

DIRECTOR'S REPORT

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Celebrating the Holidays and Each Other

The holidays are a time when we pause to reflect on what we are thankful for and on all that we've accomplished over the past year. It's a time to sit back and enjoy the festivities and appreciate our families and coworkers before we delve into a new year.

Every December when I look back (and I have had four decades to do so here), I am amazed and inspired by what we have accomplished together because of the dedication and passion that each of you bring. You contribute great skill, compassion, commitment and heart to the work we do to serve our communities who rely on us for their physical and behavioral healthcare needs, as well as the public health prevention and protections we provide.



William B. Walker, MD
CCHS Director

Successes from 2014

Looking back at 2014, I am reminded of the importance of our integrated health system, which is a state and national model for providing coordinated health services. Our integrated health system allowed us to respond in a cohesive and comprehensive manner to protect the public's health against the threat of Ebola. Having our hospital and health centers integrated with Public Health, Behavioral Health, Hazardous Materials Programs, Environmental Health and Emergency Medical Services has helped our healthcare system be better prepared to quickly identify and isolate any potential Ebola case, monitor our communities for Ebola and help ensure other hospitals and first responders in our county also are better prepared.

Preparedness Efforts

Our ability to have a coordinated response also is due to our ongoing emergency preparedness efforts throughout the year. Our Public Health Division's Health Emergency Response Unit and our Department-wide Emergency Management Team works hard year round to prepare us for any type of emergency or disaster from a disease outbreak to an earthquake (see story on page 5 about the large scale disaster drill we held last month).

Our Hazardous Materials Division Incident Response Team also took home the top prize for the second time in three years after completing a battery of training exercises at the annual Urban Shield competition, which tests the preparedness and capabilities of first responders in the event of a large-scale terrorist attack.

Emergency Services

Our Emergency Medical Services Division also has worked hard to ensure continued reliable delivery of quality emergency and medical transportation services in the County. In collaboration with a group of stakeholders, EMS developed a report that is a study of the County's emergency medical services system and is in the process of finalizing a request for proposal (RFP) for ambulance services.

Ensuring Restaurant Safety

Looking back at the past 12 months, I am also reminded of the many additional ways we work to improve the health and safety of Contra Costa County residents—and even other state residents. Our Environmental Health Division expanded its mobile restaurant inspection database to other counties. Restaurant inspection information from other jurisdictions—including Los Angeles, Alameda County and San Francisco—is now available on its mobile app, California Food Inspector.

Health Reform

It has now been one year since the Affordable Care Act went into effect. Thousands of previously uninsured Contra Costa residents are now insured and thousands of others will be applying for insurance as Covered California opened enrollment again beginning November 15 through February 15. Though our Contra Costa Health Plan (CCHP) won't participate in the exchange next year, CCHP continues to focus on Medi-Cal enrollment, an important component of health reform, and is now home to more than 160,000 members with more than 60,000 added this year. We expect these numbers to continue to grow as more residents enroll in Medi-Cal and CCHP continues to expand its community provider network (see story on page 7).

Our Contra Costa Regional Medical Center and Health Centers has many changes and improvements underway to increase access to care and improve patient-centered care delivery. Two examples include the welcoming policy, which received nationwide recognition for supporting families as partners in care by eliminating restrictive visiting hours, and the integration of primary and behavioral health care in the health centers. CCRMC

and HCs also submitted its annual Delivery System reform Incentive Payments (DSRIP) program, which describes our work to expand access to care and enhance quality (see story on page 5).

Integration of Services

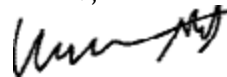
Behavioral Health continues to work on integration efforts in the division as well as integration of behavioral health into primary care at our outpatient health centers. Behavioral Health's Homeless Program also put in many hours working with consumers and community partners to update our strategic plan to end homelessness in Contra Costa County. Our county was also one of 67 communities in the United States invited to join the Zero: 2016 campaign, a project to strategically enhance services to end veteran and chronic homelessness within two years (see story on page 4).

Recognizing You

When I take a look back over the past year to reflect on the impact Contra Costa Health Services has made in the lives of the individuals and families we serve, I am most grateful for all of you and the passion and courage you demonstrate daily in your work. I am also overwhelmed when I see the generosity of our staff in supporting the annual Combined Charities and food drive every year, and to hear your stories of personal volunteerism in service to your community.

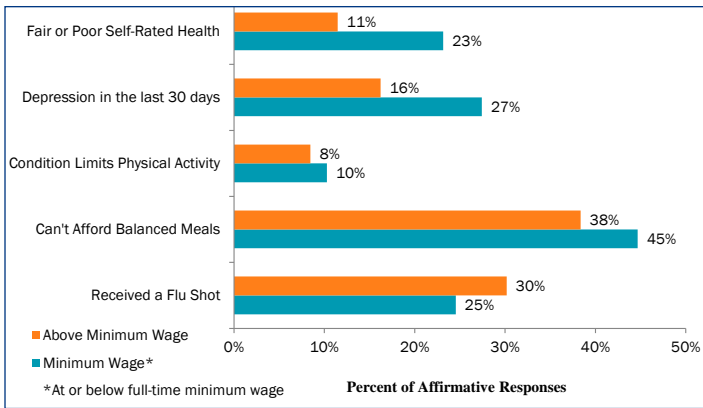
We have achieved much together in 2014 and I look forward to what's ahead in 2015.

Sincerely,



William B. Walker, M.D.

The next Director's Report will be the January issue. To publicize upcoming CCHS events and successes, contact Kate Fowlie at kate.fowlie@hsd.cccounty.us or 925-313-6636 by December 29. The Director's Report is available online at <http://cchealth.org/topics/publications/> and on isite at <http://cchs/>



People making the minimum wage or less reported feeling less healthy than those who made more money.



Report Predicts Minimum Wage Increase Would Lead to Healthier Bay Area

A new report released by the Bay Area Regional Health Inequities Initiative (BARHII) predicts significant public health benefits for raising the minimum wage in the Bay Area, as Oakland and San Francisco voters did for their cities at the November polls. The report, “The Minimum Wage and Health: A Bay Area Analysis,” was prepared by a team including Contra Costa Public Health’s Abigail Kroch, Jennifer Lifshay and Marlisa Pillsbury, and it examines the close relationship between health outcomes and wage-based income for the Bay Area’s low-wage workers. A hypothetical rise in the Bay Area-wide minimum wage to \$12.50 hourly in 2015 would affect nearly 1 million workers—about 28 percent of the workforce—leading to a number of health benefits, such as greater access to nutritious food and longer life expectancy, among other findings. Pediatric health also would improve, as many affected workers are members of families with children. BARHII is a collaborative of 11 Bay Area public health departments seeking to reduce health disparities, including Contra Costa Health Services.

To read the report, visit barhii.org/resources/minimum-wage-health

CCRMC Recognized for Delivering High-Quality Maternity Care

Our Contra Costa Regional Medical Center has been recognized as one of 33 high-performing hospitals in California when it comes to maternity care, according to a new analysis by the California Hospital Assessment and Reporting Taskforce (CHART). CHART, a statewide collaborative that reports on hospital performance, analyzed 262 hospitals in the state using four measures of maternity care – low-risk C-section rates, episiotomy rates, rates of exclusive breastfeeding before discharge, and vaginal birth after C-section (VBAC) rates. CCRMC rated far better than the statewide average in each of those categories. This isn’t the first time CCRMC’s maternity care has been recognized for its excellence. In 2012, the hospital’s perinatal program was honored by the California Health Care Safety Net Institute for its success in helping women who have had a cesarean delivery avoid the surgery with their next pregnancy. About 200 babies are born every month at CCRMC. Congratulations to our outstanding team of perinatal doctors and staff!

To see an interactive data map and infographic with CHART’s analysis, visit www.chcf.org/publications/2014/11/tale-two-births

County Joins National Campaign to End Veteran and Chronic Homelessness

Our Homeless Program was one of 67 organizations selected to join Zero: 2016, a national campaign that aims to end veteran and chronic homelessness within two years by using real-time data and performance management tracking to accelerate housing efforts. The Zero: 2016 campaign, led by New York-based nonprofit Community Solutions, will provide technical assistance to the county's Homeless Continuum of Care, including hands-on coaching and data tools, and will organize a national peer-to-peer learning network to accelerate innovation across communities. The campaign formally begins in January 2015, during the national Homeless Point-in-Time Count. The last full count in Contra Costa County was conducted in 2013, and identified 227 veterans and 1,092 people who were chronically homeless. The results from the 2015 count will be used as the baseline for Zero: 2016 performance measures. The Homeless Program, part of Contra Costa Health Services' Behavioral Health Division, underwent a competitive application process to join Zero: 2016. The 67 communities selected for Zero: 2016 represent 31 different states and the District of Columbia.



For more information about Zero: 2016, contact Chief of Homeless Services Lavonna Martin at 925-313-7700.

State Law Will Allow Dogs in Outdoor Dining Areas

Starting in January, changes in state law will permit retail food businesses to allow dogs in outdoor dining areas, if they meet several conditions intended to protect diners and staff. The modification to California's health code, signed by Gov. Jerry Brown in August, does allow local government to restrict or prevent dogs in restaurants, but Contra Costa County has no such ordinance. Beginning January 1, 2015, state law will allow restaurants to seat diners with dogs on leashes or in carriers in outdoor dining areas that have a separate entrance. (Service or police canines are allowed both in outside and indoor dining areas.) Food cannot be prepared or stored in the pet area, and dogs may not eat or drink from dishes used to serve food to people. The law does not change the health and safety standards by which the county regulates retail food businesses—restaurants that allow dogs will follow the same rules and be subject to the same regulatory and inspection requirements as other businesses. Our Environmental Health Division is studying the changes and has prepared information to share with the public and facility operators.



Photo: Dean Wissing via Wikimedia Commons

On Jan. 1, restaurants can seat diners with dogs on leashes or in carriers in outdoor dining areas that have a separate entrance.

For more information about the dog law, contact Environmental Health at 925-692-2500.

Regional Drill Prepares Bay Area Health Departments for Large-Scale Emergency

Contra Costa Health Services and other health departments across the Bay Area participated in a regional drill on November 20 to better prepare their communities in the event of a large scale health emergency. Cities, hospitals, clinics, community organizations, first responders and hundreds of volunteers participated in the exercise, which simulated an anthrax bioterrorism attack affecting the entire Bay Area. In Contra Costa County, the City of El Cerrito partnered with Public Health to host a mock “point-of-dispensing” site for distributing medication to the public. The City of San Pablo also participated, along with local Community Emergency Response Teams (CERT) and the American Red Cross. CCHS staff also participated in mock activations of the county’s Emergency Operations Center and Department Operations Center. Regionally, health departments from Alameda, Contra Costa, Marin, San Benito, San Mateo, Santa Clara, San Francisco and Sonoma counties, and the City of Berkeley all participated in preparedness drills. Those agencies collectively form the Bay Area Mass Prophylaxis Working Group (BAMPWG), which organized the exercise with funding from the Centers for Disease Control and Prevention (CDC) and the Bay Area Urban Areas Security Initiative (UASI).



The City of El Cerrito partnered with Public Health to host a mock “point-of-dispensing” site for distributing medication to the public.

To see more photos from the event, visit [CCHS’ Facebook page](#)



Patient Tim Tarman, community health worker Griselda Garibay, mental health clinical specialist Amanda Dodd and Public Health’s Director of Epidemiology, Planning & Evaluation Abigail Kroch discuss behavioral health integration at a recent DSRIP report-out.

Hospital and Health Centers Meeting Improvement Goals

Four years into the Delivery System Reform Incentive Payments (DSRIP) program, Contra Costa Regional Medical Center (CCRMC) & Health Centers has successfully laid the foundation for delivery-system transformation. The DSRIP is part of California’s Section 1115 Medicaid waiver. In exchange for at-risk dollars, the DSRIP requires 21 public and academic medical centers in California to achieve numerous milestones in five categories: infrastructure development, innovation and redesign, population-focused improvement, urgent improvements in care and HIV Transition Projects. This reporting year, CCRMC & Health Centers reached 59 milestone target measures across 20 improvement projects, according to its recently submitted annual report. The following elements that have been important for DSRIP milestone completion: Flexible and modern IT systems; improved staff communication; a team-based approach to problem-solving; and cutting-edge training so team members can introduce, monitor and evaluate new programs effectively.

To learn more about DSRIP and read the latest annual report, visit cchealth.org/medicalcenter/dsrp.php



In the video, Dr. Natasha Pinto describes how a diabetic patient's condition didn't improve because the patient didn't have a refrigerator to store insulin.

Video Highlights Partnership with Health Leads at West County Health Center

A new five-minute video showcases an innovative partnership between CCRMC & Health Centers and Health Leads, a nonprofit organization devoted to addressing underlying socioeconomic issues that affect health. The partnership allows providers at our West County Health Center (WCHC) to “prescribe” services to address issues such as hunger, lack of adequate housing and unemployment. Health Leads advocates at the health center then help connect patients to relevant resources in the community. Produced by CCHS’ communications unit, Community Education & Information, the video includes interviews with patients, Health Leads advocates and West County providers. Among the providers featured is Dr. Natasha Pinto, who describes how she came to realize that a diabetic patient’s condition kept worsening because the patient didn’t have a refrigerator to store insulin. The partnership with Health Leads, which began in June, is made possible by philanthropic support from the following organizations: Blue Shield of California Foundation, The California Endowment, The California HealthCare Foundation and Kaiser Permanente Community Benefits.

For more information about Health Leads, visit healthleadsusa.org. To see the video, visit CCHS’ Vimeo page: vimeo.com/contracostahealth



Every dollar donated provides two full meals to the needy, and allows the Food Bank to purchase perishables such as fresh fruits.

Donate to the Food Bank as Part of the Annual “Food Fight”

The 12th annual Counties Care Holiday Food Fight is on between Contra Costa and Solano county employees! With your help, our county can win its friendly competition to deliver the most food to the Food Bank of Contra Costa & Solano Counties. You can deliver help to hungry families by visiting foodbankccs.org and designating your donation for “Contra Costa County Employee Food Fight.” You can also donate with cash or check in the office. Every dollar donated provides two full meals to the needy, and allows the Food Bank to purchase perishables such as fresh fruits. The Food Fight runs through December 31.

For a list of Health Services staff who are collecting donations for the Food Bank, see iSITE or contact Jessica McCracken at jessica.mccracken@hsd.cccounty.us or 925-313-6712.

Connect with Health Services on Facebook & Twitter!



Health care workers who didn't get a flu vaccine must wear masks when working in patient care areas.



Unvaccinated Health Care Workers Required to Wear Masks During Flu Season

Flu season is here, and all health care workers in Contra Costa County must wear a mask in patient care areas if they did not get a flu vaccine. The mask must be worn when working in patient care areas during the flu season, which spans from November 1 to March 31. This is the third flu season the masking requirement has been in effect at health facilities in Contra Costa County. CCHS Director Dr. William Walker, in his role as county health officer, originally issued a vaccination or masking order for health care workers in 2012. Health care workers can avoid having to wear a mask by getting vaccinated. All county employees, including Contra Costa Regional Medical Center & Health Centers staff, may receive flu vaccine on Fridays from 8 a.m. to 11:30 a.m. at Vista Oaks Occupational Medicine, 10 Douglas Drive, Suite 110 in Martinez.

Contra Costa Health Plan will exit Covered California on January 1, 2015

Contra Costa Health Plan (CCHP) is making final preparations to withdraw from Covered California, the state's health insurance exchange, by the end of this year. Approximately 900 CCHP members who signed up through the Exchange had to find insurance with another carrier by December 15 so they wouldn't experience a disruption in their coverage on Jan. 1, 2015. CCHP staff made repeated contacts by letters and phone to these members to alert them that they needed to choose health insurance with the other health insurance plans in Contra Costa County still in the Exchange in 2015. CCHP decided not to participate in Covered California in 2015 because of the financial burdens posed by new federal regulatory requirements. The move to withdraw only affected a very small percentage of CCHP's 162,000 members. Meanwhile, CCHP continues to grow rapidly in Medi-Cal since the Medi-Cal expansion went into effect. As of December 1, CCHP had added 60,000 Medi-Cal patients to its rolls since the beginning of the year.

For more information, visit cchealth.org/flu

For more information, call CCHP's marketing team at 1-800-211-8040



Patients can access their myccLink accounts by downloading the free MyChart app.

MyChart App Gives Patients Mobile Access to myccLink Accounts

Patients with smartphones and tablets can now access their myccLink accounts via the free “MyChart” app. The app can be downloaded for free from Apple’s App Store or from Google Play. Like with the desktop version of myccLink, patients who receive their primary care at Contra Costa Regional Medical Center & Health Centers can use the MyChart app to message their doctors, request refills and see lab results.

For more information about myccLink and the MyChart app, contact Dr. Rajiv Pramanik at rajiv.pramanik@hsd.cccounty.us or visit cchealth.org/mycclink



Photo:condocommunicator.blogspot.com

Column: Healthy Sleeping Habits Will Get You Through the Night

While insomnia isn’t life threatening, it can be a real drag on a person’s quality of life, Dr. Kaitlyn Van Arsdell wrote in a recent Healthy Outlook column that appeared in the Contra Costa Times. Lack of sleep can lower people’s productivity at work or school, impact their moods, and affect their ability to concentrate, Dr. Van Arsdell said. Insomnia can also exacerbate other conditions like depression. Most often, according to Dr. Van Arsdell, the best way to treat insomnia itself is by developing good sleeping habits or good “sleep hygiene.” Proper sleep hygiene includes developing a bedtime routine, sticking to a regular sleeping schedule and avoid napping, and using your bed for sleeping—not reading, watching TV or looking at personal electronic devices.



Dr. Kaitlyn Van Arsdell

To read Dr. Van Arsdell’s full column, visit cchealth.org/column



Julie Holmes, LVN

Contra Costa Regional Medical Center and Health Centers

For taking on the task of monthly hand hygiene observations. For always asking how she can help improve workflow and care for patients and never accepting the status quo.

◆Nominated by Amber Owens

Audrey Gray

Medical Records Coder
Contra Costa Regional Medical Center and Health Centers

For demonstrating excellent leadership and customer service skills in handling coding issues with hospital billing and quality management, and for being a great team player.

◆Nominated by Sihina Tatum

Juliette Manry

Registration and Staffing Manager
Contra Costa Regional Medical Center and Health Centers

For being an excellent supervisor who genuinely cares about her staff. For pitching in to help as needed, and for always going above and beyond.

◆Nominated by Tami Edick

Jon Garcia

Clerk–Senior Level
California Children’s Services

For doing an excellent job coordinating with Kaiser’s team. For making requests for records clear and concise, for the partnership and support, and for making processes more efficient.

◆Nominated by Aimee Ruskin, Kaiser Permanente

Athena Sanchez

Clerk–Senior Level
Contra Costa Regional Medical Center and Health Centers

For going above and beyond to help patients get their medications refilled and for being responsive to their needs.

◆Nominated by Lynn Grassano

Dola Macaulay

Community Health Worker Specialist
Contra Costa Regional Medical Center and Health Centers

For consistently serving her patients with enthusiasm and service excellence.


◆Nominated by Sue Meltzer

Vivien Grays, RN

Contra Costa Regional Medical Center and Health Centers

For being extremely caring, kind and professional while I underwent medical procedures at CCRMC.

◆Nominated by a patient

 **DO YOU KNOW SOMEONE Going the Extra Mile?**
To recognize a CCHS employee, vendor or volunteer for outstanding Service Excellence performance, submit the commendation form by email to wanda.session@hsd.cccounty.ca.us or fax to 925-957-5401. Forms are on our website (cchealth.org on the About Us page) or iSITE, our intranet, at <http://cchs.org>. Nominations are subject to approval by Division Directors.



Yodeillie Baybayan

Public Health Nurse Program Manager
California Children's Services

For enthusiastically leading the implementation of two new family-centered California Children's Services projects.

◆Nominated by Barbara Sheehy

Milagros Garcia, PHN

Contra Costa Regional Medical Center and Health Centers

For utilizing her organizational skills to increase efficiencies in the clinic. For working diligently with staff and the clinic extremely well to ensure overall service excellence.

◆Nominated by Sue Meltzer

Maria Banales

Certified Medical Assistant
Contra Costa Regional Medical Center and Health Centers

For always going the extra mile for her patients and staff and being a wonderful team player while providing service excellence to all

◆Nominated by Sue Meltzer

Priscilla Hinman, MD

Contra Costa Regional Medical Center and Health Centers

For many years of leadership and service excellence at the West County Health Center.

◆Nominated by Sue Meltzer

Maria Regina Panaligan

Charge Nurse
Contra Costa Regional Medical Center and Health Centers

For making shift change improvements in her new role as charge nurse and ensuring that everything runs smoothly.

◆Nominated by Eddie Geoff

5D Surgical Unit

(please see iSITE for a list of names)

Contra Costa Regional Medical Center and Health Centers

For working very hard on this super busy 5D floor, for helping each other out and for providing excellent patient care.

◆Nominated by Eddie Geoff

Linda Wallgren

Clerk—Experienced Level
Contra Costa Regional Medical Center and Health Centers

For working very hard and performing her duties well and for helping the staff.

◆Nominated by Eddie Geoff

DeLinda Taylor

Certified Nursing Assistant
Contra Costa Regional Medical Center and Health Centers

For going above and beyond with patient care on 5D.

◆Nominated by Eddie Geoff



Viktor Geyfman, LVN

Contra Costa Regional Medical Center and Health Centers

For going above and beyond with patient care and doing more than what is needed of him especially when he works on 5D.

◆Nominated by Eddie Geoff

Sandra Gholson

Clerk–Specialist Level

Contra Costa Regional Medical Center and Health Centers

For her dedication and professionalism as a HIM Physician Liaison. The department goal cannot be achieved without her.

◆Nominated by Vivienne Dang

Amanda Kuzio

Mental Health Clinical Specialist

Behavioral Health Services

For taking initiative to ensure follow through with complex cases. For researching and implementing new strategies to help clients. For providing high quality clinical care, and for being reliable and a team player.

◆Nominated by Chris Castro

James Rael, MD

Contra Costa Regional Medical Center and Health Centers

For treating every patient with respect and for always managing to keep a smile.

◆Nominated by DeAnn Bologna

Mila Garcia, PHN

Contra Costa Regional Medical Center and Health Centers

For working effortlessly to develop new program concepts, create various tools to support transformation and for going the extra mile to standardize these new concepts in all Healthy Start sites.

◆Nominated by Dola Macaulay

Iris Holland

Ryan Morgan

Systems Analyst II

Information Technology

For responding quickly and efficiently to our cclink tickets, providing friendly and courteous technical support and maintaining professional communication while troubleshooting problems.

◆Nominated by Rachael Birch

Hospital Staffing Office

Contra Costa Regional Medical Center and Health Centers

For managing the staffing office during stressful times and staffing shortages, and making sure that staff is available for CCRMC to deliver the best possible care for our patients.

◆Nominated by Tami Edick

Kelley Taylor

Ambulatory Care Clinical Supervisor

Contra Costa Regional Medical Center and Health Centers

For being an excellent mentor and teaching me that consistency and patience pays off despite hurdles.

◆Nominated by Zohra Akbari



Erika Oseguera

Lead Registered Dental Assistant
Public Health

For her leadership role in the launch and expansion of our school-based dental clinics. For taking the lead in identifying necessary dental equipment, setting up clinics and developing systems for sterilization.

◆Nominated by Kristina Kutter

Jeanette Peel

Medical Staff Coordinator
Contra Costa Regional Medical Center and Health Centers

For leading and performing her tasks with excellence during a period of staffing shortage. Thank you for your tremendous support in Credentialing.

◆Nominated by Guenter Hofstadler

Maria (Mia) Fairbanks, RN

Emergency Medical Services

For her participation at Chest Pain Meetings and STEMI Huddles and for being instrumental in supporting the recent planning and organization of a mock STEMI exercise between one of our STEMI receiving centers and emergency ambulance provider AMR.

◆Nominated by Patricia Frost

Adelita Negrete

Clerk—Experienced Level
Anamarie Varas de Valdes Lee

Clerk—Senior Level
California Children’s Services

For being an outstanding team player, for providing excellent customer service to our California Children’s Services clients and staff, and for adapting to change in a very gracious and professional way.

◆Nominated by Mariana Liu

DECEMBER MILESTONES

Congratulations to these employees who have given us long years of service: Jocelyn A. Habal, Lucero Torres, Hazel J. Garcia-Linares, Billy Wright, Lisa A. Ginder, Jennifer Lifshay, Alvin A. Silva, Belinda S. Veloso, John M. Hollender, Aileen C. Penn, Eleanor Vohryzek, Corey J. Bagsby, Rita C.P. Gonzales, LaShun R. Shumake-Ward (10 years); Jon K. Beauchamp, Leani S. Lejano, Lucille M. Figueroa, Beverly A. Fuhrman, Timothy L. Ellsworth, Dale G. Miller, Roberto Rodriguez, Lori L. Varner, Lucy Bermudez, Sheilah A. Zarate, Blanca E. O’Connor, Emilita A. Delacruz (15 years); Joni Dongallo, Yolanda G. Leyva, Laura Dejesus, Teresa Schreeder, Lowell D. Cervantes, Bertha A. De La Paz, Craig Desoer, Bertha Choy (20 years); Raul M. Garro, Renita R. Kincade, Julie Turner, James W. Kenshalo, Evelyn Sunga (25 years); Steven A. Cloutier, Flordeliza S. Eaton (30 years); Hazel A. Maldonado and Fara J. Villa (35 years).