

The CAO Weekly Report

The week of April 13, 2015



Monterey County Administrative Office

Lew C. Bauman, CAO

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- Honoring 911 staff
- NMC earns kudos for bariatric surgery services
- Child Support Services Director retires
- Health Department Program Coordinator named one of County's Outstanding Women



County Dispatchers and Call Takers Honored

They are the first voice you hear if you are in crisis, a voice of calm and assurance that help is on the way. They are the County's 911 Dispatchers and Call Takers.

If you have never needed their services, count yourself lucky; consider yourself luckier still if you are one of the hundreds of thousands they help each year.



CAO Lew Bauman gets a primer in emergency call management during a visit to the 911 Center.

During the week of April 12-18, the nation recognizes the dedicated men and women who answer Americans' calls for help at 911 centers across the country by designating this [National Public Safety Telecommunicators Week](#).

The Board of Supervisors joined in by presenting the department with a resolution this week honoring county 911 staff.

Dispatchers provide the first critical contact for those in need of emergency services. In the midst of crises, they obtain vital information from callers in order to link them rapidly to police, firefighters, and emergency medical responders – and at times even dispense vital, life-saving information themselves.

In gratitude for all their hard work, the department and agencies that are served by the 911 center treated staff to a week of lunches. Meals were provided to both day and night shift staff. Center Manager Olivia Madrigal, and Fire/Law Operations Managers Renie Perrien and Leslie Raghianti coordinated some of the festivities as well as drawings for fun prizes that included 911 logo t-shirts, blankets and more.



Renie Perrien holds one of the specialty logo prizes won by staff during prize drawings this week.

Apr 13th Monday – Tri Tip BBQ. Emergency Communications supplied the meat and retired Salinas Police Deputy Chief Manny Perrien volunteered to barbeque for the dispatchers!

Apr 14th Tuesday – Tacos courtesy of American Medical Response (ambulance provider)

Apr 15th Wednesday – Italian lunch (Gino's) courtesy of Emergency Communications. CAO Lew Bauman and Pacific Grove City Manager Tom Frutchev toured the 911 center and thanked dispatchers for their service.

Apr 16th Thursday – Tacos courtesy of American Medical Response

Apr 17th Friday – Pizza courtesy of the Monterey Police Department



Lew Bauman, CAO; Juan Rodriguez, Dispatcher of the Year; Olivia Madrigal, 911 Center Manager.

During this week, the department gives two special awards to staff. This year's awards went to Juan Rodriguez for 2014 Dispatcher of the Year and Amy Ramos for 2014 Supervisor of the Year.

Juan Rodriguez has worked for Monterey County Emergency Communications for nine years, starting when he was just 21. He earned the department's Customer Service Award in 2013 and this year was named Dispatcher of the Year. Read a description of his work during a tense call involving a gunman at a local eatery:

“In March, 2014, Dispatcher Rodriguez was working the Salinas Police radio channel and was on the phone with a restaurant employee who was

giving updates on a subject there who was threatening everyone with a gun. The call taking portion is in Spanish. While Dispatcher Rodriguez was speaking to the employee he actually heard the shots fired over the phone. What should be pointed out is Juan's exemplary dispatch performance. He was able to switch from Spanish to English instantly while making split-second decisions. He had to tell officers to respond to the

shooting Code 3, and in the meantime (within milliseconds), he entered the command SHOTS FIRED into CAD, and also started a Fire and Ambulance request into the system. Juan remained clear and professional throughout this chaotic situation, always mindful of officer and public safety, his multi-tasking skills are extraordinary.”

This year’s other award winner, Amy Ramos, has worked for Monterey County Emergency Communications for 12 years and was promoted to a Shift Supervisor position in 2014. Emergency Communications Director Bill Harry says Ramos demonstrates a consistent positive attitude in her daily interactions as both a Supervisor and a working dispatcher and that she is a well-respected Certified Training Officer.

Juan and Amy received their awards this week at a special dinner held by the Monterey County Peace Officers Association.

We salute Monterey County’s entire 911 Dispatch Team:

Shelley Ankney	Jim Kovacs	Stephanie Knutsen
Anna Bachtel	Dawn Law	Doug McCoun
Kim Breton (30 years!)	Tre Law	Mari Perez
Brian Contreras	Gerald Maldonado	Sonia Vargas
Todd Dale	Cindy Marsh	Bill Williams
Brian Daly	Mike Matiasевич	Reyna Alvarez
Briana Doza	Laura Morales	Rita Burke
Shaun Eddings	Eduardo Moreno	Jason Burris
Aurio Esparza	Lisa Perez	Don Clark
Kari Fowler	Jacqueline Perrien	Ruby Gaona
Misty Gavin	Ashley Burns	Cynthia Grantham
Jim Hayes	Tabatha Chaffin	Leslie Oliver (30 years!)
Anna Helms	Courtney Killion	Amy Ramos
AmyLynn Iliff	Juan Picazo	Lori Scariot
Nick Kennett	Connie Arellano	Ron Teats



NMC Earns Honors for Bariatric Surgery



Natividad Medical Center is pleased to announce it has been recognized as a “Blue Distinction Center” for bariatric surgery, by Anthem Blue Cross. The hospital joins healthcare facilities across the nation honored by this designation.

To receive recognition for bariatric surgery, a hospital must demonstrate success in meeting patient safety as well as bariatric-specific quality measures, including complications and readmissions, for gastric stapling and/or gastric banding procedures. It also must have earned national accreditations at both the facility level and the bariatric care-specific level.

Natividad performs roughly 100 metabolic and bariatric surgeries each year, according to Michael McMillin, RN, Metabolic and Bariatric Surgery Coordinator.

“Natividad is quietly achieving major milestones in many areas of health care,” said McMillin. “This designation showcases our ability to compete on a national level with other facilities offering bariatric surgery in terms of excellent patient care, safety, and quality outcomes.”

Bariatric surgeries are among the most common elective surgeries in the U.S. There were 179,000 such surgeries performed in 2013, according to the American Society of Metabolic and Bariatric Surgery, and the average cost per surgery is more than \$28,000, according to the Journal of the American Medical Association.

Research shows that facilities designated as Blue Distinction Centers demonstrate better quality and improved outcomes for patients compared with their peers. Natividad Medical Center Bariatric Surgery Service offers an individualized approach to post-surgical care for weight loss patients including support groups, dietary counseling and ongoing medical evaluation.



County Says Farewell and Happy Retirement to Steve Kennedy

Steve Kennedy, who has directed the County’s Child Support Services Department since its creation in 2001 is spending his last day as a county employee today. Next week? He says he will miss everyone but gets to sleep in.

He leaves behind a record-breaking, award-winning department that helps 17,000 families each year get the support they need. Read more about Steve’s accomplishments in this profile that appeared in the [Californian today](#).

Happy trails Steve!



Health Department Program Coordinator Named as 'Outstanding Woman'

Monterey County has been fortunate this year to have two employees honored by the Commission on the Status of Women among its 2015 Monterey County Outstanding Women.

We told you about one last month, County Librarian Jayanti Addleman. The other is Rose Vasquez. Rose is a Health Program Coordinator in the Public Health Bureau of the Health Department. The Commission recognized her for her outstanding volunteer efforts, dedication to service to the community and working to improve the lives of others.

Throughout her life, Rose has served on numerous boards and committees that she felt would have an impact and enable her to be a part of positive change. She strives to empower others to find themselves and their voice, advocating for them to do the right thing even when no one is looking.

In honoring Rose, the Commission wrote about her: "When Rose encounters a problem, she will work to find a solution. One example of Rose's efforts was advocating for seat belts on special education buses, which were installed after her letter campaign to highlight the problem. Another was recognizing a shortage of little league coaches for PAL Jr. Giants and the City of Salinas Little League. The solution? She volunteered herself to coach a team for both."

Rose engages others in helping and collaborating to get the job done. All you have to do is ask, and she is there. Volunteering is what she loves most which has led to her involvement as a former vice-president of the Salinas Police Activities League (PAL), 2010 U.S. Open volunteer for the Boys and Girls Club, Salinas High School Sober Grad Committee, Salinas Air Show volunteer and a YWCA Board Member.

Congratulations, Rose!



Vasquez speaks at the Commission on the Status of Women event after being recognized as one of the county's Outstanding Women.

