



From the Director:

Happy March! This month I'd like to share a little about community engagement in our work. As you know, the Health and Human Services Department leads the Office of Equity for the City. An essential component of moving toward equity across the City is having those most impacted by policies and programs involved, or "centered", in the policy and program design. We have been engaging community in some programs for a long time, but I want to make sure we are doing this across the Department. What does this look like? A few examples include presenting our draft strategic plan to community groups and gathering feedback to help support what they'd like to see addressed in their communities; the Early Childhood Education Strategic Plan included input from 19 different focus groups ranging from parents, providers, language specific groups and they even interviewed 4-yr-olds, the Equity Office set up stands at community events in all the Council Districts to understand what mattered most to them regarding health and wellness in the City; and the HEAL Zone in North Long Beach has included many community members in walk audits, analyses and planning meetings. I know these are just a few of our efforts. It's important that we continue to include those we are serving as we design our efforts moving forward. Future efforts could include talking with those coming into our direct services to determine if our services, access, and enrollment efforts are structured in a way that are most accessible and meet the need or sitting within a neighborhood with its community members and determining how we partner to address the needs they identify in the community. In the end, our community members have a much better feel and expertise for what will work in their space. Thank you for bringing your thoughtful and creative minds to this important work! *Kelly*

Employee of the Month:



March's employee of the month is Roya Momensafai. Roya has been an excellent team member in the Department of Health and Human Services for almost 30 years. Roya is the consummate professional. She is always well informed and prides herself on performing her duties at the highest level. This makes her a tremendously valuable person in the Bureau of Environmental Health and Health Department as a whole. She has experience across a vast array of programs in the Bureau, including food facilities, swimming pools and spas, housing inspections, plan check, Healthy Homes and Lead. In her latest assignment, Roya spends her time working in the Childhood Lead Prevention Program. She uses her expertise in this program to protect children from lead exposures in the home to prevent childhood lead poisoning. Through her management and monitoring of lead hazards in the homes of young children over the years, Roya has helped hundreds of Long Beach children lead safe, healthy and lead-free lives. Congratulations to Roya on being

named Employee of the Month for March.

Welcome New Employees:

- Alan Pan: Public Health Nurse II - Human Services Bureau, Homeless Services Division
- Jesse Navarrette: Community Program Specialist III - Human Services Bureau, Homeless Services Division



Highlights:

- The Main lobby renovations are entering their final stages. The contractor is working on touching up a few areas that need painting and Information Technology still needs to do some wiring at the front desk and the new cashier's area. The front desk will include a new space for



security and a full-time receptionist to greet and direct our clients and guests. Also, as part of our updated security measures, clients and guests will need to be buzzed in to go anywhere beyond the main lobby while staff will be able to use their ID badges to enter through the lobby. We anticipate opening the lobby in the next few weeks. In the meantime, look over the second-floor foyer and see the new brightly colored and inviting lobby. And yes, the fish will be coming back after their aquarium is upgraded.

- The Department of Housing and Urban Development (HUD) has awarded our Housing Authority the "High Performer" rating for FY 2018. A perfect score of 100% was received on the Section 8 Management Assessment Program (SEMAP), an annual audit that reviews 14 key indicators of operational performance to ensure that public housing authorities have properly administered the Housing Choice Voucher Rental Assistance Program commonly known as Section 8. This is the second consecutive year for the high performer designation. We are exceptionally proud of the committed staff who have persevered in a very tight rental market to assist low income households secure affordable housing.
- The City Council approved the purchase of land and a building for a new year-around, 24x7 homeless shelter. We are so excited about the possibilities this will bring to serve people experiencing homelessness as well as other housing and social support opportunities for North Long Beach. We are thankful that the Hamilton Neighborhood and others around the property are supportive of this opportunity. We are seeking to purchase a storage facility near the MSC to allow up to 100 people experiencing homelessness to store their possessions while they are receiving services. This goes to Council on March 5 for approval. Both purchases are being funding by State Homeless Emergency Assistance Program dollars.
- A team of Health Department staff joined other City officials to attend MBK Rising (My Brothers' Keeper) to celebrate its 5th year. Every presenter demonstrated the powerful stand we have across the Country for boys and young men of color. President Obama, who originated the effort while in the White House, joined the conference and responded to questions. The Department and the City will be working to take what was learned and move forward. This work is led by Marcina Riley on our Community Impact Team.



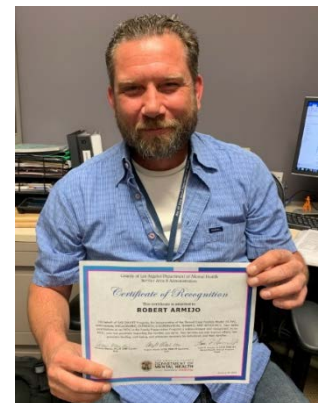


- The Physician Services Bureau, Clinical Services Division, completed a patient satisfaction survey's (looking at effectiveness, accessibility & satisfaction). Overall there was a 20% rating improvement from 2018 to 2019.
- In February, the Oral Health Long Beach Program celebrated National Children's Dental Health month by visiting over 30 preschool classes, over 400+ kids (ages 3-5), teaching them about taking care of their teeth and providing them with their own toothbrush and toothpaste.
- The Department is finalizing the Strategic Plan and would like to thank staff for their participation so far in helping to develop the goals, strategies and activities in the Strategic Plan. After more than 120 staff members gave input and helped develop goals, objectives and strategies, we conducted meetings with eight different community groups in the City to get community feedback on the Strategic Plan priorities, including Best Start Collaborative, Houghton Park Neighborhood Association, Jordan High School (one boys' group and one girls' group), The LGBTQ Center, Long Beach Advocates for Change, the United Cambodian Community, a group of about 20 LB ministers, and an older adult group. In an effort to align the Strategic Plan with other work taking place across the Health Department and the City, other plans were also reviewed, including the Early Childhood Education Strategic Plan, Safe Long Beach Plan, My Brother's Keeper, Everyone Home Long Beach Task Force Recommendations, Long Beach Land Use Element and the City's Everyone In - Economic Inclusion Plan. What emerged from staff feedback, community input and research were synthesized goals, objectives and strategies that were grounded in the work that is currently happening and will be embarked upon over the next five years.



Last month, Ginger Lee presented the draft Strategic Plan at the Managers' Retreat for additional feedback and alignment with the work underway and planned for the future across all the Bureaus. Then, managers sought additional input on the draft and provided some additional suggestions. Currently, we are in the process of revising the plan based on this feedback. After this phase is completed, we will reconvene the original strategic planning committees one last time to review the Strategic Plan and ensure that the goals, objectives and strategies are feasible, relevant and likely to have the desired impact. Stay tuned, more to come!

- Robert Armijo from the Family Preservation Program was recognized by the Department of Mental Health at the Community Action Council at the January 22nd meeting for his "stellar contributions as an In-Home Outreach Counselor" and for engaging in the tenants of the Shared Core Practice Model (engagement, outreach, coordination, teaming and advocacy) in his work with families. Congratulations Robert!
- The Black Infant Health (BIH) program kicked off the first couple months of 2019 by hosting a Vision Board Party for nearly 20 moms and their babies. Moms were able to participate in life planning, goal setting, and collaboration with other moms to vision what they would like to accomplish by year's end. This was a great experience for participants to feel empowered and receive positive encouragement while simultaneously completing life-planning program objectives.
- Several BIH staff attended the LA County African American Infant and Maternal Mortality Community Planning Meeting (AAIMM) for agencies serving pregnant or parenting African American women (SPA 6 and 8). The goal is to identify key actions to address the unacceptable high rates of Black infant and maternal mortality in our community.





- In February, BIH hosted a Focus Group with our partners at Long Beach Forward geared towards assessing experiences around the significant health needs of Long Beach residents. Eleven participants attended and provided important feedback on their experiences with health needs such as pregnancy and birth outcomes and access to health services.
- The BIH staff is grateful for their partnership with the Delta Sigma Theta Sorority Long Beach Alumnae Chapter who were instrumental in helping to provide holiday meals for families last Thanksgiving. The Delta's have awarded the BIH Program with the Visions of H.O.P.E (Helping Others Progress Everyday) Service Award which recognizes community trailblazers making a difference through their time, actions, and dedication. The award ceremony will be held in late April.

