

# HHSA Connection

JULY 2009 A Monthly Newsletter for the Employees of San Diego County Health & Human Services Agency

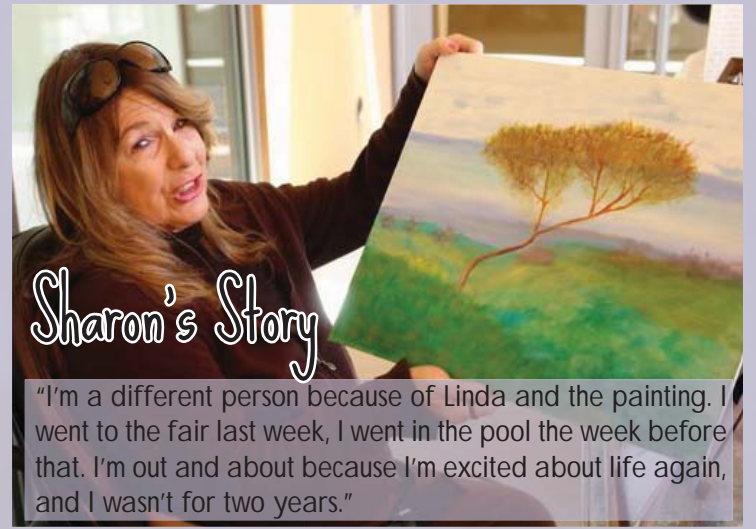
## The Art of 'Wow'

### 'healing heARTs' Program at Edgemoor Changes the Dynamics in Patients' Lives

"Wow!" That simple word has empowered many of the residents at the Edgemoor Skilled Nursing Facility in Santee. It's the reaction that greets each unveiling of progress with a resident's painting. With the simple stroke of a paint brush, **Linda Bounds** and her healing heARTs program has given a voice and vision to those who might otherwise have trouble communicating.

"You know what I love about this class?" said Bounds on a recent Tuesday afternoon. "Every single one of you is doing so well, but every single one of you has created your own voice. You have your own style and your own voice."

For some Edgemoor residents, the healing heARTs program is simply a creative way to express themselves and do something they have learned to enjoy. For others, it's a vital lifeline that has opened up new possibilities in their lives again. "I've been fortunate to discover and unfold a recipe for well-being that involves a little bit of using fine art combined with positive thought," said Bounds. "Find-



"I'm a different person because of Linda and the painting. I went to the fair last week, I went in the pool the week before that. I'm out and about because I'm excited about life again, and I wasn't for two years."

ing out and tailoring it to an individual's needs - finding out what their ability or disability is - and really making it possible for them to be successful. And with that success comes huge amounts of awakenings.

"Some of the awakenings involved patients who were non-verbal becoming verbal, people with memory loss remembering when art class was, and, probably

"I realized I was seeing some kind of miracle. People who cannot do much of anything for themselves, who cannot talk, or move well, or make friends, were able to paint together and create something transcendent and beautiful."

- Dr. Rebecca Ferrini,  
Edgemoor Medical Director

for me, one of the greatest things that happened was that the community suddenly embraced (individuals that weren't getting along with others) and they were integrated in with their peers. And everyone was getting along," she added. "It's just far-reaching the ripple effect this is having."

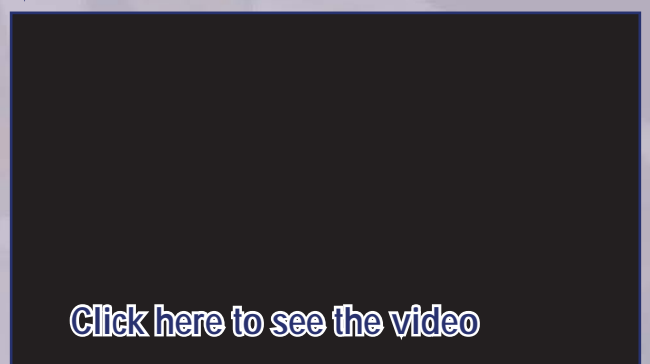
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## PHOTOS



[Click to view the slideshow](#)

## VIDEO



[Click here to see the video](#)

# PUBLIC/PRIVATE PARTNERSHIPS

## Progress Through Partnership

### From the Director's Desk

In today's world of scarce resources, rapidly changing technology and communication that moves faster than quick – we can't afford to operate at the traditional "speed of government". Remember when



Nick Macchione

the concept of public-private partnerships was considered progressive? In practice, these agreements were once viewed as a novel, fresh approach to delivering public services. Times have certainly changed. Partnerships are our lifeblood and we actively seek opportunities to form collaborations that will improve our customer service.

Public-private partnerships are agreements between public (federal, state or local) agencies and a private sector organization, group or business. One great example of a public-private partnership is our relationship Vision San Diego. This group, which represents 150 area churches, has partnered with us to improve the lives of seniors and foster kids. Sam Williams, Director of Vision San Diego, says "Unfortunately, government and the faith based community are often identified as being at odds with each other. We don't think that has to be the case."

Vision San Diego mobilizes church members to volunteer their time to serve children, seniors and military families in San Diego County. For example, the group connects church goers with foster youth living in group homes. Thanks to the partnership between HHSA and Vision San Diego, a group home for juvenile boys in Chula Vista was recently refurbished by a caring group of church members from a nearby congregation. Graduating foster youth in our Independent Living Skills program received gifts from church members in Escondido. Seniors have received light home repair, transportation services and landscaping – all thanks to the relationship between Vision San Diego and HHSA. As Sam Williams said, "The greatest value of life is found in our service to others." Our County motto echoes this shared vision, "The noblest motive is the public good." Through our partnership with Vision San Diego we pursue our common goals and shared interests.

James Cuorato, Director of Commerce for the City of Philadelphia, argues that a successful public/private partnership must have the following characteristics:  
1. It must be a real partnership, with shared burdens and shared rewards for both the public and private participants

2. There must be real incentives for the private sector or they will not participate
3. The public-sector must use its resources effectively and judiciously, focusing on projects where there can be success
4. Keep it simple for the private-sector by minimizing the bureaucratic procedures that can cripple a project

When all of these elements are in place, the payoff to our community is immense. Let's begin to think about the potential of unconventional partnerships --like our collaboration with Vision San Diego. Can you think of groups we're not currently working with that can help advance both our mission and theirs? I encourage you to share your ideas with your supervisor.

Public-private partnerships are like good marriages; you have to be there for each other through the sunshine and the storms. Let's continue using public-private partnerships to pursue the shared purpose of improving the health and wellbeing of all San Diegans. Let's continue cultivating our existing partnerships while seeking new opportunities to collaborate with our counterparts in the private sector. Our potential for creating change – and finding partners to join and assist us - is limitless.

## Do you work with someone who deserves to be recognized in the Employee Spotlight?

Each month the HHSA Connection Employee Spotlight will feature one of your co-workers. If you know someone who provides excellent customer service, works hard at their job or is just an interesting person with a story to tell, you can submit their name for the Employee Spotlight.

To nominate someone for the Employee Spotlight, simply send an email to [Connectioneditor.hhsa@sdcounty.ca.gov](mailto:Connectioneditor.hhsa@sdcounty.ca.gov) with Employee Spotlight in the subject line. Tell us the employee's name, where they work and why you think they should be featured in the employee spotlight. It's that simple!

**Employee Spotlight**

For most Californians, when they hear the name Arnold they automatically think of Governor Schwarzenegger. Not around HHSA. Anytime anyone mentions the name Arnold, they think of Arnold De Guzman, Graphic Design Specialist with the Office of Media and Public Affairs. He also handles all the audio-visual duties.

De Guzman has been a lifesaver for many HHSA employees making presentations, giving trainings or conducting press events. "He did an exorbitant amount of work on the Administrative Secretary's appreciation event," said Jenny Pietila, Administrative Secretary III, Strategic Planning and Operations. "He brought all the equipment and set it up smoothly and he went above and beyond."

De Guzman





# PUBLIC/PRIVATE PARTNERSHIPS

## Partnerships Plant the Seeds for Success

By Rick Wanne

Director, Agency Contract and Support

You often hear me speak about our partners – organizations in our community with whom HHSA is working toward a shared goal. But what does ‘partnering’ really mean? Why does it matter? And, what does it look like for each of us on the job?

Partnering is a working relationship where the tasks and resulting outcomes are shared. This relationship brings both exciting opportunities and challenges: opportunities to have increased positive impact on our community and challenges to think differently in order to identify and implement partnering opportunities.

HHSA has a long history of working with community organizations. We know that there are benefits to working with others. There are also added opportunities that come with partnering because with shared ownership, we move from a focus of creating or continuing a service to the focus of the client and fulfilling a need. Working with a partner means that each organization will need to make some adjustments. But to determine what will be adjusted, we start by looking at who we are serving and what their needs are – and build from there. This subtle, yet important, shift in the way we approach our business also creates an opportunity to reduce duplication.

Why is partnering more important than ever? I could mention our limited resources. I could mention the economy impacting our clients and our own budget. Those are reasons why partnering is important. But perhaps the two most compelling reasons to partner are first, we are an Agency that is constantly raising the bar to innovate – to do more, to do it better. Innovation is not a solitary activity – it requires the perspective, creativity, and expertise of many people. Partnership creates an environment for innovation because we can tap into the perspectives, thoughts, and ideas of another organization and they can do the same. The second most compelling reason to partner is that it creates organizational agility. We are working in an environment of exponential change. Partnering allows us to maximize our strengths and to share them with another organization – and for our partner to bring their strengths to us. Why duplicate a specialty or expertise? Partnership allows the County to access a function or specialty and provides the County with the flexibility to alter course as changing needs demand.

How does partnering impact each of us on the job? Very simply, it can be messy and we each need to be willing to roll up our sleeves, get our hands dirty, and plant some seeds that will grow. Partnering is a process of opening up as an organization and inviting another in, listening, being flexible, and making changes. Partnership is a relationship of equality. And partnerships are what will move us forward as a leading-organization.

## Lewis Appointed to Prestigious American Psychiatric Association Council

The president of the national American Psychiatric Association (APA) has appointed Dr. **Marshall Lewis**, Clinical Director for the Health and Human Services Agency’s Behavioral Health Services, to its Council on Advocacy and Government Relations.

“I am happy to be able to make a contribution to my national professional organization, in support of efforts to address the often unmet medical needs of those with behavioral illness,” said Lewis, M.D., D.F.A.P.A. “I intend to lobby for programs that address the needs of San Diego County residents, and also share some of our own innovative approaches with colleagues nationally.”

Prior to coming to San Diego County 18 months ago, Dr. Lewis served as the Medical Director of Stanislaus Behavioral Health Center for 11 years. His research interests include chemical addictions, integrated health care, chronic disease management

and the role of peer and family recovery specialists in clinical settings.

Dr. Lewis has been practicing in the field of psychiatry for more than 30 years. A graduate of Yale University and Vanderbilt School of Medicine, Dr. Lewis trained at Harvard medical school, where he remained on faculty for a number of years. His broad professional experience includes private practice, work in the for-profit arena, and service in the public sector.

Founded in 1844, the American Psychiatric Association is the world’s largest psychiatric organization. It is a medical specialty society representing psychiatric physicians from the United States and around the globe. Its members share a common interest in the continuing study of psychiatry and the search for more effective ways to combat mental illnesses.



Dr. Marshall Lewis





## The Art of 'Wow'

Administrators at Edgemoor couldn't be more pleased with the program. "With the guidance of Linda, patients have been able to give voice to their feelings through the painted canvas," said Edgemoor Chief Administrator **Gwenmarie Hilleary**. Linda works with patients to teach them group painting and individual techniques that bring alive their messages of love, hope, anger and joy.

"More than that, however, she has also given the gift of self respect and value as each patient learns that they can still make a contribution, and leave a message for all to feel. This simple joy, as pure as a kid with crayons, has changed lives at Edgemoor and touched the heart strings of many people."

Bounds had been painting with a woman whose daughter connected her with the county. "**Pam Smith, Gwenmarie Hilleary and Dr. Ferrini** came down to my studio in downtown San Diego in East Village to check out the work I was doing with seniors, and at-risk kids," she said. "The first thing Pam and Gwenmarie said was 'we've got to get this program at Edgemoor.'"

It started as a pilot program. "I enjoy art as much as the next person, but I must admit I was skeptical about the idea of bringing a fine arts program to Edgemoor," said Ferrini. "Our patients are disabled physically and cognitively... I felt I needed to see it to believe it."

"I realized there is so much more to healing than what a doctor or a nurse offers with medications and therapies and treatments. Linda's brand of healing brought new life, meaning, and hope into the lives of these patients"  
- Dr. Rebecca Ferrini

"Linda was so confident, and enthusiastic and had such a love for people and art, and such a vision for what art could do for people, that we felt we had to give it a try," Ferrini continued. "I was surprised and humbled by what I observed. Linda has a gift as an artist, but her real passion lies in encouraging others to create beauty and expand their view of the world and their own potential."

"Linda connected with patients whom no one had ever been able to reach--she taught them to recall details about art... she taught them to track time, to get themselves to an activity, to persist at a task, and to take turns and share. She got groups of people who do not work and play well together to congregate and focus on one thing, and laugh together and paint together," concluded Ferrini.

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Linda Bounds, the resident artist at the Edgemoor Skilled Nursing Facility gives some suggestions to Mark, who's working on a portrait during the group painting class.

Mark, a resident who holds the paintbrush with his mouth, enjoys what the class brings to his life. "It's kind of like a stress reliever. It takes my mind off of other things and it teaches me something new," he said. "I think it's made a lot of people happier, especially when they are here in class."

Bounds teaches the philosophy that it's impossible for a patient to make a mistake. It's just art, after all. "This is a class where flexibility is absolutely essential," she said.

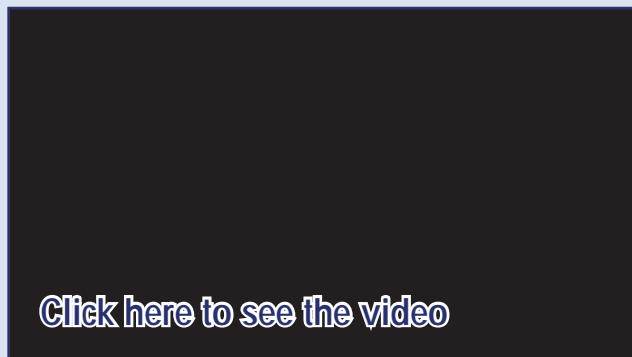
The class is fun and educational. Students learn concepts, basics, techniques, things like horizon lines, art history and mixing colors.

"The bottom line?" said Bounds. "I don't think there is anything more rewarding. Do what is easy for you and just give that to others. The world becomes such a better place. It's my path and it has shown me just how rich my life can be."

## HEALTH NEWS

### Monthly Health Tip

VIDEO



[Click here to see the video](#)





## Camp Connect Needs You!

Approximately 70 percent of children placed in foster care have a sibling brother or sister and many are separated during placement. Camp Connect San Diego is a partnership between the Agency, Promises2Kids (formerly Child Abuse Prevention Foundation), and United Way of San Diego County. This program provides an opportunity to strengthen family ties and create memories for brothers and sisters in foster care who live apart.

The children in the program will meet for many events during the year such as a Padres game, a trip to Sea World and the week-long camp in Julian. These opportunities allow them to build relationships with their siblings and make lasting connections with adults who care about their success. Volunteers are an integral part of Camp Connect and largely responsible for its success. The program also looks to connect volunteers with children who need mentors on an ongoing basis.



*By volunteering your time at Camp Connect, you can help bring smiles like these to the many sibling groups attending the camp.*

Volunteers are still needed for the upcoming camp. To learn more about Camp Connect or to become a volunteer, please contact Margo Fudge at 858.694.5388

"In the course of my career as a social worker for over 10 years, I have been exposed to many human emotions; however, none have affected me as profoundly as witnessing siblings reconnected at

Camp Connect," said **Margo Fudge**, Child Welfare Services Manager.

Target stores have recently become a significant partner for Camp Connect San Diego, not only providing supplies, but committing to send Target employees as volunteers to help work with the youth at events. Target and other local partnerships have made Camp Connect San Diego a unique collaboration.

Research shows that siblings in foster care who remain connected have better outcomes in school and in their placement within the foster care system. This same research also indicates an increased sense of belonging, identity, confidence, problem-solving, self-esteem, greater connections to their family of origin, and a decreased sense of loss and trauma. Programs such as Camp Connect San Diego and the recruitment of mentors who serve sibling groups help in this effort.

HHSA is working with Promises2Kids and United Way to develop and measure outcomes related to bringing foster siblings together.

### UPCOMING CAMP CONNECT EVENTS

- Saturday, Aug. 1 - Tuesday, Aug. 4 – Camp Connect San Diego, Camp Cedar Glen Retreat
- Saturday, Sept. 26 – Camp Connect San Diego, Mission Bay Yacht Club

## Foster Youth Get Dose of Reality

About 80 current and former foster youth had a chance to experience adult realities during the Independent City 2009 event held at the Hall of Champions in Balboa Park on May 16. Sponsored by the Agency's Child Welfare Services staff and the County's Independent Living Skills (ILS) program contractors, the activities included exercises to simulate real-life events such as job loss, financial crisis, seeking employment, sudden health issues and unplanned parenthood.

One segment focused on the experience of single fatherhood, allowing five youth to diaper, feed and burp an infant simulator. Youth who participated took home ILS resources on housing, budgeting, shopping and opening a bank account.



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## Meth: Nothing to Smile About

The Agency launched a "Meth Mouth" campaign in May to raise awareness about the harmful effects of meth use, and to encourage people to seek treatment for their addiction.

As part of the campaign, about 90,000 English and Spanish "Meth Mouth" brochures will be available at dental clinics, County Family Resource Centers, community organizations, and other locations.

"Meth Mouth is one of the most obvious physical effects seen in some meth users," said San Diego County Board of Supervisors Chairwoman **Dianne Jacob**. "Meth mouth often leaves users with enormous dental bills and holes in their mouths."

The campaign is a collaborative effort between HHSA, the Dental Health Initiative/Share the Care, the County's Meth Strike Force, the East County Dental Task Force and the San Diego County Dental Health Coalition.

"We hope the brochures will help reduce the number of meth-related deaths and encourage people to seek treatment by increasing awareness of the dangers and the signs of meth use, especially meth mouth," said Agency Deputy Director **Pam Smith**. "Recognizing the symptoms of meth use could help you assist a friend or a loved one escape the tragedy of meth addiction."

"People can and do kick their addictions. Recovery is possible with support, perseverance and determination," said Susan Bower, Di-



County Board of Supervisors Chairwoman **Dianne Jacob** shows what a "meth mouth" looks like at the Agency's launch of a campaign to raise awareness about meth abuse.

rector, HHSA's Alcohol and Drug Services.

Meth Mouth results from the acidic nature of the drug and its tendency to cause dry mouth. To relieve thirst or dry mouth, meth users crave high sugar foods, drinks, and gum. These can contribute to widespread tooth decay.

Bringing meth users into treatment is one of the goals of the Meth Mouth campaign. The County funds a number of residential and non-residential treatment programs throughout the region.

People suffering from a meth addiction are encouraged to call the Meth Hotline at 1-877-no2meth or visit [www.no2meth.org](http://www.no2meth.org).

## Polinsky's Chef Isa Recipe

### Chocolate Chip Cookies

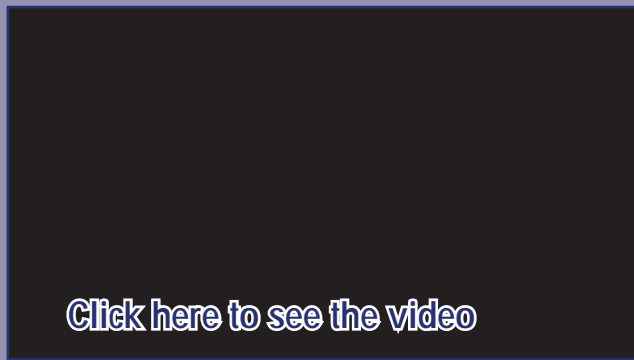
#### **Ingredients**

- 12 oz. Semi-sweet chocolate chips
- 1 cup unsalted butter
- 1 cup granulated sugar
- 1 cup brown sugar
- 2 eggs
- 1/2 tsp. vanilla extract
- 2 1/4 cup all purpose flour
- 1/2 tsp. salt
- 1/2 tbsp. baking powder (helps the cookies rise)
- 1 tbsp. baking soda (keeps the cookies nice and soft)

#### **Directions**

Add the dry ingredients together in a large bowl (flour, salt, baking powder, baking soda). Combine the wet ingredients (room temperature butter, eggs, sugars, vanilla extract). Add the dry ingredients to the batter, slowly one cup at a time to ensure that it all gets incorporated evenly. Do not over mix the batter, then add the chocolate chips. Divide the batter into 1 inch balls and place on a cookie sheet. Bake at 325 degrees for 12 minutes. Enjoy!

## METH MOUTH VIDEO



## On-line Fall Prevention Toolkit Helps Seniors

The San Diego Fall Prevention Toolkit is available as an on-line resource guide for individuals and medical providers serving the senior population. Funded by an Archstone grant, the kits were distributed to over 400 community partners and posted on the Network of Care website at [www.SanDiegoFallPrevention.org](http://www.SanDiegoFallPrevention.org).

The toolkit was created by the Agency's Aging & Independence Services and contains a variety of fall prevention resources for providers.



## San Diego County Seniors Healthier Than State Seniors Overall

The Agency has unveiled a new Senior Health Report that will allow citizens one comprehensive place to check in on the health of county seniors.

“There are more than 300,000 San Diego County residents that are age 65 and older and that number is expected to more than double to just over 740,000 by the year 2030,” said **Dianne Jacob**, Chairwoman, San Diego County Board of Supervisors. “This report allows the County to closely monitor senior health trends so that we can continuously improve services and make sure we can address potential issues as quickly as possible.”

“The report allows the County, and HHSA specifically, to understand the current health status of seniors, opportunities to improve our existing programs and places where we might need to heighten our prevention efforts,” said **Dean Sidelinger**, M.D., M.S.Ed., County Deputy Public Health Officer. “In most categories, San Diego County seniors are healthier than their counterparts in California as a whole.”

The Senior Health Report summary highlights 17 major health indicators and in 11 categories where statewide data is available compares them to the overall health of California seniors. In eight of the health indicators, seniors in San Diego County are faring better than their California counterparts. The full Senior Health Report will be available online soon.

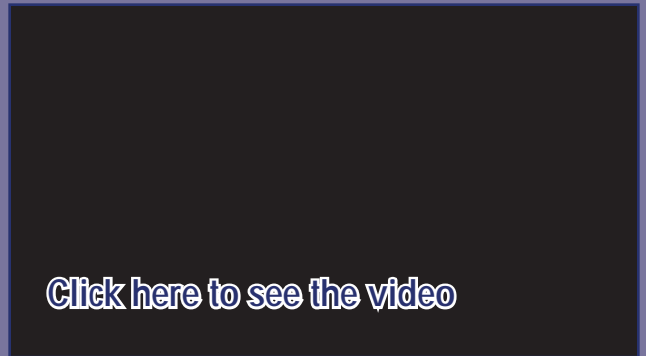
Along with HHSA's Public Health Services, seniors can access programs through HHSA's Aging and Independence Services (AIS). “AIS offers more than 30 different programs for seniors and disabled adults,” said **Pam Smith**, Director of AIS. “We are here as a resource for seniors for health independence, advocacy, protection, enrichment, education, community involvement, and caregiver and home-based services.”



HHSA Director **Nick Macchione**, left, speaks at the unveiling of the County's Senior Health Report Card, as Board of Supervisors Chairwoman **Dianne Jacob**, second from left; **Dean Sidelinger**, M.D., M.S. Ed., Deputy County Public Health Officer, second from right; and **Pam Smith**, right, Aging & Independence Services Director look on.

### Senior Report Card

VIDEO



## Walk Across America for Wellness

“Case de KD10 Caminantes” was the winning team in the North Coastal Family Resource Center’s “Walk Across America.” The friendly walking competition was a part of a pilot wellness program developed in collaboration with North Region’s Continuous Improvement committee and Human Resources’ Work Life Balance Initiative. As a result of this program, survey results show staff increasing physical activity, watching food portions, drinking more water, stretching and eating fewer sweets. The North Regions plan to roll out additional wellness programs to more of their regional offices in the near future.



North Coastal Walk Across America winners “Case de KD10 Caminantes,” from left to right: **Stephanie Houghton**, **Teresa Badilla**, **Andrea Corona**, **Charlene Bradshaw** and captain **Monique Marotte**. Not pictured: **Martha Allen**, **Lupe Ayala** and **Mikee Ritter**.





## Talking the Talk...and Walking the Walk

A brilliant blue sky, scattered white clouds and a cool breeze made it a perfect June day to take a walk through a neighborhood in San Marcos. The walkabout, the featured activity of an interactive workshop on the latest strategies and innovations in community design for pedestrian and bicycle safety, was kicked off by Fifth District Supervisor **Bill Horn**.

"It's important for cities and unincorporated areas to work together to ensure the safety and well-being of our citizens," said Horn. "Together, I believe we can shape a healthier environment."

The Agency's North Regions partnered with the Department of Public Works to assist the Healthy Transportation Network in hosting this all-day training aimed at transforming communities into healthier, safer and more enjoyable places to walk and bike.

"Childhood obesity, and many of the chronic diseases that it leads to, is largely preventable through increased physical activity and access to nutritious foods," said **Donna Hand**, HSA Deputy Director, who served as emcee of the event. "We are pleased to partner with our Public Works colleagues

to promote safe and livable environments."

The workshop, coordinated for HSA by PHN Nurse Manager **Kitty Roche**, Public Health Nurse **Bea Moniz** and Community Health Promotion Specialist **Jenel Lim**, was attended by over 40 local planners, engineers, school representatives and health professionals.



**Bill Horn**, left, County of San Diego Board of Supervisors, Fifth District, speaks to community leaders who attended the workshop on community design for pedestrian and bicycle safety at the San Marcos Regional Education Center held Tuesday, June 16.

## Drug Court Provides a Second Chance

This time of year brings caps and gowns, with graduation celebrations from college to kindergarten. But there's another type of graduation to celebrate, for young people who have found themselves in the criminal justice system and want to make a change for the better.

Graduates from Juvenile Drug Court have been given a chance to try treatment versus jail time, following arrest for nonviolent, drug-related crimes. They have made a commitment to take charge of their own lives, accept responsibility for their actions, and make a real difference in their own

future. After the intensive nine-month program, they truly earn their celebration.

Between February 2008 and May 2009, 90 San Diego teens graduated in the presence of all members of the Drug Court team – the judge, prosecutor, public defender, law enforcement and treatment professionals, as well as the graduates' families.

Juvenile Drug Court began in San Diego in 1998 as a collaborative effort of local agencies, including HSA's Alcohol and Drug Services, focusing on intensive substance abuse treatment, probation supervision, counseling and frequent court appearances.

The Court provides incentives for those who stay clean from alcohol and other drugs, attend school and obey the law. The Court can also impose immediate sanctions on those with non-compliant behavior.

In San Diego County, the Superior Court

operates drug courts in several locations for both adult and juvenile offenders convicted of drug-related crimes. In addition to offering a new life path, the drug court relieves overwhelmed court dockets, and the success of the drug court system is well documented.

Nationally, an average of more than 70% of drug court participants have successfully completed the program or remain active participants. Program participation leads to higher quality of life and increases self-sufficiency. Plus, the cost of drug court programs is significantly less than the cost of incarceration.

Juvenile Drug Court also works with dependency cases, for youth with a parent convicted of drug-related crime.

Today, in the United States, there are now more than 2,300 Drug Courts serving 120,000 people every year. May has been declared National Drug Court Month.