



The HHSA Connection

NOVEMBER 2005

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SAFE, HEALTHY AND THRIVING COMMUNITIES

Promoting Safe and Livable Communities -
Working for Access to Services!

Preparing Family Members to be Caregivers *Starting Early Can Make a Big Difference of Life Quality*

Tony and Michele Henkinds are just beginning what might be a long journey. Tony's 86-year-old mother, BeBe, was diagnosed with Alzheimer's disease only two months ago. The couple already sold their home in Los Angeles and moved near her Carlsbad home. Unfortunately, not everyone acts so quickly.

Too often family members put off learning about their loved one's health problems and miss out on taking advantage of the resources that could help them early on. They wait until a crisis hits and then don't know where to turn.

The Caregiver Coalition, sponsored by Aging and Independence Service's Family Caregiver Support Program, seeks to ready family caregivers for potential challenges, and steer them to help along the way. They're offering two free conferences entitled "Finding Balance in the Art of Caregiving" which will include sessions on hands-on care, legal issues, medication management, emotional support and more. For additional information, visit: [Tuesday, Nov. 8, in Poway](#) or [Saturday, Nov. 19, in El Cajon](#). There will be a free Continental breakfast and adult day care is available. Reservations are required - call the number found in the links above.

Additional helpful Web sites: [AIS's Family Caregiver Support Program](#), www.sandiego.networkofcare.org/aging, www.sandiegoeldercare.com, and www.familycaregiving101.org. Plus, look for the 2006 edition of the SignOnSanDiego/San Diego Union-Tribune's San Diego Eldercare Directory, at libraries, senior centers and other sites this month.



The Henkinds want to face major health challenges head on.

CLASSY CLASSIFICATIONS: PARENT SEARCH CLERK

People Finder

Don Hilton Enjoys Job's Challenges

Don Hilton's job is all about people - finding them, that is. Hilton, a Parent Search Clerk in Child Welfare Services, tracks down parents who are separated from their children so the parents can be notified of court proceedings. He also does background checks on prospective adoptive and foster families.

Hilton's searches involve County and State information databases. Social workers provide him information, then if Hilton is able to locate the parent, he contacts the local Post Office to see if they are receiving mail. Social workers take it from there.

"This job is very interesting," he says. "It's challenging. You don't type in the same thing day after day."

After retiring from the Navy, Hilton started with the County 14 years ago as a jail clerk, then after 5 years moved to the Child Welfare Services' Legal unit.



Hilton has been searching for 7 years.

A Message from Jean Shepard

Agency Director

Employee satisfaction and morale affect an organization's performance and success. Each year the Department of Human Resources conducts an employee survey, which contains a variety of questions about employee satisfaction.



While there are many positive trends, there are also a number of areas where we can improve. I want to address staff concerns, and need more details. The best source to obtain this information is from you. In addition to management sharing and discussing issues with staff, I am initiating an Agency-wide workgroup to address several of the key findings that cut across all divisions, regions and programs. I'm pleased that numerous staff have volunteered. I'll keep you posted on our effort. And, as always, I want to hear from you at the Director's Call-In, the first Friday of each month, 8 a.m. - noon, at (619) 515-6555.

Jean Shepard

Public Health

Promoting Safe and Livable Communities -
Working for Prevention of Adverse Health Risks!

New Kid-Friendly Food Pyramid

Maybe This Will Help You Get Your Kids to Eat Their Veggies!

The United States Department of Agriculture has a new [kid-friendly version of the famous food pyramid](#) - check it out with the children in your life - and have them play the challenging [MyPyramid Blast Off Game](#).



Public Health

Health Statistics - California Smokers

Help is a Phone Call Away - 1-800-NO-BUTTS

- The California Smokers Helpline receives, on average, 300 calls a day. From July 2004 to June 2005, the Helpline received 3,285 calls from San Diego County residents.*
- The average caller to the Helpline is usually between the ages of 25-44, white/Caucasian, and female. The group aged 45-64 years had the second most calls. Seventy-seven percent of callers, for this period, were between the ages of 25-64.*



November is the Great American Smokeout.
For more information, go to the American Cancer Society's Web site at www.cancer.org.

* University of California San Diego, Family & Preventive Medicine, Callers to CA Smokers' Helpline from San Diego County (July 1, 2004-June 30, 2005), July 11, 2005. Requested data.

Director's Office

Promoting Safe and Livable Communities -
Working for Emergency Preparedness & Response!

Managing Preparedness

Continual Training is Best Tack to Ensure Emergency Readiness

To increase the Agency's preparedness for an emergency event, the Agency's October Manager's Forum included a creative training workshop with participation from Herman Reddick, the Assistant Director of the Office of Emergency Services.

The Manager's Forum is held quarterly for staff at the Analyst III level and above. In October, approximately 150 managers attended. The attendees managed an emergency scenario using the Standardized Emergency Management System, also known as SEMS. As a result of this training, the Agency and the County have a much larger pool of potential Departmental Operations Center responders that are better prepared to function in an emergency.

[San Diego County Emergency Homepage](#)

Promoting Safe and Livable Communities -
Working for Prevention of Adverse Health Risks!

County's Community Health Statistics Unit

Access data - health behaviors, diseases and injuries for specific populations, health trends and comparisons to national targets.

Request statistics:
(619) 515-4318

Access the latest data
(including the 2004 Core Public Health Indicator document): www.sdhealthstatistics.com

Great People Doing Great Things

The San Diego Immunization Initiative will be awarded the APHA/Glaxo SmithKline Partnership for Healthy Children Award at APHA's 133rd Annual Meeting in Philadelphia this December.

The program is a coalition of approximately 150 partner organizations collaborating to reduce vaccine preventable diseases by raising immunization for San Diego's children, adolescents and adults. Formed in 1991 to focus on infants and toddlers, the coalition has expanded its mission to include improving immunization coverage across all ages.

With the Agency's Immunization Branch as the lead agency, the coalition has successfully brought together a variety of public and private organizations, agencies and programs to coordinate strategic planning, community assessment and research. Through their efforts, new initiatives are developed to improve access, availability and quality of immunization services.



Among the community organizations that have benefited from the immunization coalition is the Alpha Kappa Alpha Head Start program, which provides free preschool to low-income San Diego families. Director Geneva Roberts said the San Diego Immunization Initiative has given her organization information, resources, rewards and stickers promoting and improving immunization coverage for the preschool population.

Other local activists have praised the initiative for working with existing coalitions to improve immunization coverage. The Community Health Improvement

Partners Immunize San Diego is an

ongoing countywide adult immunization and flu shot campaign that partnered with the San Diego coalition during the 2003-2004 flu season to distribute 15,000 "No Flu" information cards and host a bilingual hotline that received more than 7,300 calls from October 2003 to December 2003.

Other results include improved vaccination rates for 2-year-olds from 60 percent in 1991 to 86 percent in 2004 and an overall increase in the number of immunization clinics in the county.

Jonathan Harvey, Administrative Analyst II with the Mental Health Administration, Financial Management Unit, led the County's team for AIDS Walk 2005. The team was 50 percent Agency staff, from Agency Finance, HIV/STD/Hepatitis, field staff and others, joined by staff from Public Safety, Finance/General Government, Community Services, and Land Use and Environment Groups for a total of 38 people including family members. San Diego County was the top-ranking government team, and is in the top five teams overall. Current total collected is \$6,490. For more information, or to participate next year, contact [Jonathan Harvey](#) or [Lauren Farber](#).



County AIDS Walk 2005 Team members included Milton Webb (holding the sign) and Debora Roseman, (at left) the team's top fundraiser. Agency staff and their family and friends raised more than \$5,000 to date.

Front Line Success Stories

Improving Outcomes for Kids - Working for Protection!

This new section, featuring stories direct from the front lines, meets Quality First goals for Child Welfare Services, the Regional Program Support Division, and the Regions.

From Child Welfare Services

Staff Training at Polinsky

The Polinsky Children's Center (PCC) in collaboration with Head Start, established a training plan for Agency staff that currently works with PCC residents 5 years old and under. The plan provides 24 hours of training for Agency childcare staff that work in the Infant and Toddler cottages of PCC.

The training course, "Basic Child Care-giving Principles and Practices," ran every Wednesday from July 6 through September 28. The classes were held in the Head Start conference room at PCC. Ms. Wailing Rubic, Director of Early Head Start and concurrently a teacher at Mesa College, conducted the training sessions. The two-hour training sessions were made available both in the morning and in the afternoon to accommodate the availability of the Agency workers from United Nursing International (UNI) and the Agency workers from K-Force.

Newly hired Agency staff from UNI and K-Force who will work in the Infant and Toddler cottages of PCC will be able to take part in subsequent training sessions which will be available on an on-going basis in accordance with the requirements under Title 22 of the Community Care Licensing Manual.

From Central Region

Promoting Safe and Livable Communities - Working for Treatment & Care!

Changing Lives Close to Home

Elizabeth Sanchez is a Social Service Aide who interprets for Public Health Nurses (PHNs) working in the Central Region. While at church one Sunday, Elizabeth became aware of a family with a son who seemed to have some delays and behavior-related problems. She encouraged the family to self refer and ask for a PHN to visit and see if they could help.

The father called in a self referral and Elizabeth accompanied **Christine Diehl**, PHN, on home visits, to provide interpretation for the family. Christine did a developmental assessment on the child. When they first met this four-year old boy, he spoke only a few words and became easily frustrated. He was not able to be toilet trained.

Through appropriate PHN referrals, this child has been diagnosed with mild autism. He has since been evaluated by a neurologist, and enrolled in a special program at Balboa Elementary, where he received transportation assistance to his special class. The family has been able to obtain both Medi-Cal and SSI, which help them to meet the extra cost of caring for their special needs child. He is now connected with Regional Center, which will help with ongoing evaluation and appropriate placement for his educational needs. This young boy is now toilet trained. He has dramatically increased his vocabulary. Mom and Dad are more accepting of his condition. Christie reports that it seems like a different family now. "Much calmer, more at peace, able to communicate and no more temper tantrums." This young boy is now more able to integrate into school and family life.

Safety in the Agency

Promoting Safe and Livable Communities - Working for Emergency Preparedness & Response!

This new section, featuring tips direct from the Safety Committees, meets Quality First goals for all groups.

From Contract Support

Staff Training for Emergency Preparedness

Don't forget to review safety procedures with new employees. Agency Contract Support Floor Wardens **Maria Zepeda** and **Domenico Camplisson** (pictured) review the Site Emergency Plan and Business Continuity Plan with HHSA staff newly assigned to the Mills Building.



A Look at Board Meetings

Curious About What Goes on There?

From the County Web Site:

The Board of Supervisors conducts regular meetings on Tuesdays and Wednesdays. Tuesday agendas address regular budget matters, policy issues, and intergovernmental and legislative matters.

Wednesday agendas are set aside for planning and land use matters. After each meeting the actions of the Board of Supervisors are compiled in a Statement of Proceedings. Agenda information provides the most comprehensive information about the Board meetings and the different ways to access a Board meeting.

You can [view the meeting agendas](#) from the County's Internet.

Also, [learn about each of the Board Members](#).

And, an [organization chart](#) shows the County's management structure, starting with the Board of Supervisors at the top.



San Diego County's Administration Center

Save the Date

Promoting Safe and Livable Communities - Working for Prevention of Adverse Health Risks!

Saturday, November 19

San Diego's Beautiful Parks Offer More Than Great Scenery

Does your high school student need volunteer service hours? The Agency needs volunteers to help facilitate a fun, recreational event for kids of all ages on Saturday, November 19. "It's How We LIVE!" at the Sweetwater Lane Sports Complex, 1312 Sweetwater Lane, Spring Valley, 10 am to 2 pm is FREE and open to the public.

The event is the Agency's official kickoff for an initiative called "Hearts N' Parks," which is designed to encourage healthy behavior, good nutrition, and active lifestyles. The Agency is partnering with the County Department of Parks and Recreation to put on the event, which will feature a rock climbing wall, an astro-jump, a nutrition decathlon, demonstrations, health screenings, a "Path to Health" to win great prizes, and more!

Volunteers will do anything from check in guests to help make sure the park is clean throughout the event, during a 10 a.m. - noon shift or a noon - 2 p.m. shift. To sign up, or for more information, contact **Chimene McElwain** at (619) 515-6940.

Director's Call-In

Share your ideas and concerns with HHSA Director Jean Shepard

- First Friday of each month
- 8:00 a.m. - noon
- (619) 515-6555

Compliance Office:
(619) 515-4244

Toll-Free Hotline:
(866) 549-0004

An ethical workplace is your right...and your responsibility.

Send in kudos!

Proud of a coworker? Send text (and photos): Jennifer.Mallory@sdcounty.ca.gov - or contact your section editor, listed in the box to the right.

HHSA Events Calendar - check out goings-on, or, advise your web contact to post events.



County of San Diego

Health and Human Services Agency

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