

Above and Beyond



Janine Allvord and the Child Welfare Services team's quick action keeps a child and his puppy together. Story on page 7.

**What's
Inside:**

**Around the
Agency**
Page 4

**Food Stamp
Outreach**
Page 3

**Losing
to Win**
Page 6

Traits of Success

From the Director's Desk

Someone said to me recently that hard times do not create character – but rather reveal character. I think both are probably true and I could not be more proud of the integrity we've demonstrated as an organization over the past year.



Nick Macchione

I am always amazed by the resiliency and optimism demonstrated by HHSA employees. We have not responded to this period of economic uncertainty by retreating or stagnating. Rather, as a team, we are moving forward with our Health Strategy Agenda and despite shrinking resources we are continually finding new ways to improve the lives of our customers.

I have put a great deal of thought into what will help us pull through this period of economic uncertainty. Below, I have outlined six essential traits that I believe, if they are emulated at the individual level, will result in our continued collective success. These traits are grounded in the General Management System 2.0 which guides our entire County operation.

Honest and Credible

We all have a formal job classification. But that is not what defines us, our capabilities or our authority. Rather, we are defined professionally by our ability to facilitate understanding, generate solutions and motivate others. We are defined by our open, fair-minded attitude.

Inspiring

If you can pinpoint what it is that motivates others – and through your actions you inspire them to improve, progress and maintain a sense of optimism - that is truly transformational. Read about the inspiring actions of Protective Social Worker **Janine Allvord** on page seven. Everyday, our employees quietly go above and beyond the call of duty and these acts are inspirational for both customers and colleagues.

Grounded in Reality

Reality is a moving target because change is constant. Tough times are easier to weather when we seek out all the available facts and remain informed. Updating our mental desktops, remaining current in our respective fields and changing with the times are essential to our ability to thrive during periods of transition.

Optimistic

It is far more energizing to talk about what we can do than to focus on what we can't. Let's spend our time talking about what is possible. Maintaining optimism in the face of adversity taps into people's psychological reserves – it helps us cope with bad news and transforms fear into action.

Intense

Intensity is an extreme degree of strength, force, energy, or feeling. In the workplace, passion is contagious. When you are intensely focused on the vision and intent on forging ahead, your energy will influence others.

Bold

Do not shortchange tomorrow for an easy win today. Sometimes the wise course of action is to pay today for success tomorrow. At the first signs of economic downturn, HHSA held positions vacant. While this may have caused some hardship in the short-term we avoided many layoffs as a result.

Despite the current economic environment and high levels of uncertainty, you have remained committed to our mission of improving lives. I see the traits I have described in this article exemplified by HHSA employees each and every day...and I want you to know that I recognize and appreciate your commitment to remain optimistic in the face of challenge.



Innovative Food Stamp Outreach Continues

Students, HHSA Partner to Help Low-Income Families

HHSA continues to enroll qualified individuals in the food stamp program thanks to a new partnership with San Diego State University and California State University-San Marcos. Thrive San Diego is a new initiative through which college students screen low-income families for food stamps and prepare tax returns at no cost through the Earned Income Tax Credit campaign (EITC).

Tax preparation was offered at about 75 sites throughout the county. Of those sites, nine also offered food stamp screening. Two of the locations were completely managed by students.

About 70 student interns and volunteers from CSUSM and SDSU participated in the Thrive San Diego campaign, which ran until April 15. The students distributed EITC and food stamp materials at schools, businesses, community centers, churches, and local grocery stores.

Nearly 20 institutions, agencies and organizations participated in the Thrive San Diego initiative.



A student volunteer, right, helps a community member file their income taxes and check for food stamp eligibility.

Thrive San Diego VIDEO



Shelton Honored with "Stampy" Award from Advocates

Cynthia Shelton, North Coastal Family Resource Center (FRC) manager, was honored by the California Food Policy Advocates with a 2010 "Stampy" award for food stamp outreach efforts. Shelton was honored in the County employee category for her work with Catholic Charities-Vista and Community Resource Center-Encinitas, to create a process where people who are homeless can complete the food stamp application outside of County offices.

Shelton was nominated by local advocates and her nomination cites her leadership in streamlining the food stamp application process for homeless individuals in the North Coastal Region, enabling them to overcome barriers of transportation and com-

munication. The nomination also notes that "advocates have appreciated Shelton's 'can do' attitude and the way she is determined to ensure that eligible, hungry people can get Food Stamps."

South Region Senior Clerk **Martha Molina** was also nominated in the County employee category and one of our community partners, the Vista Community Clinic, won the advocate category.

Shelton, at the San Diego Hunger Coalition's invitation, also co-presented on County/community collaboration best practices at the California Advocates Peer to Peer Meeting held the day before the awards ceremony.



Board of Supervisors
 Greg Cox, District 1
 Dianne Jacob, District 2
 Pam Slater-Price, District 3
 Ron Roberts, District 4
 Bill Horn, District 5



Chief Administrative Officer - Walter F. Ekard

Health & Human Services Agency Director - Nick Macchione

County of San Diego Health and Human Services Agency

Editor: Tom Christensen

Section Editors

Aging & Independence Services: Denise Nelesen
 Behavioral Health: Jennifer Mallory
 Central Region: Jayne Reinhardt
 Child Welfare Services: Margo Fudge
 East Region: Katie Judd

Financial & Support Services: Donna Matta
 North Central Region, North Coastal Region,
 North Inland Region: Nina Constantino
 Public Health: Wilma Wooten
 South Region: Jayne Reinhardt



AROUND THE AGENCY



Aging and Independence Services

The Medical Director of the County's Edgemoor Skilled Nursing Facility is featured in the December 2009 issue of "Annals of Long-Term Care," a peer-reviewed clinical journal of the American Geriatrics Society.

Rebecca Ferrini, M.D., C.M.D., shares her insights and perspective since assuming her position with the County in 2000.



Ferrini was also named to the American Medical Director's Association certification program board of directors. Her term runs from August, 2010 until August, 2013.



TB Control

Kathy Moser, M.D., received a call from a physician writer for the ABC show Private Practice to find out how drug resistant TB is diagnosed and treated. Moser was also consulted about whether TB patients can be deported (Answer: yes they can, but Immigration and Customs Enforcement (ICE) waits until they are no longer infectious before putting them on a plane).

Moser is also co-author on a TB article that was released in American Public Health Association Journal. The article reports that San Diego has higher rates of TB/HIV than other areas and theorizes this is because of our border location. This finding supports the need to conduct more research and determine effective prevention strategies.



VETERANS SERVICES

HHSA's Veterans Service Officer Dr. **Tom Splitgerber** has been named chairman of the San Diego Veterans Coalition. The group meets monthly to serve the needs of San Diego County veterans and their families. Splitgerber hopes to improve collaboration and coordination among community service providers in all sectors (non-profit, county, state, federal, informal councils, veteran groups) so that delivery of services to veterans is more comprehensive and family friendly.



Agency Contract Support

ACS has been awarded a 2009 Excellence in Practice Citation by the American Society for Training and Development for Just-in-Time Contract Training.

ACS was one of 38 chosen out of 131 entries. This citation recognized the progression of the content of HHSA contract training as well as the format in which it is delivered. The Just-in-Time Contract Training program uses web-based classes, video, and in-person training.

The citation will be presented on May 17, 2010 in Chicago.



Public Health Nutrition

Public Health Services Nutrition Program was recognized by San Diego State University's Women, Infants and Children program for the internship opportunities HHSA has offered their students.

The intern program noted the quality experiences the interns had on their rotations through the nutrition program, and that they were "grateful to learn the true primary preventive strategies of Public Health through progressive work on environmental issues."



ACCESS

Effective April 1, the ACCESS Customer Service Center will have a new fax number: 858-467-9088. In order to minimize the impact of this transition on operations and customers, the ACCESS center is requesting your assistance in spreading the word to partner agencies and organizations, as well as consumers.

ACCESS contact information:

E-mail: pubassist.HHSA@sdcounty.ca.gov

E-fax: 858-467-9088

Phone Number: 1-866-262-9881



Public Health Services

HHSA is taking a leadership role nationally in improving and protecting the public's health. The Public Health Accreditation Board selected HHSA to be one of 30 public health departments across the country to participate in testing the national voluntary public health accreditation program.

Adoptions Heart Gallery Tours the Community

The San Diego Heart Gallery showcases portraits of children awaiting forever families through HHSA Adoptions.



The traveling photographic exhibit raises awareness about the need for permanent homes for local foster youth of all ages.

North Star Honorees

Two employees recently received the North Regions' highest level of employee recognition - the North Star award.

North Inland/North Coastal Epidemiologist/Bio-terrorism Public Health Nurse **Heather LaBelle** was honored for her work with the Agency's community partners. LaBelle has been instrumental in collaborating with Native American tribes in the North County on emergency preparedness and that has led to valuable inroads in Tribal-County relations. She made a presentation at the Public Health Association's annual meeting in Philadelphia in November.

Jason Pasco, North Coastal Child Welfare Services Social Worker II, was honored for exceeding all expectations for his position. Pasco consistently produces high quality work, takes the initiative to volunteer for additional assignments, and exceeds County and state mandated timeframes for closing cases. County Counsel has complimented him on the quality of his court reports and he is well respected by peers and supervisors.



Above: **Ruth Supranovich**, North Assistant Deputy Director; **Donna Hand**, North Region GM; Social Worker II **Jason Pasco**; and North Coastal Child Welfare Manager **June Herzog**. Right: Public Health Nurse **Heather LaBelle**.



National Innovators Tour Academy

San Pasqual Academy recently hosted "The Innovators Group," comprised of members from across the nation studying workforce development. President and Chief Executive Officer of San Diego Workforce Partnership Mark Cafferty arranged the visit, which highlighted the Academy as a best practice model to prepare young people for work.

The group learned about the development of the Academy, the youth served by its innovative programs and how the overall program contributes to positive outcomes for teens. The tour included a program overview in the Academy's Tech Center, a campus tour and lunch in the Cyber Cafe.

The Innovators Group includes individuals from Minnesota, Pennsylvania, Kentucky, Connecticut, Massachusetts, Indiana and Michigan.

HEALTH NEWS

Monthly Health Tip





When Being a 'Loser' Means Winning Big

Taking advantage of the momentum sparked by New Year's resolutions, Behavioral Health Services (BHS) staff at 3255 Camino del Rio South kicked off a building-wide Biggest Loser Competition in January.

The contest involved 46 teams, made up of 2-3 people each. They weighed in weekly and reported the total weight loss for the entire team.

When the contest concluded on April 12, the BHS employees had lost a total of 548 pounds, or just over 7% of their collective body weight. The winning team of three women lost a combined total of 94 pounds, or nearly 16% of their body weight.

Participants paid an entry fee to create a prize fund for the winning team. For further motivation (and friendly competition) teams chose colors and names, like The Waist Aways, Girls With Attitude, and DietTribe.



Participants coordinated lunchtime activities like dance lessons and healthy potlucks, and people took more walks at breaks and lunchtime, as well as swapped health tips instead of chocolate.

Participants considered this a fun way to support and encourage each other to a healthier 2010.

San Diego County Chosen as First "Stakeholder Dialogue" Site

San Diego County was selected as the first site in the country for what are being called "Stakeholder Dialogues," as part of President Barack Obama's Community Living Initiative. The initiative focuses on progress relating to the Olmstead Act - legislation intended to urge states and counties to help people with disabilities and seniors transition out of nursing homes and back into community living.

Agency Director **Nick Macchione**, Deputy Director **Pam Smith** and staff from Aging & Independence Services kicked things off by meeting with representatives from several agencies to discuss these issues.



San Diego Charger players Philip Rivers and Jacques Cesaire donated tickets to foster children to attend this year's Chargers playoff game.



HHSA Director **Nick Macchione** (center), meets with representatives from federal agencies and community partners.



CalWIN Imaging



Going Above and Beyond is Routine for HHSA's Social Workers

It took a lot of extraordinary work by several HHSA Child Welfare Services workers, but thanks to their efforts, a 6-year-old boy feels a little less alone in this world.

"He'd already been through the trauma of being separated from his mother," said Protective Social Worker **Janine Allvord**. I just couldn't separate him from his puppy."

Allvord was monitoring a family situation through her work with the Drug Endangered Children (DEC) program when she got a call from one of our law enforcement agency partners. The mother she was concerned about had been involved in a high-speed chase in a stolen car in another county - with her 6-year-old and the child's puppy in the back seat.

Since the mother was taken into custody, the child was separated from family, except for his puppy. Social workers in the other county decided it was best not to separate them, and found emergency foster care that would accept the puppy.

Allvord was equally determined to keep the child with his puppy, and sprung into action to make it happen. Together with her supervisors and the placement unit, they all pulled together to get the child and his puppy back safely to San Diego County.

"Everybody works together as a team," said Allvord. "The placement workers were incredible. That is the greatness of working together."

Allvord got the airline to waive the 5-day notification to fly a pet and took care of the transportation needs for the puppy, while the placement team expedited the background checks and home evaluations for the child's grandfather.

Besides being the child's constant companion, the puppy played an important part in helping the child cope with the situation.

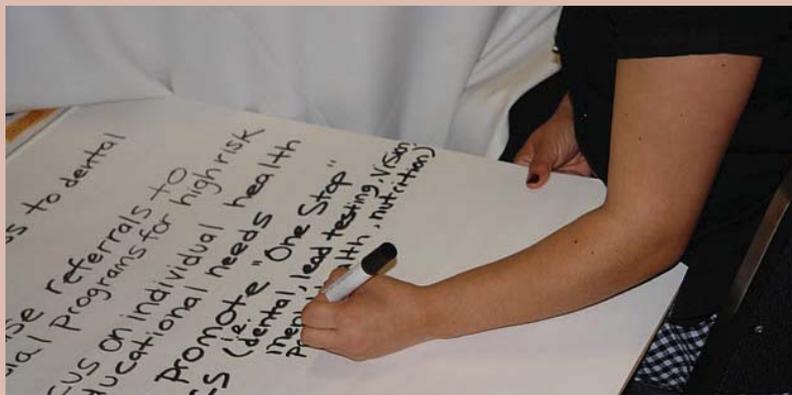
"The puppy started to cry a bit on the flight, and the child said that his dog was worried about the mother, so I used the opportunity to do role-play therapy and told (the child) to talk to his puppy about what had happened with the mother, and that helped him understand what was going on."



Janine Allvord



Maternal, Child and Adolescent Health Conference



The Agency co-hosted the Maternal, Child and Adolescent Health Conference – San Diego 2010. The theme of the event was "Life's Journey and its impact on the Health of Women, Children and Families." **Adrienne Yancey**, left, Public Health Services Assistant Deputy Director, was the afternoon emcee of the vent. Above, a participant takes part in one of the breakout sessions.