



HHSA NEWS

March 2024: A Well-Deserved Celebration of HHSA By: Nolan Sullivan

March was a fantastic month as far as recognition for our staff from the Yolo County Board of Supervisors and I wanted to take the opportunity to share.

At the [March 12, 2024 Yolo County Board of Supervisors meeting](#), HHSA staff were present to witness the Board declare March 2024 as Developmental Disabilities Awareness Month and Women’s History Month.

Developmental Disabilities Awareness Month highlights the many ways in which people with and without disabilities come together to form strong, diverse communities. This month seeks to raise awareness about the inclusion of people with developmental disabilities in all facets of community life, as well as awareness of the barriers that people with disabilities still sometimes face in connecting to the communities in which they live.

The theme for Women’s History Month 2024 is “Women Who Advocate for Equity, Diversity and Inclusion,” recognizing women throughout the country who understand that we need to eliminate bias and discrimination from our lives and institutions. The resolution recognizes that the role of American women in history has been consistently overlooked and undervalued, in the literature, teaching and study of American history.

At the [March 26, 2024 Yolo County Board of Supervisors meeting](#), HHSA staff were on hand to see the Board declare April 1-7, 2024 as Public Health Week and March 2024 as Social Work Month.

Public Health Week is a nationwide celebration of the wide range of areas that public health entails. During each day of National Public Health Week, HHSA shared on social media a particular public health topic to educate our clients and celebrate our staff. These areas are critical to our future success in creating the healthiest county possible. This single week is a way to highlight the amazing work our Public Health branch does in a wide range of areas, all to the benefit of Yolo County residents.

This year, the National Association of Social Workers has designated “Empowering Social Workers” as the theme for Social Work Month. The primary mission of social work is to enhance human well-being and help meet the basic and complex needs of all people. Our social workers in Yolo County epitomize this mission through their daily commitment to the community.

These acknowledgements countywide are a small sample of how your work is appreciated and celebrated. Your contributions to the community do not go unnoticed and I’m very proud of our agency and grateful to work with you all.

- Nolan

FROM THE DIRECTOR

Hi Team -
March was a fantastic month as far as recognition for our staff, and I wanted to take the opportunity to share. I’m very proud of our agency, and grateful to work with you all.



Board Proclamation for Developmental Disabilities Awareness Month



Board Proclamation for Women’s History Month



Board Proclamation for Public Health Week



Board Proclamation for Social Worker Month

Nolan



IN THIS ISSUE

Message from Nolan	Page 1
New and Noteworthy	Page 2
HHSA HR at your Service	Page 2
Performance and Process Management Highlight	Page 3
Quality Improvement Word of the Month	Page 5
Calm App Corner	Page 5

NEW AND NOTEWORTHY

Child Welfare Services Data Snapshot

The January through March 2024 Child Welfare Services Data Snapshot has been released. The data snapshot provides a report out on various data points related to foster care in Yolo County and is also shared with the Child Abuse Prevention Council (CAPC) and is posted to the HHSA website on a monthly basis. Additionally, data regarding child welfare cases continues to be included on the County's Community Indicator Dashboard. It is notable that from March 2020 to present, our total Child Welfare cases have decreased by 49.3% (point in time count: 658 to 333). During that same time frame, the number of children and youth in foster care has decreased by 50% (point in time count: 478 to 239).

AggieFresh Launched

Over the last several years HHSA has entered into a series of unique and powerful partnerships with UC Davis to expand CalFresh access and awareness to college students living in Yolo County. While the program is not specifically a county program, HHSA staff wanted to showcase this innovative new food benefit program. UC Davis is piloting "AggieFresh", a "CalFresh equivalent" program for students who don't meet citizenship/work requirements. Program information is on their website: <https://aggiecompass.ucdavis.edu/aggiefresh>. We are proud to work with partners like UC Davis in the food security space and will continue to enhance efforts to make sure everyone in Yolo County has a full plate!

AggieFresh Launched

Every 6 months (January and July) HHSA provides a Safety Net by the Numbers update which breaks down HHSA program utilization countywide and by city or town. This document provides data on the percent of persons in poverty as well as utilization of services including Medi-Cal, CalFresh, CalWORKs, WIC, Mental Health Services, In Home Support Services (IHSS), and 211. For Yolo County, the current Safety Net data shows the following:

- Population – 222,115
- Persons in Poverty – (16%)
- Medi-Cal – 54,490 (25%)
- CalFresh – 25,447 (11%)
- CalWORKs – 3,233 (1.5%)
- WIC – 3,497 (1.5%)
- Mental Health Services: 2,323 (1%)
- IHSS – 3,248 (1.5%)
- 211 – 2,742 calls answered

HHSA HR AT YOUR SERVICE

Do you have questions about Employee Leaves? We have answers!

It's common for employees to have a variety of questions about leaves that are available to them. To that end, the following is some information about some commonly used leave types as well as the process for properly documenting them in WFM:



Jury Duty Leave: If an employee receives a Jury Duty summons, they must communicate the dates they are required to appear to their supervisor and provide a copy of their Jury Duty summons to HHSA HR. To process Jury Duty leave in WFM, this leave should be posted as JRY.

Bereavement Leave: This leave is offered to employees in the event of a death in their family. MOU's provide a detailed definition of "family" relationships. With supervisor/manager approval, employees are entitled to a maximum of ten (10) bereavement days per incident. Three (3) bereavement days will be paid by the county for employees if the incident involves one of the relatives listed in their MOU. Seven (7) bereavement days can be charged to their accrued but unused leave balances. To process Bereavement Leave in WFM, use the CLV code for the three (3) county paid days and the appropriate leave codes to cover up to seven (7) additional days (e.g., ADL/FLH/VAC). A comment regarding the family relationship must also be posted when submitting this leave request in WFM.

Continuing Education Leave: Permanent regular employees may be permitted to use anywhere between forty (40) and sixty (60) hours per fiscal year (depending on the provision outlined in their MOU) to attend job-related formal training or educational courses such as professional affiliation conferences, workshops, and meetings. Use of this leave needs to be pre-approved by an employee's supervisor/manager and HHSA HR must have an approved request form on file. To process Continuing Education leave in WFM, use the continuing education leave (CEL) code.

More specific information regarding these leave types as well as what is specifically afforded to employees in different bargaining units can be found by reviewing the MOU documents below:

- [General Unit \(Local 39\) MOU](#)
- [Supervisor and Professional Employee's Association \(SPEA\) MOU](#)
- [Management Association](#)

Friendly Reminders:

- Please submit your time in WFM by 4 p.m. every Thursday.
- When going on vacation, please confirm that your time off is entered correctly in WFM before you leave.

Have questions? Please feel free to email HHSA HR at HHSA.HR@yolocounty.org.

PERFORMANCE & PROCESS MANAGEMENT HIGHLIGHT

Quality Improvement (QI) Showcase: Your Best Ideas at Work at HHSA

Have you ever been at work and thought, “There’s a better way we could do this”? You’re not alone, and that kind of thinking is at the heart of quality improvement (QI) at HHSA. Team members across the agency have put that thought into action and are working to improve processes for our clients and internal customers. In addition to the amazing work you all perform daily, here are some examples of QI efforts going on at HHSA. If you have questions or would like to learn more about the project, reach out to the contact for the project.



Agencywide

- **Budget Development** – HHSA’s fiscal teams are collaborating with the Business Process Analyst (BPA) team to pilot an improved budget development process at HHSA. Highlights include a comprehensive work plan to track task status and automate reminders, more transparency for program staff, and a new user guide for the Budget Smartsheets. Contact: Kim Heuvelhorst
- **HR Support Requests and Tracking** – The HR team collaborated with the BPA team to develop a standardized form and streamlined process for supervisors, managers, and directors to request support from the HHSA HR team. Contact: Kim Heuvelhorst
- **Physical Keys Management** – Key stakeholders from the Administration Branch are partnering with the BPA team to improve the process for tracking and managing HHSA’s inventory of physical keys. Contact: Chris Whitaker
- **Position Tracking** – The Human Resources (HR) team partnered with the BPA team to develop an improved tool for position tracking across the agency. The new Smartsheet tools provide leadership in each branch with a transparent view of their branch’s current positions, vacancies, position types, vacancy rate, and other important details. Contact: Chris Whitaker
- **Workspace Moves** – The Agency-wide Space Planning Committee is working with the BPA team to improve the process for requesting and coordinating workspace moves. The improved process will utilize a request form containing all required information, generate ticket requests for the relevant support team (IT and/or support services), and provide a centralized tracking tool. Contact: Alex McCreddin

Administration Branch

- **Accounts Payable Tracking** – The Accounts Payable (AP) team developed a Smartsheet tool to track and manage invoices that need to be paid. Team members can view all outstanding invoices, receive automated reminders, and can easily update statuses. Once paid, the tool moves the invoice row to an archived sheet of all paid invoices. Contact: Andrew Dean
- **Contract Request Process** – The Contracts Unit implemented a dedicated email address (HHSAFiscalCRF@yolocounty.org) for fiscal approvers to receive Contract Request Forms (CRFs) from programs. The updated process requests that all initial CRFs are submitted to the HHSA Fiscal CRF inbox and copied to the HHSA Contracts inbox. This streamlined process eliminates emails to individual staff and prevents lost requests. The team also improved the process by which they receive, log, and manage pending and fully executed CRFs, from the receipt of the initial email through the assignment of a contract project to a Contracts analyst on the Contracts Unit Project Tracker. Contact: Nicole Jamison
- **Contracts Unit Project Tracker** – The Contracts Unit moved their project tracking process to Smartsheet. This Smartsheet tool is used to project manage and track key data points regarding the contract development process, from receipt of a request through finalization, for all expenditure, revenue, and non-financial agreements. QI work was performed on its features, including utilizing automation and conditional formatting features not previously available in Excel. The Contracts Unit has provided read-only access to the HHSA Branches with historically high volume of complex contract projects (Adult & Aging and Child, Youth & Family Branches) and roll out to the remaining HHSA branches is targeted for March 2024. Contact: Nicole Jamison
- **Expiring Contracts Workplan** – Utilizing data from the Cobblestone Contract Database and Smartsheet, the Contracts Unit developed a Smartsheet process to assist programs in tracking and managing contracts that require action prior to the end of the year (ex. extend an agreement that is going to expire, prevent an unwanted auto extension for an agreement that is no longer needed, or terminate an agreement that is no longer needed). The Contracts Unit populated sheets for each HHSA branch with relevant contract data, such as term start/end dates, number of available optional extensions (if any), procurement information, and decisions staff made during the requested budget process. Conditional formatting and automation features were added to aid staff in their review of each contract, simplifying the decision process. The Contracts Unit can easily monitor each sheet to provide technical assistance when needed, and to alert staff if a contract is missed or needs further clarification. Contact: Nicole Jamison

Adult & Aging Branch

- **Behavioral Health** – HHSA BH is currently engaged in three Performance Improvement Projects (PIPs) related to DHCS’ [Comprehensive Quality Strategy](#), addressing three different Healthcare Effectiveness Data and Information Set (HEDIS®) measures: Follow-Up After Emergency Department Visit for Alcohol and Other Drug Abuse or Dependence (FUA), Follow-Up After Emergency Department Visit for Mental Illness (FUM), and Pharmacotherapy for Opioid Use Disorder (POD). Two PIPs focus on improving timely services for Medi-Cal members following an Emergency Department encounter due to a behavioral health condition, and the third PIP targets increasing pharmacotherapy treatment events among Medi-Cal members with an Opioid Use Disorder. Contact: Mila Green
- **Housing Resource Map** – The Contracts, Grants, and Outcomes team is developing a public GIS map that will show various housing resources in Yolo County, including Emergency Shelters, Transitional Housing, Low-Income Housing, Affordable Housing, Board and Care Facilities, Sober Living Environments, and Behavioral Health Facilities. The map will include links on how to access, locations, and bus route directions. If you have additional ideas on what you would want this map to contain, please access the [survey](#). Our goal is to improve access to services for our most vulnerable populations. Contact: Kerri Covert
- **IHSS Briefings** – The In-Home Supportive Services (IHSS) team recently implemented monthly meetings to provide program clarifications, brief and specific topic presentations, program announcements, upcoming changes, and opportunities for questions and answers. Any changes to IHSS policies and procedures are sent to staff and placed on a share drive for easy access. Our goal is to improve consistency and uniformity in case management and to provide team/staff support. Contact: Kim Britt

PERFORMANCE & PROCESS MANAGEMENT HIGHLIGHT (CONTINUED...)

- **Teams Project Tracker** – The Contracts, Grants, and Outcomes team has implemented the use of a Microsoft Teams Projects Tracker with an automated component to organize and document tasks that are assigned to staff, including assignee, task description, and due date. Team members can filter the list to see tasks by assignment, subject, or due date. Power Automate sends email reminders to staff two days before the task due date to help the team and management stay on track with multiple tasks and deadlines. Similarly, the Behavioral Health Quality Management team is working to develop better deliverable tracking for internal and external behavioral health audits. Contact: Kerrie Covert

Child, Youth & Family

- **CQI Newsletter** – The Continuous Quality Improvement (CQI) team has created a quarterly newsletter for Child Welfare Services staff. Newsletter content will include information about general CQI terms and facts, details about the Child Family Services Review (CFSR), related performance data, a get-to-know the reviewers section, information about the County's System Improvement Plan, and the County Self-Assessment. Contact: Joni Lara-Jiménez
- **CWS 136/136T Process** – The CWS team is working with the BPA team to improve the process for requesting payment for client goods and services. The project plans to streamline the process, automate calculations and processes where possible, improve tracking for credit card reconciliation, and increase efficiency. Contact: Joanne Van Hoosear
- **CYF Onboarding** – The CYF team is working with the BPA team to improve their branch onboarding process by developing a tool to track completion of the various branch onboarding components. They are also using this as a Smartsheet "train the trainer" opportunity to increase Smartsheet knowledge and experience within their branch. Contact: Joanne Van Hoosear

Public Health

- **Public Health Provider & Enrollment Site Map Assistance Program (PrEP AP) Enrollment** – The Public Health Infectious Disease Primary Prevention unit is implementing the PDCA model to expand Yolo County PrEP AP enrollment, which aims to improve awareness of patients and providers about enrollment options and improve the providers collection and documentation of patient risk factors to inform enrollment referrals. Staff are currently in the later stages of the Plan phase. By March, staff will have identified interventions to improve awareness and document risk factors to move this work into the Do phase in anticipation of County PrEP AP enrollment services going live in Summer/Fall 2024. Contact: Kellymarie Chen
- **Quality Improvement (QI) Toolkit** – The Public Health branch recently piloted a QI toolkit to support staff in their QI efforts. The toolkit includes the QI Project Worksheet and the QI Project Worksheet Guidance (see attached) which provides instructional details for staff using the QI Project Worksheet. The toolkit was used to support the completion of two QI projects submitted to the Public Health Accreditation Board for our reaccreditation. Contact: Yong Xiong
- **Syphilis Task Force** – Yolo County Public Health is using the PDCA model to increase participation in the Syphilis Task Force. The project aims to recruit new partners and increase attendance among current members in order to reach the Syphilis Task Force's collective goal of eliminating congenital syphilis in Yolo County. Contact: Margarita Ortiz
- **Yolo County Fit Test Train-the-Trainers Program** – The Public Health Infectious Disease Primary Prevention Fit Test Train-the-Trainers Program aims to facilitate workforce development opportunities for train the trainers on Fit Testing and Antigen test collections to mitigate disease outbreaks at facilities that house our most susceptible residents. We intend to improve participation, and engagement and ensure that trainers at these targeted facilities are well educated and trained by the end of June 2024. Contact: Julieta Vyfhuis

Service Centers

- **Assessments** – The Employment Services team conducts assessments to help identify career goals, barriers, resources and establish plans for program participants to reach their goals. The team is working on updating Assessments through use of an online tool, providing more current and relevant training to assist staff in performing an assessment, and streamlining the process to remove duplicative work. Contact: Erica Johnson
- **Contact Center EBT Bot** – The Eligibility team is piloting an automated feature in the CalSAWS contact center to allow recipients of cash/food benefits who receive their benefits on an EBT card to request a replacement card by mail, with no staff intervention. Contact: Jennifer Martinez
- **PAS Recruitment** – The Public Assistance Specialist classification is the largest position count within HHSA. Recruitment is a constant cycle for the Eligibility team and filling vacancies can't happen fast enough. The team is piloting a continuous recruitment for PAS positions with the goal of keeping these vacancy counts as low as possible. Contacts: Laura Pulley and Cindy Martin
- **Quality Control (QC) Reviews** – The Employment Services team is working to stand up a QC process for all employment functions with the goals of ensuring adequate resources/support are available for staff, increasing accuracy in program compliance, and improving service delivery and outcomes for participants. This will be a re-implementation of QCs post pandemic and CalSAWS implementation. Contact: Jaime Gordon

Quick QI Template

- What great ideas have you recently put into practice? [Tell us](#) about them with the "[Quick QI Template](#)". It's an easy way to memorialize and communicate these efforts and successes. The template (see image below) asks simple questions about what the problem was, what you did, what was improved, and what you learned. Need any help with the process? Don't hesitate to reach out to your branch member of the [Performance Management Steering Committee](#). [They have additional tools and expertise and are available to provide technical assistance.](#)

PERFORMANCE & PROCESS MANAGEMENT HIGHLIGHT (CONTINUED...)

Quick QI: Title

<p>WHAT WAS THE PROBLEM? Enter info here</p> <div style="border: 1px solid blue; width: 150px; height: 100px; margin: 10px auto; text-align: center; color: blue;">Insert baseline graph or chart</div>	<p>WHAT DID YOU DO? Enter info here</p> <div style="border: 1px solid purple; width: 150px; height: 100px; margin: 10px auto; text-align: center; color: purple;">Insert follow up graph or chart</div>
<p>WHAT DID YOU LEARN? Enter info here</p> <p>WHAT ARE THE NEXT STEPS? Enter info here</p>	<p>WHAT WAS IMPROVED? Enter info here</p>

1. PLAN

2. DO

3. CHECK

4. ACT

WHAT TOOLS DID YOU USE?

Flow Chart

Brainstorming

Fishbone Diagram

Other: *please list*

WHO WORKED ON THE PROJECT?

DURATION OF PROJECT:

QUALITY IMPROVEMENTS WORD OF THE MONTH

Quality Improvement
Word of the Month

Swimlane Diagram

DEFINITION

A Swimlane Diagram is a type of flowchart that delineates who does what in a process. Using the metaphor of lanes in a pool, it places process steps within the horizontal (or vertical) "swimlanes" of a particular employee, work group, or department. It shows how connections, communication, and handoffs occur between these lanes, and it can serve to highlight waste, redundancy, and inefficiency in a process.

WotM IN ACTION

How to Use It:

- List the participants down the left to create horizontal swimlanes. Use paper or a software tool such as Microsoft Visio.
- Use **standard flowchart symbols** to depict the process steps sequentially, in their appropriate swimlanes.
- Confirm your diagram with participants in the process and adjust as needed.
- Check for redundant steps, unnecessary handoffs, or complexities in the process.
- Make changes to improve the process.

Advantages:

- Provides an easy-to-read visual representation of responsibilities in a process and can help ensure everyone involved knows what the others are doing.
- Can highlight redundancies, identify bottlenecks, waste and other inefficiencies.
- Can be used to model a better way to design the process.

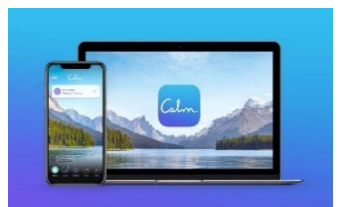
IN A SENTENCE

"Let's use a Swimlane Diagram to visually map out the entire application process. Each team with a role in the process will have a swimlane which will show the activities for which they are responsible."

Use this tool as a team to identify problem areas or plan process improvement! Learn more online: [Swimlane Diagram](#)

CALM APP CORNER

Did you know a good night's sleep can improve your physical and mental health? It might seem hard to accomplish when you have a lot on your mind and a never-ending to-do list. But we can all do our best to develop a better sleep routine that works for our lives.



Get started with these curated sleep resources from Calm:

- **Sleep Stories:** Try [Crossing Ireland by Train](#) narrated by Cillian Murphy as he transports you on a magical trip across the sweeping landscapes of Ireland. Or consider [Extreme Sleeps: Mt. Everest](#) narrated by Anna Acton as she helps you find slumber on the highest mountain in the world.
- **Falling Back to Sleep:** Use this sleep meditation session to let go of your thoughts so you can effortlessly get a good night's sleep.
- **Infinite Piano for Sleep:** Click play once and enjoy unique piano music created by real musicians for as long as you need until you fall asleep.
- **Rolling Thunderstorm:** Listen to the sounds of rolling thunderstorms as you close your eyes and fall asleep.

Join a [Calm App Webinar](#) to learn how to personalize your app experience or deep dive into monthly themed topics to enhance your mental health toolkit.