



COUNTY OF MONTEREY

# CAO Weekly Report

## In This Edition:

- > County launches text to 9-1-1
- > NMC grad shares her skills at home and abroad in prestigious program
- > Giving Campaign - emphasize the giving!

## SPECIALREPORT



*A battery of media watch a test of the Text to 9-1-1 system. Supervisor Mary Adams (center) obliges, showing the press how it all works and watches as her message shows up on the dispatcher's screen.*

## County Notes

- > Need an information boost? Get health tips by text from your friendly county Health Department. [Here's how.](#)

## Call if You Can, Text if You Can't: Text to 9-1-1 Launches

Imagine you are deaf or speech impaired and see a crime in progress or are hiding from a burglar or attacker. You need to reach 9-1-1, but how? Calling maybe difficult or too noisy. Now you can text to 9-1-1.

Text to 9-1-1 is a new option for reaching help in an emergency, but authorities say while texting may be a common form of communications, you should only text to 9-1-1 if you cannot call, such as the scenarios above.

Text to 9-1-1 service is now available in Monterey, Santa Cruz and San Benito counties. All three counties came together, along with other emergency agencies and representatives to announce that the service was up and running to encourage residents to use it, and use it the right way.

“Monterey and Santa Cruz Counties and the CHP-Monterey Area came together as a region and decided on a regional launch even though in some places the service was already in use and being tested,” explains Bill Harry, Monterey County Emergency Communications Director. “We have long history of working together; transferring 9-1-1 calls between the three centers because of overlapping cell sector coverage, following pursuits, for example.”

The tri-county region is just the third area of the state to have a public announcement of text to 9-1-1 service and state emergency officials on hand were impressed with the extremely successful launch. Since a great deal of outreach about the service is aimed at the region’s deaf and hard of hearing community, there was sign language interpretation during the launch and Wayne Johnson from the Deaf and Hard of Hearing Center spoke about the importance of the service.



*Supervisor Mary Adams (left) addresses the crowd gathered for the text to 9-1-1 launch. Meagan Kemp (right) provided sign language interpretation.*

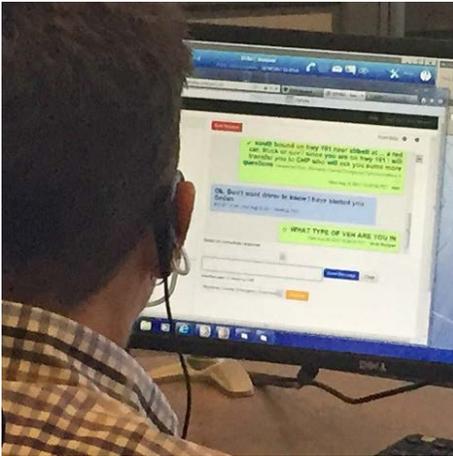


*(L-r) Bill Harry, Monterey County Emergency Communications Director; Dennis Kidd, Santa Cruz 911 Director; Dispatcher Anna Helms; Olivia Madrigal-Gaona, Center Manager, Monterey County Emergency Communications; Captain Kelly Cardoza, CHP; Training Coordinator Lori Scariot, Operations Manager Jennifer Cupak, Shift Supervisor Ruby Gaona, Budge Currier, 9-1-1 Branch Manager, Cal OES and Wayne Johnson, Deaf and Hard of Hearing Services Center.*

After the announcement, it was time for a demonstration. There was a huge media turnout for the event, and the press crowded into the dispatch center at the CHP offices to watch the system in action.

Supervisor Mary Adams assisted with the test, sending simulated emergency text messages which appeared on a dispatcher’s screen.

Since the announcement, there has been a surge of text to 9-1-1 messages, 60 in the first week compared to 49 in the last few months.



*This is how text to 9-1-1 messages appear on the dispatchers screen.*



### What Everyone Should Know about Text to 9-1-1

- Only use Text to 9-1-1 as last resort. “Call if you can; text if you can’t”
- Calling is faster. Text messages can take longer to send/receive and may be received out of order
- No language interpretation is currently available
- Know where you are – so you can tell the 9-1-1 call taker
- Cannot receive pictures at this time
- If Text to 9-1-1 service is not available or the message cannot be delivered the texting party will receive a message advising them to dial 9-1-1.
- Text to 9-1-1 is not available if you are roaming.
- Do not send acronyms, short code messages and no Emoji’s.
- In order to Text to 9-1-1 you have to have a current data plan.
- If you are deaf, hard-of-hearing or speech disabled, and Text-to 9-1-1 is not available, use TTY or telecommunications relay service, if available.

The Deaf and Hard of Hearing Center has [“911 Emergency Texting & Calling Tips for Deaf and Hard of Hearing Callers”](#) available online.

## NMC Graduate to Be HEAL Fellow

Natividad Medical Center’s long relationship with the University of California San Francisco (42 years!) has produced a new opportunity for Family Medicine Residency Graduates.

NMC is now partnering with UCSF’s HEAL (Health, Equity, Action and Leadership) Initiative, which helps to create and sustain a pipeline of health professionals to care for the most vulnerable populations both at home and abroad.

Dr. Kristin Burstedt, a 2017 graduate of the NMC Family Medicine Residency Program, has been accepted into the HEAL program and will be NMC’s first site fellow. Her two-year fellowship is underway, she will move every six





*Dr. Kristin Burststed*

months between underserved domestic and international sites providing clinical care while receiving mentorship. She will be joined by HEAL Rotating Fellows who will be working in Liberia, Nepal and in the pediatric department of NMC. NMC is an underserved domestic site that provides HEAL Initiative curriculum for fellows.

“We are excited to partner with UCSF’s HEAL Initiative to help patients in communities that don’t have access to necessary healthcare resources and trained health professionals,” said Craig A. Walls, M.D., Ph.D., NMC’s Chief Medical Officer. “HEAL Fellows work in these communities on the frontlines as they go through immersive training and develop skills essential to the delivery of global health.”

The HEAL Initiative works in Native American reservations, prisons and resource-poor communities around the world that suffer most from death, disease and lack of healthcare.

---

## Giving Campaign: Superheroes Continue Marvelous Support

The final week of the employee giving campaign saw a ramp up of outreach and fundraising efforts, including great food and fun prizes.



*Gracie Rubio shows off her good eats from the Breakfast Burrito fundraiser.*

Kicking off the week, representatives from the various charities supported by the campaign made presentations at Information Technology, sharing information about these organizations to help staff make their giving selections.

Friday also ends the amazing online auction, so be sure to make your final bids. We’ll have a wrap-up of overall fundraising in our next report. There are still some department holding events to raise monies for local charities. For all you superhero givers, here’s what was happening this past week with the campaign and what is coming up.

Thursday, the Auditor-Controller put on a breakfast burrito fundraising food event.

This particular event raised money for Friends of Community Animals Services (FoCAS) and it was a great success, raising \$656.67! That is a lot of burritos for a great cause.



Tim Dovas.

Also Thursday was the drawing for the ITD Spa Package. Congratulations to Tom Dovas from ITD who takes it home.

There were also three additional drawings for wine prizes. Those winners are:

- Monica Molina – HR
- Kristen McFadden - ITD
- Dan Mikulich - ITD



Representatives from some of the charities who receive employee donations spoke to ITD employees this week. (L-r) Julia Foster, Foundation for Monterey County Free Libraries; Phillip Geiger, Hospice Foundation; Lynda Patrick, United Way; Tré Watkins, United Way; Julie Roseman, FoCAS.

Today, September 15<sup>th</sup>, will be the drawing for the Clerk of the Board Hero Go Pro package.



Coming up next week:

There is still time to buy tickets for this 'hot' item, a Nexgrill 5-burner propane BBQ grill. You can buy tickets at the Health Department or check for locations tickets will be available. The drawing for this will be on Monday, September 18<sup>th</sup>, so good luck!



The Department of Social Services drawing for a fit bit and portable bluetooth speaker has been extended to Friday, September 22<sup>nd</sup> - there is still time to get tickets.



There will also be a raffle for four prize baskets from the Auditor-Controller's Office on September 22<sup>nd</sup>, tickets are on sale now.

HAPPY HALLOWEEN!! BASKET #1



GO OUT DOORS BASKET #3



GOT COFFEE!!! BASKET #2



PAMPER ME PRETTY #4

