

CAAP

NEWSLETTER

Mission: To foster a feeling of community and belonging in the CAAP program, to inspire and provide a creative outlet to staff, to be a conduit of relevant, fun and inspiring information.

Volume II, Issue 1

April 24, 2018

Words from the Director

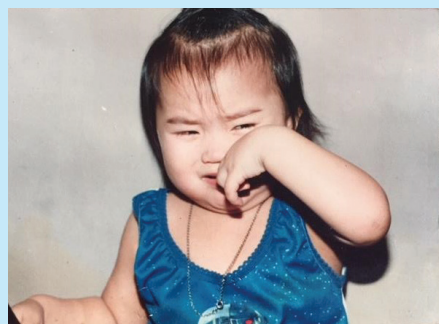
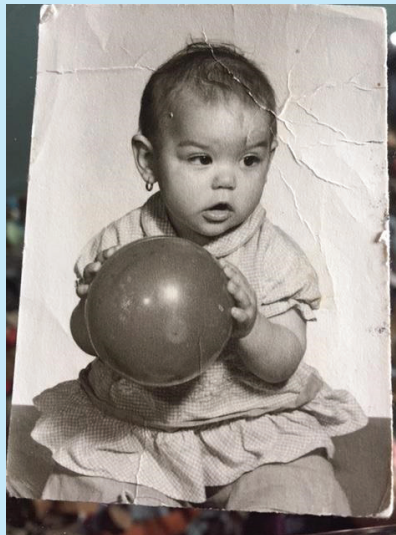
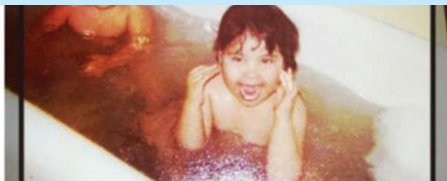
Jason Adamek

Welcome to the Spring edition of the CAAP newsletter. Thank you to all the newsletter contributors for all your hard work making this edition a reality. Hope you all enjoy it. I wanted to also take this opportunity to remind everyone of a survey that will be coming out soon. As I mentioned in the last all-staff meeting, I plan on sending out a Communications survey in April to all staff. This is in response to all the great feedback I got from you during my roadshows with Julieta late last year. In the survey, I want feedback on how you use internal guides like the handbook and how-to guides and feedback on how communication flows within CAAP. Related, I would like to know more about how well you think your ideas and feedback flow back to supervisors, managers and to me. This is a chance for you to give feedback about the health of the CAAP program, and as always, it's meant to be a tool for us to look at where we might improve. Also, to get as much feedback as possible, there will be a raffle prize.

Can You Guess Who?

Julieta Barcaglioni, MA

Can you guess who these babies are? Hint: they are all CAAP staff. Find out the answers in the next newsletter!



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EFFECTS OF SLEEP DEPRIVATION



PHYSICAL HEALTH

Chronic diseases are becoming increasingly linked to insufficient sleep.



Obesity



Cardiovascular Disease



Diabetes

HEALTHY BRAIN FUNCTION/ EMOTIONAL WELL-BEING

Sleep is what allows our brains to work efficiently. Too little sleep leaves us unable to concentrate, and we're drowsy through the next day.



SAFETY

Many studies showcase how sleep deprivation can be very dangerous and detrimental to the well-being of others around you.



DAYTIME PERFORMANCE

Approximately 63 percent of American adults have insufficient sleep throughout the work week.



CAAP Wellness - Healthy Sleep

Julieta Barcaglioni, MA

(Adapted from the National Sleep Foundation's website)

According to the National Sleep Foundation, the recommended hours of sleep per night is anywhere from 7 to 9 hours, although 6 hours or 10 hours may be appropriate. Sleep deprivation can affect your mood (as it can lead to irritability and depression) and also your physical health (as it increases risks of high blood pressure, heart disease, obesity and type 2 diabetes).

How can you get better sleep?

You can take steps to improve your sleep habits. First, make sure that you allow yourself enough time to sleep. With enough sleep each night, you may find that you're happier and more productive during the day.

To improve your sleep habits, it also may help to:

- Go to bed and wake up at the same time every day
- Avoid caffeine, especially in the afternoon and evening
- Exercise regularly, but don't exercise too late in the day
- Avoid alcoholic drinks before bed
- Avoid large meals and beverages late at night
- Relax before bed, for example by taking a bath, reading or listening to relaxing music
- Keep the temperature in your bedroom cool
- Get rid of distractions such as noises, bright lights, and a TV or computer in the bedroom. Also, don't be tempted to go on your phone or tablet just before bed.
- Don't lie in bed awake; if you can't sleep for 20 minutes, get up and do something relaxing.

HOW TO SLEEP BETTER



UNPLUG

The light emitted from computer and TV screens disrupts your circadian rhythm and keeps you awake. Disruptions to your circadian rhythm are linked to vision problems, cancer, and depression



DON'T EAT OR DRINK LATE AT NIGHT

Caffeine, alcohol, and nicotine can also cause sleep disruptions



NEVER DO ANY WORK IN BED

If you associate your bed with reading emails and dwelling on work-related issues, it will be harder to relax there



PICK A BEDTIME

Decide when you have to wake up, and go to bed eight hours before then. Consider setting nightly alarm to remind yourself when to get ready for bed



MEDITATE

Just five minutes of breathing meditation will lower stress, relax your body, and quiet your mind



KEEP A JOURNAL

Spending just a few minutes to reflect on the positive highlights of your day can transform your attitude and keep you motivated



READ A REAL BOOK FOR ENJOYMENT

Make sure it's not work-related. This should relax you and spur your creativity and passion



CREATE A HYGIENE RITUAL

Repetition will send a psychological signal that you are getting ready for bed. Brush your teeth, wash your face, floss



MAKE A TO-DO LIST

Writing down tomorrow's priorities will clear your mind for the night

SURVIVAL MASTERY
SOURCE: SURVIVAL-MASTERY.COM



UnityPoint Clinic

Smoking Cessation

Julieta Barcaglioni, MA

Our very own Regina Bradford-Tardy attended the “Smoking Cessation” workshop that was offered in 2017 and has since quit smoking. Here is her story:

“Thanks for having the workshops at work. This was the last environment that I was struggling with and to bring the ‘stop smoking’ message here helped me from going outside to smoke. A year ago, after watching a television commercial about the cigarette bullying the man on a daily basis, I started viewing smoking differently. It never dawned on me that something negative was seemingly in control of money, time, health and not for the better. The workshop at HSA challenged me to answer questions with honesty and that was yet another ‘ah-ha’ moment on this journey of being a nonsmoker.”

Health Services RIE

Julieta Barcaglioni, MA



The CAAP Health Services section started a Rapid Improvement Event (RIE) with the Innovation Office back in November of 2017. A rapid improvement event is a way of doing process improvement and it involves a group of key process participants focusing on solving a narrowly scoped business process opportunity in a relatively short amount of time.



The Health Services RIE focused on issues around consistency and, after spending three days with Marc Hebert, the team identified specific prototypes that they wanted to pursue.

Some of these prototypes include changing the way that medical records are scanned, the time frame in which fol-



low-up appointments are scheduled, and digitalizing some of the case managers’ documents, among others.

The pictures in the newsletter are from the official 90-day check-in with the Innovations Office.



Health Services Team- Marc wanted to send you a message:

“Tip of the hat in respect to the CAAP Health Services team for being committed to the RIE process. They responded to Jason’s and Tom’s challenge to test assumptions about what is and isn’t working



and ask tough questions about how to make improvements. The team welcomed us into their program, shared their struggles and opened themselves up to reflect in a public and vulnerable way about the obstacles they are experiencing.

They rolled up their sleeves to prototype their ideas, and walked humbly around the office



asking for feedback. All of this required courage, a willingness to listen, and not being too concerned about who gets the credit as long as improvements are made.”



Process Improvement at CAAP -

Clerical

Patricia Torres

The clerical section of the CAAP Program is undergoing clerical cross-training. Currently tasks are done by certain staff in siloed units. To begin this endeavor, each unit will train each other in the tasks that exist within their own units. then the two units will cross over and train each other in the tasks that exist in the other unit.

This is in an effort to provide coverage wherever needed amongst the clerical tasks, to close the gap of siloed work, to broaden the knowledge across the administrative section of the program, and to support

each other in their work. Decisions to keep some tasks siloed were made to ensure the integrity of particular tasks are not compromised.

Certificates are provided for each task learned and very soon a “Clerical Cross-Training Progress Board” will be posted near the two units for staff to see the learning progress they have implemented together. This is completely a staff-run training and time is taken to ensure each clerk learns at their own pace and feels comfortable once left to do the task on their own.

Staff have been very supportive of each other and I commend all of the clerks for working together to ensure the CAAP Program’s foundation is strong.

Process Improvement at CAAP -

CalWIN Workgroup

Julieta Barcaglioni, MA

A huge “Thank You” to Questa C, Shari M, Justin H, Kristi D, Gary B, and Danielle K, for their willingness to be a part of the CalWIN How-To Workgroup - this group will be an essential part of process improvement efforts at CAAP.

Having updated CalWIN materials was the number one wish item that came up in the Roadshow - for this reason, the workgroup will be in charge of updating all of the CalWIN How-To’s, deciding which how-tos need to be developed and determining the order in which the updates will happen based on more urgent needs.



Note from the Editor:



If you would like to submit an article or you have ideas about what to include in upcoming newsletters, please contact Julieta Barcaglioni at Julieta.Barcaglioni@sfgov.org

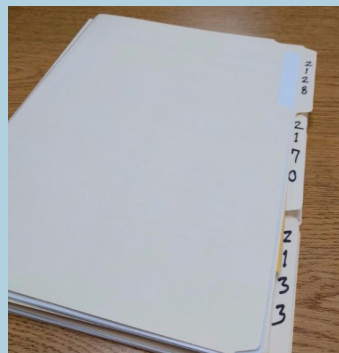
Process Improvement at CAAP - Intake

Julieta Barcaglioni, MA



Our very own Kory Schueler was

featured in the LEAN Leaders Newsletter for his quick, but efficient, project simplifying the daily assembly of intake forms. Here’s the article:



“Kory Schueler is a Senior Eligibility Worker at the Human Services Agency.

Kory uses his extensive knowledge of locally funded programs to help low-income and homeless individuals receive public aid every day.

Recently, Kory noticed that he was spending 5-15 minutes per interview looking for and walking across the office to get physical forms during client interviews.

He started making special pocket folders that included all of the forms he needed to conduct an interview. Kory estimates that this improvement will save \$2,773 per year for his division. Way to go, Kory!”

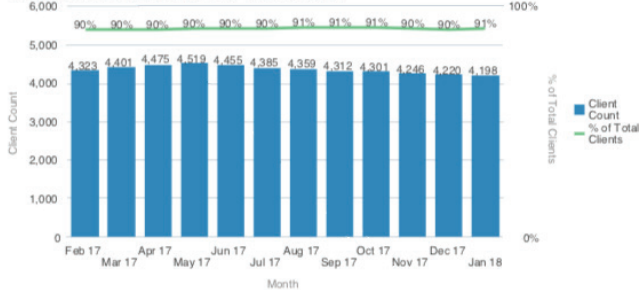
CAAP Stats

Julieta Barcaglioni, MA

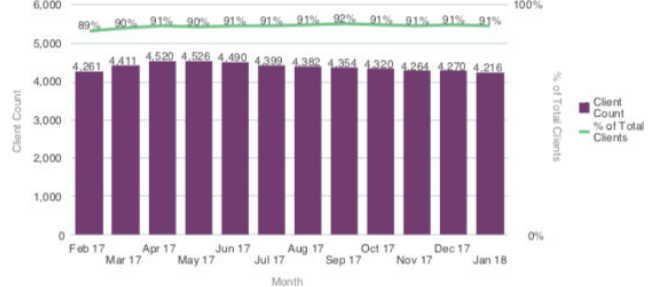
Kudos to CAAP staff for 91% of CAAP clients on Medi-Cal and CalFresh!

CAAP Overlap with SFBN Programs

Clients on CalFresh and % of Total Clients



Clients on Medi-Cal and % of Total Clients



CAAP Training

Julieta Barcaglioni, MA

CAAP welcomed a new training class in February, composed of two EW supervisors and eight EWs. Welcome Yanjie Zeng, Linda Banks, Pau Liu, Seena Nassiri, Japera Smith, Minh Tran, Martha Garcia, Esther Soria-Jimenez, Elicia Roussell and Daisymarie Gideon. If you see them, make sure to say hi!



New Case Review Tool at CAAP

Julieta Barcaglioni, MA

On March 1st, CAAP started using a new, automated case review tool. This tool, developed by our very own Alex Gordon, has an automatic built-in workflow and sends data straight to a database. Along with the new case review tool, CAAP supervisors and program specialists have begun using the concept of “root causes” to determine inaccuracies. This new business process for case reviews will provide sections at CAAP with a common language, a better categorization of inaccuracies

and a way to provide succinct, clear information about a case. Another advantage is that reports will be able to be compiled in a more timely manner, thus allowing management at CAAP to identify areas for training and process improvement much faster.

CAAP Case Review

Reviewer Name Reviewer # Today Submit

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San Francisco on the Big Screen

by David Pursell, PsyD

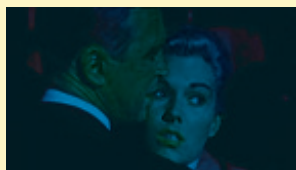
Watching movies that were filmed in the city where you live or work can add an element of entertainment to the experience. Below is a list of 10 films that feature San Francisco. This is just a small sample of the many films shot here. It is based on my own quirky preferences and is by no means an exhaustive list. The synopses are from www.imdb.com.



1. **The Maltese Falcon** (1941)
Classic film noir with Humphrey Bogart. A private detective takes on a case that involves him, three eccentric criminals, a femme fatale, and their quest for a priceless statuette. Watch for the Bay Bridge, which was completed only five years before the film's release!



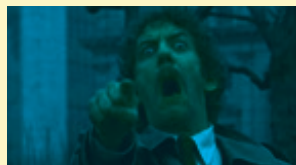
2. **All about Eve** (1950)
Winner of six Academy Awards and one of my all-time favorite movies. Coniving Eve uses her guile to dethrone the famous Margo as the darling of the theater world. Although made almost 70 years ago, the film seems to capture some persisting stereotypes of Hollywood. It's set in NYC, but watch for Bette Davis entering the Curran Theater on Geary Street in SF. And keep a look out for a young Marilyn Monroe too!



3. **Vertigo** (1958)
A classic Hitchcock thriller. A San Francisco detective suffering from fear of heights investigates the strange activities of an old friend's wife while becoming dangerously obsessed with her.



4. **Harold and Maude** (1971)
A cult classic. Young, rich, and obsessed with death, Harold finds himself changed forever when he meets lively 79-year-old Maude at a funeral. Scenes from this film were shot all over the Bay Area. Keep an eye out for the ruins of Sutro Baths!



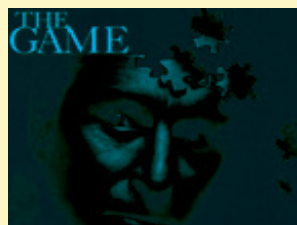
5. **Invasion of the Body Snatchers** (1978)
A creepy sci-fi horror film set in San Francisco. A group of people discover the human race is being replaced one by one, with clones devoid of emotion.



6. **Big Trouble in Little China** (1986)
A fantasy martial arts comedy film. In the future (1997), a U.S. president crashes into Manhattan, now a giant maximum security prison. A convicted bank robber is sent in to rescue him. Scheduled for a remake with Dwayne Johnson in the starring role.



7. **The Joy Luck Club** (1993)
A touching intergenerational, family drama. Four women who immigrated to San Francisco from China meet regularly to play mahjong and reminisce. They have high hopes for their daughters' success. Mothers and daughters bond by learning to understand each other.



8. **The Game** (1997)
A mind-bending psychological thriller. After a wealthy banker is given an opportunity to participate in a mysterious game, his life is turned upside down when he becomes unable to distinguish between the game and reality.



9. **Milk** (2008)
An important piece of San Francisco history. The story of Harvey Milk, and his struggles as an American gay activist who fought for gay rights and became California's first openly gay elected official.



10. **Inside Out** (2015)
An Oscar-winning animated film. After young Riley is uprooted from her Midwest life and moved to San Francisco, her emotions – Joy, Fear, Anger, Disgust and Sadness – clash over how best to navigate a new city, home, and school.

CAAP Training - Cohort 13

Julietta Barcaglioni, MA

Cohort 13 - one of the biggest classes that CAAP has had in the last 20 years - finally celebrated graduation! This class was particularly significant for CAAP not only because of its size, but also because several new initiatives were rolled out with this cohort, including an individualized learning style assessment, more focus on hands-on exercises and shadowing, and the ability to provide weekly feedback about training materials, pace and the class in general.



An official welcome to the CAAP Family - and Congratulations!

Danny Azar

Arturo Collado (not pictured)

Shaun Cotton

Stephanie Flippin

Charmaine Garrison

Alex Gordon

Javier Gutierrez

Raji Lal

Theresa Muelbauer (not pictured)

Michael Norman

Roxanne Pedro

Nerminda Sagum

Tetiana Sklovskiy



CAAP Newsletter Contributors

Julietta Barcaglioni, MA; Kory Schueler; David Pursell, PsyD; Patricia Torres (not pictured).

