



County of San Diego

HEALTH SERVICES ADVISORY BOARD

1700 PACIFIC HIGHWAY, SAN DIEGO, CALIFORNIA 92101-2417

Thursday, October 18, 2012, 4:00 - 6:00 pm

1600 Pacific Highway, Room 302/303

San Diego, CA 92101

MEETING MINUTES

Members Present	Members Excused	Presenters	HHSA Support Staff
Judith Shaplin, Chair James Beaubeaux Greg Knoll Leonard Kornreich James Lepanto Colin Mackinnon Ben Medina Stephen O’Kane Bob Prath Estelle Wolf Judith Yates	Adriana Andres-Paulson Michelle Davis, Vice Chair Steven Escoboza Robert Hertzka Dennis Holz Jack Rogers John Sturm	Tamara Bannan, HHSA-PHS Naomi Butler, HHSA-PHS John Ohanian, CAO, 211 Meg Storer, Chief of Staff, 211 Claire Oksayan, Director of Programs, 211	Eric McDonald Linda Lake Lisa Fitzpatrick
Issue	Discussion		Action
1. WELCOME – Judith Shaplin, Chair			
	<p>The meeting was called to order at 4:05 p.m. Chair, Judith Shaplin. Judith welcomed everyone to the meeting and requested introduction of members; as there were new members present since the last meeting:</p> <p>New Member: James Lepanto, District 4 Returning Member: James Beaubeaux, San Diego Medical Society</p> <p>Judith asked if there were any additions/corrections to today’s agenda.</p>		<p>No additions or correction noted to agenda</p>
2. PUBLIC COMMENTS			
<ul style="list-style-type: none"> Public Comment 	No Public Comment was presented at this time.		

3. PRESENTATION/DISCUSSIONS		
Issue	Discussion	Action
Approval of Minutes		
	<p>Judith Shaplin asked if there were any additions and/or corrections to the previous minutes.</p> <p>No addition or correction noted.</p>	<p>Greg Knoll motioned to accept minutes for September 2012 as written. Steven O’Kane seconded.</p> <p>10 in favor 1 abstention</p> <p>Motion passed</p>
PRESENTATIONS		
<ul style="list-style-type: none"> • Healthy Works Accomplishments – March 2010 – March 2012 and the Community Transformation Grant Update – Naomi Bulter 	<p>Naomi Butler gave an update to this Board on the Healthy Works Accomplishments March 2010 – March 201; and the Community Transformation Grant (handout).</p> <p><i>Comments/Questions</i></p> <p><i>Are the funds for lactation going to physically change work places or to information?</i></p> <p>The funds can be used for staff time to create policies, educate managers within facilities, help them design appropriate accommodations.</p> <p><i>How are clients selected for the home visitation program?</i></p> <p>Home Visitation is done by the Nurse Family Partnership (NFP) Program and Public Health Nursing. Linda stated that clients are low income, first-time parents, before 28 weeks pregnant, and may or may not have received a high-risk referral. Our nurses conduct motivation interviews with clients to help identify goals and provide motivation to help clients achieve these goals.</p> <p>In addition we use research-based tools to assist with maternal-infant bonding, e.g. feeding with parents, teaching them new paths with the children, and looking at the home environment and how that affects the children.</p> <p><i>Is the County working with the American Lung</i></p>	

	<p><i>Association on Smoke-Free Living?</i></p> <p>The County of San Diego works closely with the American Lung Association.</p> <p><i>Several of our Board of Supervisors work with Grass-root Collisions and this information would be of great help. Is this information being provided to the Board of Supervisors' Office?</i></p> <p>Organizations and Collisions are encouraged to apply for these grant funds. All Supervisors and Regions are award of the projects and available funds they can apply for.</p> <p><i>For Home Visitations – Is this a one-time visit or are they ongoing?</i></p> <p>Linda stated that for Family Nurse Partnership, clients are given 64 hours visits over a 2 ½ year period. For our Maternal, Child, and Family Health (MCFHS) Services nurses visits clients intensively throughout their pregnancy until the infant turns 18 months of age.</p>	
<p>• 211 Presentation – John Ohanian, CAO; Meg Storer, Chief of Staff; and Claire Oksayan, Director of Programs.</p>	<p>Mr. Ohanian, Ms. Storer and Ms. Oksayan gave a complete overview of 211 San Diego (handout). There is only about a 20% awareness of 211 within the County of San Diego. It is important to get the information out about the services we provide.</p> <p>211 give referrals of over 6,000 services within the County of San Diego. The agency vets each service that is recommended by its website and on their call-line.</p> <p>5% of the calls to their helpline are related to health. The 211 as partnership with Family Health Clinics and have the ability to call clinics and set up appointments for callers.</p> <p><i>Comments/Questions</i></p> <p><i>Is the 211 line multicultural?</i></p> <p>Yes, 211 have several bilingual employees who speak Spanish and Tagalog; as well as, access to a</p>	

	<p>Multi-Language Line that gives them access to many different languages.</p> <p><i>Where most of the callers getting the information regarding 211?</i></p> <p>Most callers are receiving agency referrals. The client contacts an agency with a specific need, the agency says “sorry we don’t handle this, but you can contact 211 to find out what agency does handle this”.</p> <p>We have also had repeated callers or callers who know people who have used our services.</p> <p><i>Are you staff trained to understand the geographical location of callers and their resources?</i></p> <p>Absolutely! This Board is welcomed to come to 211 and take a tour and also plug and here some of the calls that come into 211.</p> <p><i>Do you have an I-phone application?</i></p> <p>No, we do not; however, our website is fully functional from any mobile device. The agency is pushing for a mobile as oppose to and I-phone application.</p> <p>A survey was taken and it was discovered that 70% of callers had a cell phone, even though the average income was around \$1,200 monthly.</p> <p>In addition, 211 is working on a project similar to the Health Information Exchange (HIE); where Social Services agencies can share information regarding client services, called the Knowledge Integration Project (KIP).</p> <p><i>What is 211 funding and sustainability?</i></p> <p>Each project within 211 comes with its own funding mechanism. Currently 211 has a \$7,000,000 budget that is made up of funding from the County, Fee-For-Services Contract with First Five, USDA and SDG&E,</p>	
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	<p><i>How do you get information out to Seniors?</i></p> <p>211 is working on a media campaign event for February 2013 to help get the word out there regarding our services.</p> <p><i>Regarding information exchange, do you have partnerships with agencies where you call them and let them know that they will be receiving a call from clients and what those client's issues are?</i></p> <p>Yes, we do have some partnerships in which we do this?</p> <p><i>It is important to understand the leadership position in which 211 plays in getting information out during a disaster. We need to remind communities that we have 211. 211 needs to be equipped to take 10,000 calls if necessary during a disaster.</i></p> <p>211 has a relationship with the County regarding disaster. With H1N1, 211 provided much needed information to the community. This was a great demonstration project of what can be done. Cal-fire is considering using 211 as an information source for the community during a disaster.</p> <p>211 has been approached by Homeland Security to look at strengthening 211 agencies throughout the country. We have eight (8) MOAs through the country, e.g. New York, Canada, Florida, Texas, etc.</p> <p><i>This is a great asset to our community.</i></p>	
<p>• Public Health Accreditation – Tamara Bannan</p>	<p>Tamara Bannan presented to this Board an overview and update on Public Health Accreditation (handout).</p> <p>Tamara discussed why public health agencies across the nation are moving toward accreditation.</p> <p>The Public Health Accreditation Board (PHAB) is a 12 member Board of Directors, 5 executive committee members, and 5 ex-officio members. Dr. Wooten sits on the Board of Directors.</p>	

	<i>This should be placed on the agenda as an action item.</i>	
<ul style="list-style-type: none"> • Updates of pertinent items from other Advisory Board Members 	<p><i>Estelle Wolf announced that she has joined Aging and Independence Services as a Senior Advocate and she is now on the Senior Legislation Board of California. She is working with Legislators in Sacramento to help with medication error issues.</i></p> <p><i>Dr. Medina stated this is great to have Ms. Wolf on the Board.</i></p>	
Issue	Discussion	Action
4. ACTION ITEMS: NO ACTION ITEMS		
5. PUBLIC HEALTH OFFICER'S REPORT		
<ul style="list-style-type: none"> • Eric McDonald, M.D., M.P.H. – Deputy Public Health Officer 	Dr. McDonald provided the Public Health Officer's update to this Board (handout).	
6. AGENDA ITEMS – November 15, 2012		
7. OTHER ISSUES		
<ul style="list-style-type: none"> • No other issue 		
8. ADJOURNMENT		
	This meeting was adjourned at 5:37 pm.	<p>With no other business, Judith Shaplin motioned to adjourn this meeting.</p> <p>Seconded.</p>