

DIRECTOR'S REPORT

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Housing and Health

As we look around the country, there are more and more health organizations and funders who recognize that good health and access to safe housing are inextricably intertwined. At Contra Costa Health Services (CCHS), we have seen through our Healthcare for the Homeless program that medical and therapeutic care will only go so far toward improving health. Individuals and families also need safe and secure places to live.



William B. Walker, MD
CCHS Director

The Medi-Cal 2020 waiver recognizes the nexus between improving population health and providing safe housing. It has new requirements for meeting the needs of our highest risk patients, many of whom are homeless. We will not be able to reach benchmarks required under Medi-Cal 2020 without simultaneously addressing housing and other social needs of our patients. Medi-Cal 2020 also requires us to provide patient-centered, whole-person care. To achieve this, we must integrate and coordinate care and services across our delivery system.

In addition, we must increase and expand our partnership with other county departments, community-based organizations, residents and others.

The San Diego Model

San Diego County recently recognized that trying to meet health needs of chronically homeless could not be done without more formally connecting its health and housing programs. On July 1, 2016, San Diego officially moved its Housing and Community Development Department into the Health and Human Services Agency. Nick Macchione, director of San Diego's Health and Human Services Agency, told *Governing* magazine the philosophy behind the merger was simple: "No home, no health."

San Diego is the largest county to implement this type of merged program, but not the only one. Governments across the country are looking at this idea.

In Contra Costa County, CCHS was given responsibility of administering housing services for homeless people in the early 1990s. Since that time, we have learned that we will never be able to end homelessness without addressing the upstream social determinants of health.

Many times you have heard me describe that health is more than what happens in the exam room with a doctor.

DID YOU KNOW?
3,500 people
were identified as homeless or at
risk of homelessness in
Contra Costa during the 2016
point-in-time count.

Continued next page

Access to basic needs such as nutritious food, housing and safe places to exercise and play greatly impact the health of those whom we serve. Now Medi-Cal 2020 requires that health systems like ours address these social needs and funding is linked to our ability to do this successfully.

A New Division in CCHS

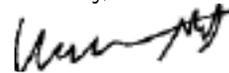
To meet these demands, I am developing a new division within CCHS—Health, Housing and Homeless Services. This new division will work to integrate housing and homeless services across our health system; coordinate health and homeless services across county government and in the community; and work with key partners such as the Employment and Human Services Department, the Housing Authority, school districts, housing providers, law enforcement and cities to develop innovative strategies to address the community’s health and social needs. Creating a Health, Housing and Homeless Services Division will provide the focus and emphasize the importance of this effort, and hopefully attract more resources to address the issues.

I am pleased to announce that Lavonna Martin will lead this new division. Lavonna has provided leadership in various capacities in our Housing and Homeless Program for more than 16 years, the last five as program chief. Lavonna has earned master’s degrees in both public administration and public health, and is a recent graduate of CCRMC’s Change Agent Fellowship. I know that her education, training and experience will continue to serve our communities well. Please welcome Lavonna in her new role.

We have a lot of hard work ahead to meet the health and social needs of our communities. The new Health, Housing and Homeless Services Division will help, but it will take all of us working together with our community partners to reach our goals.

I am excited about the opportunity Medi-Cal 2020 presents to provide health and healthcare in ways that will address the whole person.

Sincerely,



William B. Walker, M.D

Homeless Connect Needs Volunteers and Providers for Oct. 13 Event

The Homeless Program seeks both volunteers and service providers for Project Homeless Connect, Contra Costa’s one-stop annual event to connect residents experiencing homelessness to benefits, medical care, behavioral health and social services, shelter and housing.

The event will be held this year at the county fairgrounds in Antioch on October 13. Project Homeless Connect typically serves hundreds of people, and dozens of volunteers are needed to greet participants, serve food and assist with completing applications and finding services. Training is provided. County employees can volunteer to participate for all or part of the day by using their leave, with the approval of their supervisors.

The Homeless Program is also recruiting service providers—past events have included services such as wheelchair repair, massage, foot care, pet care and legal assistance.



Volunteers listen to an introductory briefing before a past Project Homeless Connect in Richmond.

For more information or to volunteer your time or services, visit cchealth.org/homelessconnect or call 925-313-7700.

The next issue of the Director’s Report comes out in September. To publicize upcoming CCHS events and successes, contact Will Harper at will.harper@hsd.cccounty.us or 925-313-6903. The Director’s Report is available online at cchealth.org/newsroom and on isite at <http://cchs/>

Patients Now Can Book Appointments at County Health Centers Online



Online appointment-scheduling may improve patients' access to care and provide relief to the phone appointment unit.

Since late July, patients at Contra Costa Regional Medical Center (CCRMC) & Health Centers have been able to schedule some types of medical appointments online without having to call the appointment unit.

Patients can now schedule office visits with their primary care providers on myccLink, our free online app for patients. Parents with family-access privileges granted by the medical records unit can also book well-child checkups for their children through myccLink.

Initially, only 20% of primary care appointments in family medicine, adult medicine and pediatrics will be made available for online scheduling. This will allow us to better understand the impact of online scheduling before

expanding the feature, said Dr. Chris Farnitano, director of process redesign and system integration at CCRMC.

Dr. Farnitano said he is optimistic online scheduling will improve patients' access to care and provide relief to the phone appointment unit. Only about 14% of CCRMC & Health Centers' empaneled patients are currently enrolled in myccLink, but the new appointment feature is expected to improve sign-up rates.

Since myccLink debuted two years ago, we have seen similar sign-up rates across different ages, and for all insurance classes, including Medi-Cal. About 10% of our senior citizen patients age 70-79 have set up a myccLink account, Dr. Farnitano said.

For more information, contact Dr. Farnitano at Chris.Farnitano@hsd.cccounty.us or visit mycclink.cchealth.org.

Blue-Green Algae Found in Discovery Bay

Our Environmental Health (EH) Division and the Central Valley Regional Water Quality Control Board recently warned people in Discovery Bay to avoid going in the water after tests showed the presence of potentially harmful blue-green algae.

Environmental Health inspectors took samples in the area last month after receiving several complaints. After the lab results came back positive for microcystin toxins produced by blue-green algae, EH shared information on the cchealth.org and the electronic dashboard NextDoor and asked the reclamation community services districts to post [MU1] "Caution" and "Danger" signs.

Blooms of blue-green algae, also known as cyanobacteria, can look like green, blue-green, white, or brown foam and scum floating on top of or suspended in the water. Exposure to blue-green algae and the toxins it produces can cause rashes, skin and eye irritation, allergic reactions, gastrointestinal upset, and other effects. At high levels, exposure can result in serious illness or death, according to the California Department of Public Health. Dogs are especially vulnerable to getting sick and there have been several reports through the years of dogs dying following exposure. Environmental Health Director Dr. Marilyn Underwood said the contamination only affects recreational water areas, not drinking water from the tap in Discovery Bay.



For more information, contact Dr. Underwood at Marilyn.Underwood@hsd.cccounty.us

Vigil Held in Front of CCRMC for Victims of Violence

About 100 people attended what was billed as an “Honor & Justice Vigil” last month outside Contra Costa Regional Medical Center (CCRMC) to pay tribute to lives lost to senseless violence. The 45-minute event was organized by CCRMC’s health equity team. According to Connie James, CCRMC Health Equity Manager, the vigil provided a place for people to come together and mourn and honor those who have died.

During the vigil, participants read the names of people shot and killed in the U.S. during the past year in highly publicized incidents in cities such as San Bernadino, Orlando, Dallas and Baton Rouge. Inspirational quotes and the sounding of a Tibetan singing bowl followed the calling of the names for each incident. Musician Syria Berry played heartfelt songs, including a verse from John Lennon’s “Imagine.” Art therapists and staff from the Wright Institute were also on hand to help people express their grief during and after the vigil.

Student interns led an activity to solicit from staff and patients future actions CCRMC could take to create a violence and bias free environment. These suggestions to be brought to the CCRMC Equity team for future project consideration.



Organizers created a makeshift altar with the names of the deceased, flowers and art.

Health Plan’s Pediatric Obesity Program Recognized for its Excellence

Contra Costa Health Plan’s pediatric obesity disease management program, the Go! Club, was recently recognized as a best practice by the Childhood Obesity Prevention and Treatment (CHOPT) project.

Contra Costa Health Plan (CCHP) launched the Go! Club in 2013 to promote healthy lifestyle changes after recognizing high rates of obesity in its pediatric population. The health plan promoted these changes by educating families about obesity, connecting them to community resources, facilitating the development of community programs to support families and engaging providers to utilize tools that support healthy lifestyle changes among families.

The program has reached over 1,800 children, 52% from Spanish-speaking families and 98% from low-income households. Measures relevant to body-mass index assessment and nutritional and physical activity counseling by providers have increased by 50% since initiation of the program.

CHOPT will include the Go! Club model in its forthcoming toolkit for health plans to use when designing and implementing such anti-obesity initiatives. CHOPT is a collaboration between the Institute for Medicaid Innovation, Medicaid Health Plans of America and the Association for Community Affiliated Plans.



Go Club team members (l to r): Deborah Rangel, Elisa Hernandez, Catherine Harrell, Kevin Drury and Dr. Diane Dooley. Not pictured: Lourdes Jensen, RN.

For more information, contact Kevin Drury, CCHP’s director of quality management, at kevin.drury@hsd.cccounty.us

Outreach Workers Help People With HIV Get the Care They Need

Nationwide, only 25% of people with HIV are fully engaged with medical care, meaning they are taking HIV medications and have achieved an undetectable HIV viral load. Contra Costa is doing much better than the nation as a whole: 70% of HIV-positive residents have an undetectable viral load. One reason for this accomplishment is the outreach service offered through our HIV/AIDS & STD Program.

People living with HIV often find it difficult to seek treatment and stay in care. To keep people on track, outreach workers in the HIV/AIDS Program visit clients in their homes, accompany them to medical appointments and coordinate with medical social workers.

During the first half of 2016, 93 clients received outreach services. Of the 57 closed cases, more than half were successfully linked to care, meaning they re-engaged with their HIV doctor or medical case manager.

Outreach workers also may assist clients with disclosure of their HIV status to sexual or needle-sharing partners and create a relationship with the client that builds on personal empowerment. By supporting clients along the way and meeting them where they are, outreach workers contribute to a system of care where more clients remain engaged and healthy.



Outreach workers like Nicole Lapointe keep clients engaged in their care.

For more information, contact Christine Leivermann at Christine.Leivermann@hsd.cccounty.us

Meals on Wheels Contra Costa—5 Million Served and Counting

Meals on Wheels of Contra Costa is expected to reach the milestone of delivering its 5 millionth subsidized meal to a nutritionally at-risk homebound elderly person in the county this month.

The charitable organization, part of our Public Health Division's Senior Nutrition Program, was established in 1990. The program now delivers 1,600 meals a day to homebound seniors in Contra Costa, according to Senior Nutrition Program Director Paul Krantz, who co-founded the organization with Bob Sessler. Meals on Wheels subsidizes the majority of the cost of each meal.

In addition to Meals on Wheels, the county's Senior Nutrition Program provides meals to 640 seniors daily in 17 senior centers throughout the county, Krantz said.



Meals on Wheels delivers 1,600 meals a day to homebound seniors in Contra Costa.

For more information on Meals on Wheels Contra Costa, visit mealsonwheelsofcontracosta.org

Contra Costa a Model for Improved Industrial Safety Laws

California is moving closer to adopting statewide oil refinery safety standards similar to those pioneered by Contra Costa County through its Industrial Safety Ordinance (ISO).

The state Office of Administrative Law (OAL), which reviews new regulations proposed by state agencies, is now considering recommendations to strengthen laws governing the processing of hazardous materials and the California Accidental Release Prevention (CALARP) program. Hazardous Materials Chief Randy Sawyer and his staff have worked closely with multiple state agencies in developing the new regulations, including the Environmental Protection Agency, Office of Emergency Services and Department of Industrial Relations (Cal/OSHA).

The changes would set new safety performance standards for all refineries in California, improve refinery transparency and accountability, and increase participation of front-line workers in prevention efforts. Many of the improvements are modeled after the regulatory system mandated in Contra Costa by the ISO, which the Board of Supervisors approved in 1998.

The statewide changes were recommended in a report commissioned by the governor's office following the 2012 fire at the Chevron Richmond oil refinery. If the OAL approves, California will adopt the new regulations. The overall process may take up to one year to complete.



The statewide changes were recommended in a report done following the 2012 refinery fire at Chevron in Richmond.

To learn more about Contra Costa's Industrial Safety Ordinance, visit cchealth.org/hazmat/iso

Anna Roth Named One of Top Hospital Execs to Follow on Twitter

A national trade publication recently named Contra Costa Regional Medical Center (CCRMC) & Health Centers' CEO Anna Roth one of the top 28 hospital leaders and physicians to follow on Twitter.

In July, *Becker's Hospital Review* recognized Anna and several high-profile healthcare leaders on Twitter, including the CEOs of Kaiser, Cleveland Clinic, Dignity Health and the Mayo Clinic. *Becker's* noted that Anna "usually tweets about breaking healthcare news and new studies."

Anna has more than 1,600 followers on Twitter. *Becker's* also recognized her as one of the top healthcare leaders to follow on Twitter in 2013.



Hospital CEO Anna Roth has more than 1,600 followers on Twitter

Contra Costa EMS Presents at CDPH Emergency Preparedness Conference

Contra Costa EMS Director Pat Frost moderated a presentation at "Path to Preparedness," an emergency preparedness training workshop on June 28 hosted by the California's Department of Public Health and Emergency Medical Services Authority.

The presentation, "Dare to Prepare: Kids with Special Needs," covered ways that communities and hospitals can accommodate children with access and functional needs in their disaster plans. Panelists included Rita Burke, PhD, MPH, an assistant professor of research surgery and preventative medicine at Children's Hospital Los Angeles and University of Southern California, and Bridget Berg, MPH, manager of the Pediatric Disaster Resource and Training Center at Children's Hospital Los Angeles. Both Pat and Bridget serve on the National Pediatric Disaster Coalition executive committee.



Grace Dwyer

Clinical Systems Analyst II
Information Technology

For her professionalism and hard work assisting with the design of the new intake process that has made our jobs less complicated.

◆Nominated by Milagros Garcia

Lauren Flenory

Institutional Services Aide
Contra Costa Regional Medical Center and Health Centers

For being a great team player and for keeping her smile, without complaining during an extremely busy night shift.

◆Nominated by Maria Panaligan

Socorro Padilla

Promotora
Public Health

For going the extra mile to assist patients with completing various applications, scheduling appointments and getting their medications.

◆Nominated by Fadua Galdamez

Eddie Mendoza Ong, RN

Contra Costa Regional Medical Center and Health Centers

For being an excellent, hardworking and caring nurse. For advocating for his patients and always making them his priority. For being a delight to work with.

◆Nominated by Maria Panaligan

Thomas Tighe

Mental Health Program Manager
Contra Costa Regional Medical Center and Health Centers

For his support and assistance and for always sharing his resources with us. For keeping us on track daily and watching out for us.

◆Nominated by Sally Reader-Matthews

Alena Cruz

Clerk-Specialist Level
Personnel

For going above and beyond to provide information in order to resolve an urgent matter. For following up and keeping us informed of the status of the situation.

◆Nominated by Juliette Manry

Delinda Taylor

Hospital Attendant
Contra Costa Regional Medical Center and Health Centers

For being helpful during a busy night shift and for always ensuring that her patients are safe and comfortable.

◆Nominated by Eddie Mendoza Ong

Vic Montoya

Mental Health Program Chief
Contra Costa Regional Medical Center and Health Centers

For going the extra mile to arrange transportation for an elderly family member to visit her brother in the hospital before he passed away.

◆Nominated by Sally Reader-Matthews

Kimberly Krisch

Mental Health Community Support Worker II

Contra Costa Regional Medical Center and Health Centers

For volunteering to provide transportation for an elderly family member to visit her brother in the hospital before he passed away.

◆Nominated by Sally Reader-Matthews

Diana Goldbeck, RN

Brian Torres, RN

Francis Christobal, RN

Chaka Smith, RN

Olga Gusenkova, RN

Alexis Calimeris, RN

Contra Costa Regional Medical Center and Health Centers

For being an amazing team that made sure safe patient care was provided during a very hectic shift.

◆Nominated by Lisa Smith-Johnston

Katelyn Heinrich

Social Worker
Contra Costa Regional Medical Center and Health Center

For going above and beyond in the care of her patients, and for being supportive of her coworkers.

◆Nominated by Sally Reader-Matthews



Natalie Koch, RN
Bertha De La Paz
 Community Health Worker II
Joellen Gomez

Community Health Worker I
 Public Health

Sue Meltzer

Medical Social Worker

Contra Costa Regional Medical Center and Health Center

For going the extra mile as a team to assist a family with urgent transportation needs for their child. For being kind, supportive and compassionate to this family as they dealt with their child's illness.

◆Nominated by Leigha Brown

Jeremy Horan

Emergency Planning Coordinator
 Public Health

For going above and beyond by supporting two Bay Area Public Health Coalitions for six months until permanent staff was hired. For helping these coalitions thrive under his leadership.

◆Nominated by Kim Cox

Sandra Mesa, RN

Contra Costa Regional Medical Center and Health Centers

For providing leadership and safe patient care as relief charge nurse during a very busy night shift.

◆Nominated by Lisa Smith-Johnston

Cristobal Lopez

Mental Health Clinical Specialist

Dana Ewing

Planner/Evaluator

David Seidner

Mental Health Program Manager

David Turner

Substance Abuse Counselor

Genevieve Green

Mental Health Clinical Specialist

Jaime Jenett

Continuum of Care

Planning & Policy Manager

Jennifer Robbins

Administrator

Michelle Richardson

Substance Abuse Program Manager

Behavioral Health Services

For going above and beyond to provide nonviolent crisis intervention training to all Behavioral Health Services staff, increasing the level of safety and integration in our programs.

◆Nominated by Cynthia Belon

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

JULY-AUGUST MILESTONES



Congratulations to these employees who have given us long years of service: Jacklyn N. Ocanas, Kuljinder K. Dhillon, Belkys Teutle, Caitlyn McCoy, Marilyn A. Ignacio, Sara A. Chisum, Ermeli B. Reyes, Sheree Williams, Shandra Young, Cecilia Gonzalez, Gina Headley, Jin Lee, Rhea Matheny, Tracy Meggerson, Byron Varnado (10 years); Maribel M. Rickard, Carol Armenta, Otilla N. Tiutin, Christopher M. Keaveny, Huy D. Dao, Jennifer Love, Farifteh Molaparast, Mary A. Holzapfel, Trishia Maruri, Alycia Rubio, Elizabeth Topete, Maria Togonon, Maria Marquez, Buck Stealman, Michelle Edwards, Michael Pereira, Nadia Arias, Shawn Frison, Harbinder Kaur, Glen Stewart, Denise Stevenson, Maritess Rayroa (15 years); Susan N. Smith, Victoria L. Perry, Davida McEachnie, Frenda Y.K. Chan, Eileen H. Brooks, Jeffrey Katzman, Rachel Salumbides-Deguzman, Fatmata Longstreth (20 years); Peggy A. Stranton and Maria R. Ferrer, Nestor Millado, Rosemarie Garcia, Elena O'Mary and Connie Ward (25 years).