

## Director's Message

There are nearly 4,792 individuals that are experiencing homelessness in Orange County, according to the results of the 2017 Orange County Point-In-Time Count.

2,584 of our neighbors are experiencing street-level homelessness and living unsheltered.

On January 23, 2019, Orange County has the opportunity to help make sure everyone is counted during the 2019 Point-In-Time Count, which you can play a role in. According to the U.S. Department of Housing and Urban Development, the Point-In-Time Count must take place within the

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**And the 2018 Steve Ambriz Award Goes to...**

## Behavioral Health Services' Youth Reporting Centers

The staff from Behavioral Health Services' Youth Reporting Centers – North (Anaheim) and Central (Santa Ana) brought the ultimate win back to their offices last month – the 2018 Steve Ambriz Team Excellence Award.

The Youth Reporting Center (YRC) is a collaborative program that provides comprehensive and individualized support and services for youth 12-18 years old in the juvenile justice system. The goal of this program is to reduce recidivism, treat mental health issues, and

assist in adolescents reaching their full potential.

The YRCs serve as an alternative to confinement in Juvenile Hall, where youth remain in the community and are given the opportunity and resources to enhance their functioning within it. To help youth reach their full potential, the program collaborates with the OC Probation Department and the OC Department of Education at two locations in Santa Ana and Anaheim.

Youth seen at the YRCs most

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## Director's Message

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last 10 days of January and capture how many individuals and families are homeless on a single night. The results will help shape the services offered to those experiencing homelessness, guide key decisions regarding homeless services, as well as lobby for federal funding to support our County of Orange's needs.

For the 2019 Point-In-Time Count, the County has partnered with three local nonprofits to help coordinate and plan for the count. The contracted providers include homeless outreach and census coordination agency City Net, Urban Initiatives, and 2-1-1 Orange County. During the 2019 Point-In-Time Count, safety is emphasized above all concerns. Though the count will be during the early morning hours, all participants will work in teams, led by a Homeless Guide and/or Team Lead with specific experience training for this process, and general knowledge of the geographic area to be covered. Law enforcement officers in each area will be notified of the counting effort, and will be on call to assist in the case of any emergency. If you'd like to talk to someone about the event, email [Info@EveryoneCountsOC.org](mailto:Info@EveryoneCountsOC.org).

Please check with your supervisor, and consider signing up to volunteer at [www.EveryoneCountsOC.org](http://www.EveryoneCountsOC.org).

Sincerely,

Richard Sanchez, Director





# Naveen Shetty is Proud of Prevention Services

Striving to prevent the onset of mental health issues and conditions is what motivates November's Peer-to-Peer winner **Naveen Shetty**, Behavioral Health Services Program Supervisor I, who monitors 22 Prevention and Intervention (P&I) Mental Health Services Act contract programs.

Ranging in support from non-urgent to crisis, the programs that Naveen and his team oversee include the 24/7 Crisis Prevention Hotline, an over-the phone suicide prevention service; the NAMI Warmline, a non-crisis support for anyone struggling with mental health and substance abuse issues; and Survivor Support Services, which provides education for loved ones/family members of those who have attempted suicide, to name but a few.

"One program I'm very proud of is the School-Based Intervention and Support Services program in elementary and middle schools throughout Orange County," Naveen said. "This classroom-based program helps kids learn coping skills and how to effectively manage their social and emotional interactions allowing them to better navigate challenging circumstances in life. I was involved from its infancy to seeing it thrive in more

“ I didn't want to be a doctor, much to my parents' displeasure. I always knew I was more interested in the business side of things and wanted to use that ability to help serve those in need, so that made them proud. ”

than 35 schools.”

Naveen's primary responsibilities is to ensure that the day-to-day operations of contracted programs are performed within guidelines, spending is within budget and that data collection and outcomes reporting are accurate. Naveen's job involves working closely with Health Care Agency Contracts Services and P&I's Data and Research team to maintain open communications, ensuring all projects are operating smoothly.

After earning a Master's in Public Health from Loma Linda University, he worked with a refugee organization focused on assisting people coming to the U.S. from war-torn counties, connecting them to available services and housing. "I appreciate a happy ending and being part of helping someone get theirs inspires me every day. Whether supporting someone's mental health or their immigration into a better quality of life, I treasure the times I've gotten a bird's eye view of people going through adversity

and coming through the other side thriving and succeeding.”

Naveen's staff and colleagues state that Naveen has developed extensive knowledge of the contracted P&I programs and does an excellent job of providing program monitoring and oversight. Despite shifting priorities and operating under very tight timelines, he can always be depended upon to meet the challenges and completes projects with dedication and effectiveness. His contracts services partners and P&I providers indicate that his professional demeanor, gentle communication style and emotional intelligence puts them at ease and creates a productive and trusting working relationship.

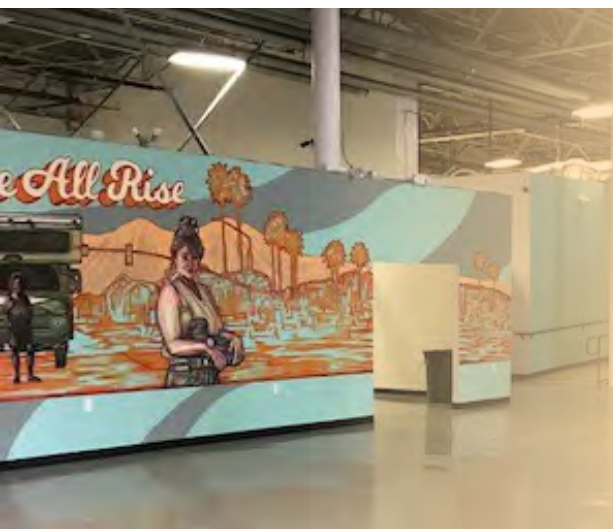
In his spare time, Naveen collects cars and attends car shows. He's particularly interested in classic German automobiles.

Thank you Naveen for your commitment to excellence, integrity, and service! Job well done!

# Whole Person Care Poster Wins RIBBONS AT STATEWIDE CONVENING



Pictured from left to right are Melissa Tober-Beers, Liz Amantine-Taylor, Jasmine Garcia and Ryan Ramos of the Whole Person Care team with their award-winning poster design.



## 5 Things You Need

**1** The [City of Santa Ana](#) and its business and nonprofit partners took just 28 days to turn a vacant industrial building into a new, interim homeless shelter with 200 beds for men, women, couples and families.

**2** On Thursday morning, November 15th, officials gave a tour to the local media of the location off Red Hill Avenue they've named "The Link." Read the OC Register's coverage [here](#).



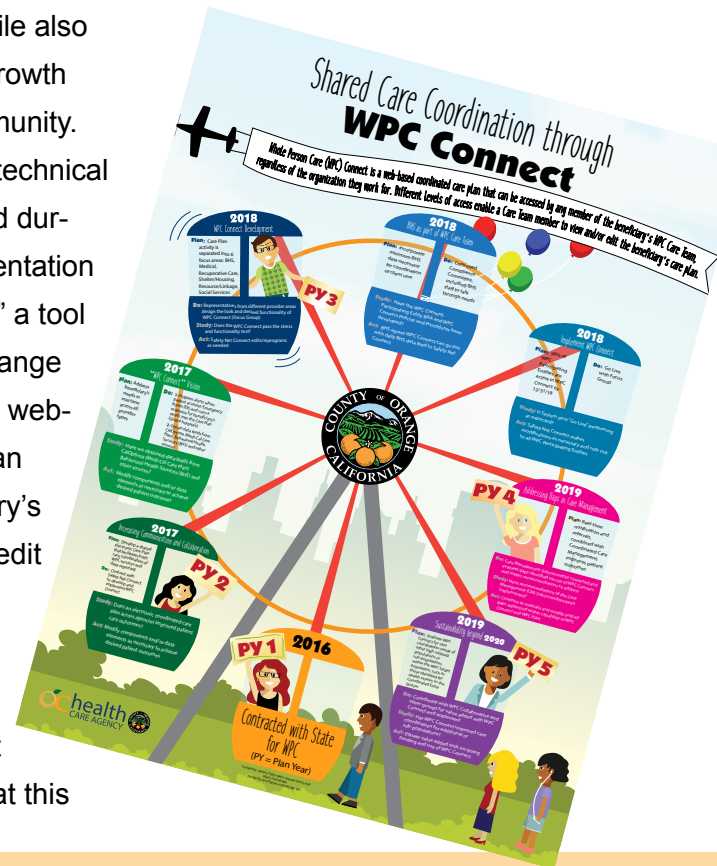
**R**epresentatives from the lead entities across State of California's Whole Person Care (WPC) pilot programs met recently at a bi-annual Learning Convening in Riverside, California to share ideas and participate in a poster contest session, the theme of which was "WPC: Innovations through Plan-Do-Study-Acts (PDSA)." A PDSA is the reporting template used by the State for pilot programs to determine and manage need adjustments incrementally.

The contest called for the creation of a narrative poster that underscored a pilot's challenge, and to convey how participant entities persevered to manage for success. "The County of Orange WPC pilot earned 1st Place for 'Most Informative' and 2nd Place for 'Most Creative' poster, and we were the only lead entity to receive two awards," said **Melissa Tober-Beers**, Manager of Strategic

Projects that include the WPC pilot. "Our team's poster, which was conceptualized by our amazing interns **Jasmine Garcia** and **Meera Swaminath**, symbolizes our ever-evolving county. Many places in OC feature Ferris wheels, like Balboa Island, the Irvine Spectrum and the OC Fairgrounds. We felt this theme would best represent the cyclical nature of the WPC pilot while also highlighting the continual growth and innovation of our community. Our poster highlighted the technical and policy challenges faced during the design and implementation process for WPC Connect," a tool unique to the County of Orange WPC. WPC Connect is a web-based coordinated care plan that will enable a beneficiary's Care Team to view and/or edit the care plan. This method has led to the potential to identify gaps in care and improve care management across organizations. "What this

means to WPC and for homeless beneficiaries inspired us to creatively share what our WPC Collaborative group had set out to do and what they have accomplished through coordination in design and rollout," Melissa said.

To learn more about WPC, please visit [www.ocalthinfo.com/WPC](http://www.ocalthinfo.com/WPC).



## to Know About "THE LINK"

**3** Homeless provider [Mercy House Living Centers](#) are operating the facility and offer/facilitate client services from meals, laundry and showers to mental health and addiction counseling and help finding jobs and permanent housing.

**4** The building once housed Ricoh Electronics; and the "RicoH" letters, although removed, are still somewhat visible on its exterior. Mayor Miguel Pulido said the City is currently finalizing the purchase of a permanent homeless shelter site. Read the Voice of OC's coverage [here](#).

**5** Clients must have ties to Santa Ana and will be referred to the shelter by homeless service providers like [CityNet](#) and the [Illumination Foundation](#), the Health Care Agency and Santa Ana police. Walk-ups will not be accepted.

# OC Health Care Agency Releases ORAL HEALTH STRATEGIC PLAN



**ORANGE  
COUNTY**

Oral Health  
Strategic Plan

**2018-2022**

October 2018

## KEY FINDINGS INCLUDE:

- ◆ While prevalence of untreated tooth decay has declined among children, many children still suffer from dental disease and disparities persist, affirming the need to focus on early prevention.
- ◆ Utilization of dental services by the Medi-Cal child population is low and varies significantly by age, with Orange County's youngest and oldest children utilizing services at a rate lower than their counterparts do.
- ◆ Utilization of services by Medi-Cal eligible children is higher than California average but falls short of statewide targets.
- ◆ Low-income adults lack awareness that Medi-Cal benefits cover dental care, while older adults face several barriers

The Orange County Local Oral Health Program (OC-LOHP) was established within the OC Health Care Agency (HCA) with funding from the California Department of Public Health last January. The group was tasked with conducting a comprehensive oral health needs assessment and engaging stakeholders to develop a strategic oral health plan, which is now available at [www.ocalhealthinfo.com/oralhealth](http://www.ocalhealthinfo.com/oralhealth).

The plan builds on the expertise of stakeholders across Orange County such as health care providers and clinicians, CalOptima, educational institutions, community based organizations, local governmental agencies, local coalitions and collaboratives and takes into consideration existing programs, policies, best practices and environmental factors.

**Smile**  
Habits ✓



**Brush TWICE a Day**



**Visit a Dentist TWICE a Year**





toward achieving optimal oral health including inability to pay for dental services.

- ◆ The needs assessment also uncovered gaps in data on the oral health of individuals with intellectual and/or developmental disabilities and special health care needs.

To help address these issues, the OC-LOHP has launched a new website, [www.SmileHabitsOC.org](http://www.SmileHabitsOC.org), to help the community to easily access material about oral health care. It provides essential information and resources to individuals of all ages and special populations on how to maintain their best oral health and access services in Orange County. Content is also available in Spanish at [www.sp.smilehabitsoc.org](http://www.sp.smilehabitsoc.org).



## Meet Health Care Agency's New Safety and Training Officer

The Health Care Agency (HCA) welcomes our new Safety and Training Officer **Steve Carter** to the team.

Steve joins us from the Orange County Sheriff's Department (OCSD), where he served as the Safety and Training Officer for over 4 years. During his time with OCSD, he worked with the Orange County Crime Lab and other agencies on the implementation of the Narcan Project in response to the national opioid crisis with the goal of getting Narcan (as well as professional training) into the hands of first responders. Steve was also an instructor at the OCSD Training Academy, providing instruction in first responder CPR/First Aid/AED, and other related material.

He brings an extensive background

in pre-hospital and emergency medicine, including time as a Firefighter/Paramedic with Los Angeles County, Emergency Services, and experience with clinical management. Steve also has been an instructor for Advanced Cardiac Life Support, CPR/First Aid, Pre-Hospital Trauma Life Support.

Steve embraces the local community as an organizer for charity events, including the Fallen Officers Memorial Bike ride and Project 999 Ride – raising money for the families of fallen police officers throughout California. When not at work, Steve likes to do anything outdoors, including building and riding bicycles and spending time with friends and family.

Glad to have you with us, Steve!

# Certificate in Public Health

## Spring and Fall, 2019

Orange County Health Care Agency employees, as well as individuals employed by selected community partners, can now apply for a certificate program in public health through California State University at Fullerton!

### Overview

Cal State Fullerton's **Certificate in Public Health** provides public health professionals with foundational training in public health issues, theories, and skills to improve their professional development. This one-year certificate is scheduled for Fall and Spring 2019, and credits from the certificate can be applied if accepted into the Master in Public Health (MPH) Program.

Unlock pathways that:

- Broaden experiences in the public health field
- Earn continuing education units as a Certified Health Education Specialist

**Total Cost: \$5,100**

(\$425 per unit; \$1,275 per class x 4 classes)  
May be eligible for County Educational and Professional Reimbursement Program

### Course Offerings

**Location: HCA Public Health Training Center**  
1725 W. 17<sup>th</sup> Street, Building E, Santa Ana, CA 92706

**Spring 2019** (Thursdays, Jan. 24 – May 16, 2019)

**Issues in Public Health**, Dr. Joshua Yang

**HESC 500** 5:00 PM – 7:00 PM

**Advanced Environmental Health**, Dr. Danny Kim

**HESC 515** 7:15 PM – 9:15 PM

**Fall 2019** (Thursdays, Aug. 29 – Dec. 19, 2019)

**Advanced Methods in Epidemiology**, Dr. Jasmeet Gill

**HESC 501** 5:00 PM – 7:00 PM

**Advanced Study in Health Promotion and Disease Prevention**, Dr. Joshua Yang

**HESC 540** 7:15 PM – 9:15 PM



CALIFORNIA STATE UNIVERSITY  
FULLERTON



### How to Apply

Admission to the Certificate Program is directly administered by Cal State Fullerton. Submit the following to Jane Gallegos at [JAGallegos@fullerton.edu](mailto:JAGallegos@fullerton.edu) by Monday, December 17, 2018.

1. A current resume
2. Two letters of recommendation
3. Narrative statement (300-500 words) describing how the program relates to professional goals
4. Appropriate education background (NOTE: Applicants with significant work experience may submit a request to waive one or more certificate admissions requirements):
  - Nine units or equivalent within specialized track of health promotion, environmental/occupational health and safety of gerontology
  - Copy of official transcript(s) from all college work, with a GPA of 3.0 in the last 60 units completed
  - Completion of six units of statistics and research methods (appropriate courses include statistics, epidemiology, research methods, program design and evaluation, etc.) with a grad of "C" (2.0) or better

For more information, contact Jane Gallegos at [JAGallegos@fullerton.edu](mailto:JAGallegos@fullerton.edu)

And the 2018 Steve Ambriz Team Excellence Award Goes to...

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often present with issues related to trauma, substance abuse, adverse childhood experiences, gang involvement, anxiety, depression, and disruptive disorders, which often cause severe impairments in functioning in the community, at home, at school, and with the legal system. The most common symptoms that require attention include mood disorders, anxiety and adjustment disorders, PTSD, oppositional defiant disorder, conduct disorder, ADHD, and substance use disorders.

Created with the aim of reducing the number of youth in Juvenile Hall, improving outcomes, and reducing costs, the YRCs serves up to 120 youth at a time between both sites. While at the YRCs, youth receive a comprehensive mental health assessments that help to determine the type of mental health services they may benefit from, including: individual, group, and family therapy, skill building, case management, intensive care coordination, psychiatric evaluation and medication support, and psychological testing.

"The program is essentially a one-stop center for comprehensive mental health services, educational needs, and to address the clients'



legal needs all to ensure their risk of recidivism is nullified, while their simultaneously supported in enhancing their functioning across all domains of wellness,” Jeffrey said. “Our team, specifically, has the benefit of being highly integrated and multidisciplinary, where we support the clients as psychiatrists, psychologists, marriage and family therapists, clinical social workers, mental health specialists, and youth partners. Each of these highly skilled and compassionate team members brings their unique training, warmth, and perspective in an individualized manner with a focus that goes beyond amelioration of symptoms and impairments to helping clients reach their full potential and to make meaning from their circumstances.”

### **Keep up the great work, and congratulations YRC!**

The Steve Ambriz Team Excellence Award was created by the OC Health Care Agency and Orange County Employees Association Labor Management Committee (LMC) to identify qualities and characteristics of effective work teams and to encourage teams to exemplify the principles of enlightened leadership and team excellence in creative collaborative action. Learn more at <http://intranet/lmc/team>.

# **Dr. Jeffrey Nagel Named New Director of Behavioral Health Services**

Dr. Jeffrey Nagel has been unanimously selected by the Orange County Board of Supervisors to serve as our new Director of Behavioral Health Services (BHS).

Dr. Nagel received his PH.D. in Clinical Child Psychology from the University of North Texas, and has most recently worked as the Health Care Agency’s (HCA) Chief of Operations for BHS after building on the successes of previous positions within the HCA as our former Mental Health Services Act Coordinator and Chief Compliance Officer.

In addition, he brings to the role over 30 years of experience in the healthcare industry, varying from direct clinical services as a licensed psychologist to senior level management.

Congratulations on your new position, Dr. Nagel!





# Holiday Giving Opportunities

As the holiday season approaches, the Orange County Board of Supervisors invites all County employees to join us in meeting the ever growing demand for gifts in order to bring joy and a message of hope to the most vulnerable residents in Orange County who might otherwise go without.

The Holiday Gift Drive has grown tremendously since its inception in 1962, when County employees joined together to collect gifts to share with their clients and families in need during the holiday season. With the generous support of County employees and the community, last year, Operation Santa Claus (OSC) was able to provide over 41,000 toys and gifts to children in foster care and low-income families. Senior Santa & Friends (SSF) provided more than 2,000 gifts and necessities to low-income seniors and adults with disabilities in Orange County.

Our Holiday Gift Drive begins continues through December 21. Donations of new, unwrapped toys, necessities, gift cards, and checks are all appreciated.

**You can also donate online to Operation Santa Claus at: <http://ssa.ocgov.com/volunteer/donations/osc>**

**donation or to Senior Santa & Friends at: [http://ssa.ocgov.com/volunteer/donations/sr\\_santa\\_donation](http://ssa.ocgov.com/volunteer/donations/sr_santa_donation).**

We encourage you to look for collection boxes where you can drop off your gifts in County buildings and all OC Public Libraries. For more information, you may contact the program at [operationsantaclaus@ssa.ocgov.com](mailto:operationsantaclaus@ssa.ocgov.com).

Sincerely,

Chairman Andrew Do  
Board of Supervisors

Frank Kim  
County Executive Office

Operation Santa Claus is a collaborative effort between the County of Orange Social Services Agency, OC Public Library, Health Care Agency, Probation, Child Support Services, OC Community Resources, OC Sheriff's Department and Foster Care Auxiliary of Orange County. The Orange County Fire Chief's Association Spark of Love and the United States Marine Corps Reserve Toys for Tots also contribute to the efforts of Operation Santa Claus.














## Slow-Cooker Tangy Tomato Brisket

Healthy eating can be challenging, especially during the holidays. From spending time with family to last-minute shopping, it can feel like the clock is running against us when it comes to cooking a healthy dinner. This Slow-Cooker Tangy Tomato Brisket recipe is here to save the day! Make it a healthier dish by adding your favorite vegetables or a fresh green salad. For inspired holiday recipes, visit [myHealthOC here](#).

### INGREDIENTS:

-  15 oz. canned, no-salt-added tomato sauce
-  1/4 cup apple cider vinegar
-  1 Tbsp. no-calorie sweetener, granulated, (1 1/2 packets equivalent)
-  1 tsp. paprika
-  1 tsp. garlic powder
-  1/2 tsp. black pepper
-  1/2 tsp. salt
-  1/2 tsp. cayenne pepper for spice, optional
-  1 small white onion (finely diced)
-  1 lb. sirloin beef roast or steaks, all visible fat discarded

### DIRECTIONS:

- 1.** In slow cooker, combine tomato sauce, vinegar, no-calorie sweetener, paprika, garlic powder, black pepper, salt, cayenne (if desired), and onion. Stir gently.
- 2.** Add sirloin, making sure it is submerged in the barbecue sauce mixture.
- 3.** Cook on low setting for 8 hours. Slice, and serve with a drizzle of the sauce.

# Service Desk's Self Service Portal Goes Live

The Service Desk has launched its Self Service Portal – a feature that will enable Health Care Agency (HCA) staff to submit a request or report an incident with ease.

“By offering this new avenue for support, we are hoping to will reduce wait times and the frustration of trying to reach us during peak times, or any time you need assistance,” said **John Crane**, Service Delivery Manager with HCA/Information Technology. “We envision this portal as a single place where you can not only submit needed services, but see the status of each in one convenient place.”

Keep in mind when using the portal and submitting a ticket – there are two key types:

1. **Incident:** Something that used to work and now does not

2. **Service Request:** Something that needs to be done for you

Here are some examples of how the two types of tickets can vary:

## Incident

- ◆ My printer stopped working
- ◆ My mouse stopped working
- ◆ The system gives me an error
- ◆ I cannot login into my PC

## Service Request

- ◆ I need my printer moved
- ◆ I need a new software installed

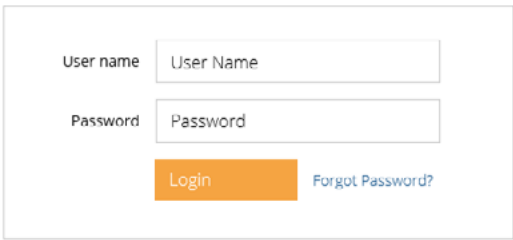
- ◆ Please install my new PC
- ◆ Please help us set up a presentation

Please follow these simple steps to get started:

**Step #1:** Watch the instruction video on the HCA Intranet at [http://intranet/docs/videos/it/it-self-service-portal/SSPUUpload\\_player.html](http://intranet/docs/videos/it/it-self-service-portal/SSPUUpload_player.html)

**Step #2:** View the portal at <https://hcaservicedesk.ochca.com>

**Step #3:** Start using the site when you need the HCA Service Desk!



## 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



The **What's Up** newsletter is created and distributed monthly by HCA Communications. Please call (714) 834-2178 with any suggestions or comments.