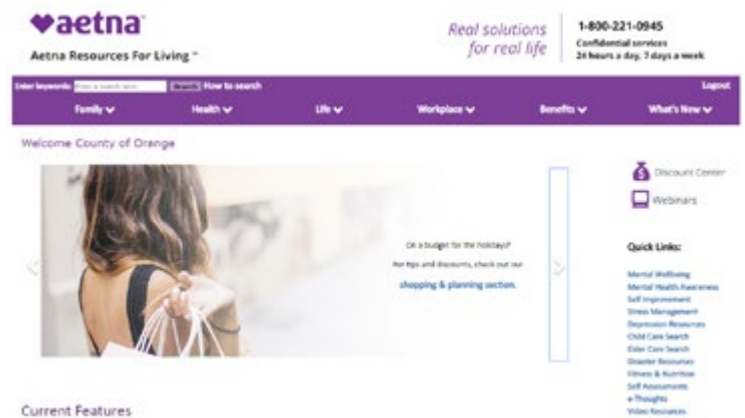
Do you know the benefits of an apology? First of all, it depends on whether you're giving or receiving one. As a County of Orange employee, you have access to various webinars, on a variety of issues, including the topic: "Apologizing: What, when and how."

The webinars can be found through [www.resourcesfor-living.com](http://www.resourcesfor-living.com). The webinars scheduled for January include topics such as building a healthy body image; ways to de-clutter and simplify your life; improving your memory; and budgeting and saving. If it's easier, you can 'check-out' topics in the webinar library, at your convenience.

Topics in the library include a video of the presentation, a pdf of the webinar's content, a transcript of the webinar topic, and the length of the video. Communication, mental health, financial planning, parenting and relationships are just some of the catalog of topics in the Aetna Resources for Living webinar library. As for giving an apology, one

benefit for giving one is you can stop beating yourself up and feeling badly about something. If you're receiving an apology, one benefit for receiving is you can start to heal.

*Information in "Leveraging Your Benefits" is to make you aware of benefits available to you as a County of Orange employee. This is not an endorsement of any program.*



### Peer-to-Peer *continued from page 1*

need. HCA does so much good for our neighbors and I'm proud to be a part of it. I'm blessed to work with great people within our IT department."

In his role, David said he combines people skills with a customer-service mindset. "When someone asks what I do at work, I say my team and I bridge the gap between technology and human interaction. We speak customer service and think technology. To do that, I always try to set my team up for success. We are the mover of road-blocks and the provider of tools."

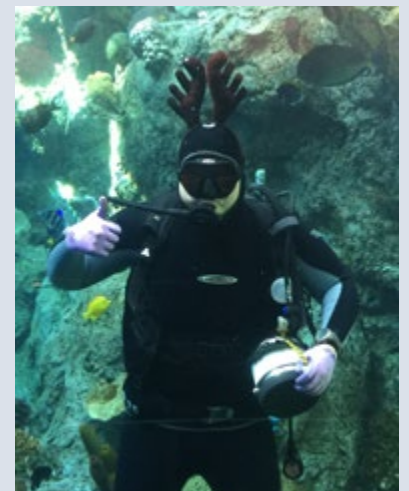
Still there are times David might think he's back among the sharks. "New technology rollouts can be stressful. I encourage my team to educate and walk our users through their technology uncertainty until they feel comfortable."

Education is something David said he values whether it's job-related or for personal growth. "I strive to never stop

learning. I continue to earn certifications and roll out projects, I ask people to mentor me and discuss ideas. I try not to settle, and I want to keep moving forward."

He is 'on the move' when not at work. David and his wife enjoy movies, he still likes to scuba dive, and you might find him coaching their son's soccer or baseball teams. "I've explored the beauty of the deep, and I also see there's beauty in helping others to find their potential, which I enjoy seeing too."

► You can see David and his scuba team in a video [here](#).



# SERVICE AWARDS

## 2019 Fourth Quarter Employee Service Awards (October 1 - December 31 Hire Dates)

On behalf of the Health Care Agency Executive Team, we extend our heartfelt congratulations to each of you for your years of service to our department and the County of Orange.

### 30 Years

Craig Aguilera  
Elizabeth Bausman  
Minoo Ghajar  
Angie Gonzalez  
Michel Lizotte  
Juraj Masaryk

### 25 Years

Randee Bautista  
Zerdell Bui  
Tina Chen  
Laura Esquivel  
Ruben Garcia  
Sharon Hoang  
Mary McKee  
Kimberly Nguyen  
Nhu Nguyen

### 20 Years

Emily Bangura  
Jennifer Breen  
Vivian Bui Luu  
Lisa Fulton  
Alma Gutierrez  
Ken Nguyen  
April Orozco  
Lynn Tran  
Eleonor Ubina  
Rosie Valdivias  
Diana Weber  
Jannie Bautista  
Lilia Blanco  
Nancy Cortez  
Timothy Hoang  
Azahar Lopez  
Escamilla  
Yesenia Luna  
Kimberly Robbins

Jacketta Torres

Jagdish Chopra

Grace-Aileen Lizardo

Albert Maldo

Irma Chavando

Belinda Lim

### 15 Years

Tricia Ashimine  
Daniele Jaramillo  
Maria Scott  
Josephine Vo  
Tracy Ernt  
Cassandra Hernandez  
Elaine Montag  
Helen Hermosura  
Brian Kunst  
Carmen Ortiz-  
Blackburn  
Rachel Pluard

### 5 Years

Angelina Gantt  
Mary Thuy Le  
Cathy Martinez  
Rosalie Mendez  
Jessica Morlan  
Elissa Rynearson  
Bradley Vargas  
Jan Amick  
Asita Aminian  
Daisy Camargo  
Jennifer Dinicola  
Sabrina Elkins  
Ryan Froelich  
Jose Gomez  
Shaun Lee  
Olivia Ly  
Cecilia Martinez  
Belinda McCleese  
Adriana Mejia  
Michelle Menke

Raymond Nambar

Carolina Ocampo  
Martinez

Hieu Pham

Luyen Pham

Luis Ramirez Anaya

Marco Ramirez

Ciprian Spenser

Caitlin Suggs

Carol Triplett

Luis Vega

Afram Kallah

Cristina Madory

Linh Pham

Stephanie Garcia



## MISSION

In partnership with the community, protect and promote the health and safety of individuals and families in Orange County through:

- Assessment and planning
- Prevention and education
- Treatment and care



## Connect with Us



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