HHSA NEWS

Journey towards a Safer Workforce: Project Update on the Safe Workforce Strategic Plan Objective
By: HHSA Security Committee

Hello fellow HHSA Staff! We would like to provide you with an update on the status of HHSA's security initiative work that started in Spring 2023. We are making a lot of progress in several safety and security areas. Here is a snapshot of the security related work happening to ensure a safe HHSA workforce.

1. Completed work:
- Finished Child Welfare Services (CWS) Safety Evaluation project
- Conducted CWS staff interviews-analyzed and categorized feedback from interviews
- Identified needs and created a workplan for deliverables:
  - Site Security upgrades
  - Field Safety applications and guides
  - Training
  - Policies and Procedures
- Published After-hours escort service and flyer
- Transferred Security staff management to SIU
  - Revised Security Staff Post Orders + updated binders for each location
- Scheduled and conducted monthly project team meetings
- Created content and coordinated with Branch Admin for CWS staff project updates
- Published Security Camera Access policy and procedure
- Conducted trials for self-dispatching Field Safety Apps + wireless panic buttons
- Acquired initial instructor certifications (ex. De-escalation + Physical Disengagement)
- Established a quarterly safety training plan (with a different course offered every quarter)
- Initiated short term lobby reconfigurations with plans and budgeting for long term reconstruction with safety and functionality at fore front of design.
- Implemented various physical site security upgrades (lighting, cameras, fencing)
- Initiated Online / Identity / Name scrubs
- Worked with State's Central California Intelligence Center Critical Infrastructure Protection Unit on building vulnerability assessments.
- Completed work on the Strategic Plan Safe Workforce objective
- Established workgroups for Offsite and Onsite to review and gather feedback:
  - HHSA Field Safety Guide
  - Other important safety/security issues

2. Work in-progress:
- Creating a single centralized HHSA Security Committee (charter, members, address new emerging priorities)
- Continuing to offer quarterly security trainings
- Creating Security Bulletin boards
- Implementing StaySafe field safety app + wireless panic button
  - Finalizing procurement of funds
  - Configuring application
  - Staff begin using app and wireless panic buttons
- Finalizing HHSA Field Safety Guide (in final review phase)
- Reconfiguring lobbies in conjunction with Project Refresh
- Continuing physical site security upgrades (cameras, fencing)
- Exploring innovative approaches to provide enhanced security services

3. Upcoming Work:
- Continue activation of the HHSA Security Committee (*see below if you are interested in volunteering on a subcommittee*)
- Offer additional quarterly security trainings
- Continue to update informational resources for staff
- Expand available community resources
- Provide neighborhood / crime details for home visits
- Develop De-escalation / Physical Disengagement Policy
- Develop Little Green Button (digital panic button) policy and procedure
- Update Safety Plan (from 2016) including upgrades to PA systems
- Identify and address any new safety/security issues as they arise through a structured committee process

The HHSA Security Committee membership
We are in the process of finalizing the committee and subcommittee membership. Our current contributing members towards this collaborative effort include: Mike Rossiter (SIU); Tony Kildare; Soua Moua; Marissa Green; Tracey Dickinson; Helen Ng; and Chris Whitaker (BPA project support). We are working diligently to address concerns and make improvements to ensure a safe workforce at HHSA. Be on the lookout for additional security updates soon.

If you are interested in participating on a security subcommittee, please select the Security Committee Subcommittee volunteer sign up form here.

IN THIS ISSUE

CALM APP CORNER

Work-life balance is something we all hear about, but balance is subjective to your own definition. What works for some might not work for others and what has worked for you in the past might not work now. It's also equally important to dive deeper and make sure we're balanced in all areas of life. That's why it's crucial to consistently reflect if the balance is working for you. Start finding your overall balance with the following Calm resources:

- Balancing, Not Balance: Try this guided meditation practice and learn how to find balance with our ever-changing needs in life.
- Slow the Swirl in Your Mind: Try a grounding exercise to stop your negative spirals and calm feelings of being overwhelmed.
- Letting Go of the Day: Use a guided body scan exercise to transition mindfully from your workday to your personal time.
- Chillout Sessions: Immerse yourself in Balearic beats, ambient sounds, and purposeful rhythms to transition yourself into a clear mental state.

Join one of the Calm App Webinars to learn how to get the most out of your Calm experience and bolster your overall well-being.

NEW AND NOTEWORTHY

HHSA HR Support Requests and Tracking Policy and Procedure
HHSA has adopted a new Agency-wide policy and procedure: 3.2.100 HHSA HR Support Request and Tracking policy which became effective September 11, 2023? This policy informs supervisors, managers, and directors how to request support from the HHSA HR team using a standardized form and process. Non-supervisory employees may continue to refer to the HHSA HR page for guidance on contacting the HHSA HR team. If you have any questions about this policy, please reach out to the HHSA Human Resources team.

Housing Support Program Update
Effective April 1, HHSA will no longer be able to provide funding assistance for new participants in the Housing Support Program. This is due to current budget projections, which anticipate running out of this state funded allocation based on our current commitments. We are continuing to provide previously agreed upon progressive rent schedules and have participants in master leases for which funds are budgeted. As of April 1, 2024, some new referrals will be denied for lack of funding. Any new referrals sent over will be provided with case management only until the new fiscal year commences on July 1, 2024. As required by our funding, HHSA provided written notice to the California Department of Social Services on February 22, 2024. We take great pride in this program and being able to help homeless families across the county. Unfortunately, we are beginning to see budget issues at the State impact services in the county. We will be notifying all homeless service providers and partners. We are also working to identify alternative funding and shelter options for homeless families in the county.

QUALITY IMPROVEMENTS WORD OF THE MONTH

Quality Improvement
Word of the Month

Flowchart

DEFINITION

A **flowchart** is a mapping tool that draws out all of the steps involved in a business process. You can use flowcharts to identify problem areas, redundant or unnecessary steps, and parts of the process that can be simplified.

IN A SENTENCE

"We'd like to improve the efficiency of our client intake process so that it is easier for clients to access our services. Let's create a **flowchart** to document the current client intake process, then look for opportunities to improve it"

WotM IN ACTION

How do I create a flowchart?
1. With your team, define where the process starts and ends.
2. Brainstorm all the major activities, inputs, outputs, and decisions that take place between the start and end of your process.
3. Arrange your steps in the order they are carried out. Use Post-it Notes so that you can easily move the steps around as needed.

Flowchart Symbol Guide
- An **oval** shows the action that starts the process and the final result
- A **box** shows the tasks performed during the process
- A **diamond** shows the points in the process where a decision is required
- An **arrow** shows the direction or flow of the process

Start Process → Alarm clock rings in morning → Ready to get up? → No → Hit snooze button / Yes → Shower and get dressed → End Process

Use your flowchart to look for improvement opportunities. For example, is your process being run the way it should? Are there complexities or redundancies that can be eliminated?

RECRUITMENT NOTIFICATIONS

Are you interested in exploring other classifications in the County and being notified when new jobs are posted for recruitment? We understand that many employees do not have enough time to visit our jobs page regularly, so we recommend that you sign up to receive notifications when new job bulletins are posted to ensure you know when new positions are posted.

To sign up visit our jobs page and find the "Job Interest Subscription" link. When you subscribe you can select the fields of work that interest you. We strongly encourage you to select the option "miscellaneous" if you wish to receive most of the job opportunities we recruit. Please reach out to HHSA HR for further assistance at hhsa.jobs@yolocounty.org.

PERFORMANCE & PROCESS MANAGEMENT HIGHLIGHT

Plan-Do-Check-Act or PDCA is a cyclical, four-phase process HHSA staff can use to improve programs and services to improve outcomes. Teams can use this model for quick quality improvement projects when a problem is noticed, to structure larger quality improvement efforts or if performance measures data indicate that there is a need for improvement. There are four phases to PDCA, and each letter stands for a different phase of the improvement cycle.

Plan: Identify an opportunity and plan for improvement. Steps in this phase include:
- Identify outputs, customers, and their expectations
- Describe the current process
- Measure and analyze
- Focus on an improvement opportunity
- Identify root causes
- Generate and choose solutions

**Do:** Test the change and carry out a small-scale study. Steps in this phase include:
- Map out a trial run
- Implement the trial run

Check: Review the test, analyze the results, and identify what you've learned. Steps include:
- Evaluate the results
- Draw conclusions

Act: Take action based on what you learned in the check step. If the change did not work, go through the cycle again with different plan. If successful, incorporate lessons from the test into wider changes. Steps include:
- Standardize the change
- Monitor; hold the gains
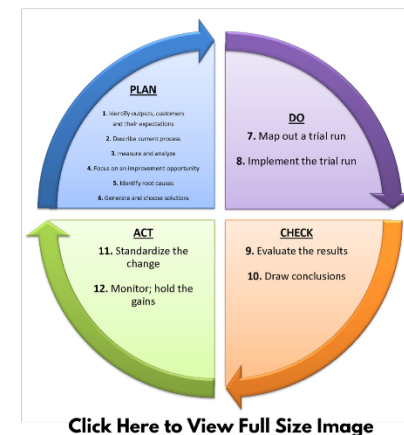
PDCA is not a one-time process, so it is important to repeat the cycle for continuous quality improvement! After each cycle, programs should also take steps to hold the gains so that the new process is standardized.

Looking for additional resources or information on quality improvement and PDCA?
Check out HHSA's Quality Improvement page on Inside Yolo, where you can learn more about quality improvement and download the Quick QI Template and samples to highlight your team's quality improvement efforts. Be sure to share your team's success by sending your completed Quick QI Templates to Matthew.Tryon@yolocounty.org, so we can add it to the samples on Inside Yolo and feature it in the HHSA newsletter. Finally, the Trainings and Resources page on Inside Yolo lists upcoming training sessions and a link to our Quality Improvement with PDCA training video.

INAUGURAL PUBLIC HEALTH BRANCH AWARDS

The Public Health Branch (PHB) held their Inaugural Public Health Branch Awards on February 14. The awards began to take shape at a PHB All Staff where staff broke out into small groups to brainstorm award ideas. Six awards were selected for this inaugural year. Nominations were open from October – November and voting December – January. Thank you to everyone who helped: *Katie Kelsch; Grisela Contreras; Jorge Cervantes; Lizeth Betancourt; Maria Ramirez Duran; Lupita Vital; Sandra Lozano; Kellymarie Chen; Karri Halcomb; Nila Ceyhan; Robin Rocksvold; and Nick Gazda.*

Individual Performance Award
Nominees: Allison Bright Rose, Jorge Cervantes, Grisela Contreras, Kellymarie Chen, Ana Enriquez, Esmeralda Garza, Karri Halcomb, Margarita Ortiz, and Lupita Vital
Winner: Karri Halcomb

Behind the Scenes Award
Nominees: Nila Ceyhan, Grisela Contreras, Reina Montes, Lupita Vital, Robin Rocksvold, and Yong Xiong
Winner: Grisela Contreras

Adriana Sanchez Award
Nominees: Jaspreet Kaur, Diane Sherwin, Rebecca Tryon, and Lupita Vital
Winner: Diane Sherwin

Peanut Butter & Jelly Teamwork Award
Nominees:
- Araceli Chavira and Lizeth Betancourt
- Gabi Palomares, Johana Ayala, Berenice Campos-Solorio
- Diane Sherwin, Rosa Ramirez, Gaby Perez, Allen Chen, Janet Aguilar, Julian Lopez
- Nila Ceyhan, Grisela Contreras
- Oscar Velasco, Lupita Vital, Kelsa West, Douglas Brim, Karisa Huie, Jason Roberts, Kellymarie Chen, Justin Olvera, Margarita Ortiz, Julieta Vyfhuis, Danny Sandoval
- Samar Lichtenstein, Kanat Tibet, Esmeralda Garza
- Steven Jensen, Maria Ramirez Duran, Karri Halcomb, Debbie Clifford, Rachael Bazan, Elena Jaime

Winners: Oscar Velasco, Lupita Vital, Kelsa West, Douglas Brim, Karisa Huie, Jason Roberts, Kellymarie Chen, Justin Olvera, Margarita Ortiz, Julieta Vyfhuis, Danny Sandoval

Rising Star Award
Nominees: Steven Amen, Gabriela Palomares, Kacie Tuck and Jean Tugadi
Winner: Gabriela Palomares

Excellence in Leadership
Nominees: Betsie Cialino, Katie Kelsch, Rebecca Tryon

Winners: Betsie Cialino, Katie Kelsch, Rebecca Tryon