

PALS FOR HEALTH

Helping Victims of Human Trafficking



The PALS Team:

I-r back: Joaquin Espinoza, Marrieta Delagon, Dung Huynh, Mireya Munoz, May Poon (staff of Alliance), Tina Vasinamkin
I-r front: Anne Kim, Tania Aguilar

Over the past 20 years, **PALS for Health** has built an outstanding reputation in the field of LANGUAGE including interpretation and translation services, language skills assessments for health care workers, and professional development training and education for interpreters and translators. These services become very important in so many areas of our human service network including Human Trafficking.

This article highlights the issue of Human Trafficking and some of the projects PALS for Health has been involved within this arena.

Human Trafficking or "modern day slavery" is a state and federal crime, and a global issue that involves recruiting, harboring, transporting, or obtaining a person through the use of force, fraud, or coercion for the purpose of commercial sex (sex trafficking) and forced labor. Victims may be male or female, adults or minors, US citizens or foreign nationals. The crossing of state or national borders is not required for the crime to be considered human trafficking. *Human Trafficking is the fastest growing criminal activity in the world.*

The **Orange County Human Trafficking Task Force (OCHTTF)** is a county-wide effort between local and federal law enforcement, victim service providers, faith-based organization, volunteers, and community members working together to protect victims, prosecute offenders, and prevent further perpetration of this crime in Orange County. Current partners include the Anaheim Police Department, CSP Victim Assistance Programs, The Salvation Army, and Westminster Police Department.

At the request of the Salvation Army **PALS** provides an annual 2-day Interpreter Training for their many bilingual volunteers. Volunteers currently cover the following languages: Spanish, Korean, Mandarin, Vietnamese, Thai, Tagalog, Farsi, French, Portuguese, Russian and Japanese. **PALS** has been providing training to these volunteers since 2010. Classes include 15-30 participants and are open to all OCHTTF volunteers.

Because of their work with OCHTTF, the Santa Ana Police Department approached **PALS** in 2011 to help create a 24/7 volunteer-based language system for any victims. Several of PALS language consultants have volunteered for this effort covering the languages of Spanish, Mandarin and Vietnamese. This program is ongoing and **PALS** continues to consult with the Santa Ana Police Dept. and recruit volunteers for this effort.

Another well known organization is the **Coalition to Abolish Slavery and Trafficking (CAST)** based in Los Angeles. They are a recognized leader in the nationwide effort to stop trafficking. PALS is an active member of the CAST/LA Metropolitan Area Taskforce on Human Trafficking. PALS has been an active partner with CAST since 2004 and currently provides interpretation services upon request. PALS also conducts an annual 'Provider' training for CAST staff on language rights, Title VI and the correct usage of utilizing trained medical interpreters especially in sensitive settings.

Trained PALS interpreters have been utilized by other agencies throughout LA and surrounding areas in the arena of Human Trafficking. Many of these cases have been highlighted by the media in recent years. PALS Director **Mireya Muñoz** says *"...we take our mission of language equity very, very seriously. This is especially so in areas of tremendous human suffering like Trafficking. Open communication is one of the keys to true freedom"*.

Please refer to these websites:

<http://www.cspinc.org/Human%20Trafficking>

<http://www.iast.net/>

<http://www.salvationarmyoc.org/programs---services.html>

<http://www.castla.org/homepage>

And follow the OCHTTF Taskforce on Facebook

<https://www.facebook.com/ochttf>

SSG NEWS & HIGHLIGHTS



**ANNOUNCING THE LAUNCH
OF SSG'S NEW BEHAVIORAL
HEALTH LINE
1-844-CALL-SSG**

SSG is proud to announce the launch of its new toll-free Centralized Behavioral Health Access Line. The line was developed in order to have one convenient and user-friendly place for consumers to call in order to gain timely access to SSG's diverse services available across LA County. With the implementation of Healthcare Reform, aka 'Obama Care', hundreds of thousands of LA County residents have become insured either through Medi-Cal or Covered California health plans. SSG wanted to make access to care, particularly for behavioral health services, as simple as possible for newly insured clients. By calling the 844-CALL-SSG (844-225-5774) number, a prospective client can get 24/7 attention and screening by highly trained master's level clinicians and crisis counselors. After a brief assessment, an intake form will be completed and routed to the SSG clinic that best suites the needs of each individual. The Behavioral Health Line is just one part of SSG's 'Access to Care' initiative, launched in 2012. In addition to ensuring easy access to care for our clients, SSG is also investing in training staff in order to increase clients' enrollment into appropriate and affordable health coverage. Recently, SSG became a Certified Enrollment Entity under Covered California. During the short 'open enrollment' window, our Certified Enrollment Counselors were able to help dozens of families navigate their health insurance options and enroll into low-cost or no-cost plans. Finally, under this initiative, SSG has been committed to improving the services we deliver to our clients. Many of SSG's divisions have entered into agreements with primary care providers and other community-based partners with the goal of integrating services and providing quality one-stop, person-centered care.

To find out more about SSG's Access to Care projects, including how to best use the new 844 number, please contact **Dianna Malak Lopez**, Director of Strategic Development, at 213-553-1875 or dmalaklopez@ssgmain.org



**Thank you Cecile!
Happy Retirement Wishes after 20 Years**



Thank you and happy retirement wishes to **Cecilia Tiozon**, Accounts Payable of the SSG Core Office Fiscal Department. Cecile had initially joined the SSG family as a NAPCA worker at several Divisions including APCTC and PAADP. She was hired as a temporary clerk/typist for the Fiscal Dept. in 1999 and then Accounts Payable in 2001. Cecile is well-known for her amazing organizational skills and she transformed Accounts Payable into an extremely stream-lined, effective process. She interfaced with all of the various SSG Divisions and was well appreciated for her diligence and attention to detail.

Cecile is proud of the work she has done over the years as a member of SSG's fiscal team. **Beth De Los Santos**, Cecile's supervisor and Fiscal Director commented *"SSG's Fiscal Department is considered far and wide as an absolutely top-notch operation. Cecile was a key member of our department and we will miss her very much"*.

Cecile is looking forward to joining her grandson in Stockton, CA and enjoying spending time with family and friends here in the States and in the Philippines. Executive Director **Herbert Hatanaka** says *"I speak for all of us at SSG in expressing thanks to such a long-standing and dedicated staff member. Cecile will be missed and we wish her all the best!"*



**Breaking the Chains of
Addiction:
Mind, Body and Spirit**

On Saturday, May 31st, the Los Angeles AI-Impics will host its 40th annual event of celebrating individuals in recovery from alcohol and drug use

through athletic competition. The Los Angeles AI-Impics Host Planning Committee invites you and your family to join us at Los Angeles Harbor College, 1111 Figueroa Place, Wilmington 90744. We are seeking volunteers to assist in various event areas, such as: weightlifting, track & field, kidz/teen zone, among others.

If you are interested in becoming a volunteer, please contact **Renee Williams** at (213) 236-9399 or rwilliams@ssgmain.org.



SSG NEWS & HIGHLIGHTS

Did you know March is Social Work Month?



March is nationally recognized as Social Work Month. Social Work is a profession dedicated to enhancing human capacity to solve complex social issues in order to create a more humane and just society. Social workers across the globe believe that all people have dignity and deserve respect. This year, the theme is "All People Matter". The theme and logo was chosen by the National Association of Social Workers to help raise awareness about the American social work profession's 116-year commitment to improving social conditions and quality of life opportunities for everyone. We would like to take this opportunity to celebrate and acknowledge the over 100 dedicated social workers at SSG who exemplify and embody these principles and for that we are extremely proud and grateful for their commitment. Be sure to give thanks to social workers today and year-round! To continue the celebration, don't miss the 25th annual management conference hosted by the **Network for Social Work Management** on June 5-6th at Simmons College in Boston, MA. Attend workshops on leading edge social services management strategies and network with fellow social workers from around the world. For more details visit: www.socialworkmanager.org

OCCUPATIONAL THERAPY TRAINING PROGRAM - SAN FRANCISCO

OTTP-San Francisco presented at the Psychiatric Occupational Therapy Action Coalition (POTAC) Friday Forum at the San Francisco Department of Children, Youth and Families on February 28, 2014. The presentation, entitled Productive Occupations for the Well-Being of At-Risk Youth in San Francisco, provided an overview of OTTP-SF and highlighted four of OTTP's unique programs to demonstrate specific assessments and occupation-based interventions that are used to promote health and well-being of at-risk youth who experience multiple barriers and traumas.



I-r back: Colleen Devine, Katie Gordon, Alicia Maness, Cathy Nanez, Rita Chowla, Christine Haworth, Natalie Pfeister,
I-r front: Nancy Jackson, Diana Lin, Genevieve Cyr.

Occupational Therapy Training Program - Los Angeles

April is National Occupational Therapy Month! Occupational Therapy: Living Life To It's Fullest

Occupational therapy is a health profession whose goal is to help people achieve independence, meaning and satisfaction in all aspects of their lives. Each April, the occupational therapy staff at OTTP-LA come together to celebrate and promote awareness of OT. This year is no exception. The occupational therapy staff kicked the month off by hosting a breakfast which included an amazing spread of homemade dishes and an interactive educational activity facilitated by one of our OT interns and 2 of our OTD residents. Our OT staff has several other events and activities planned throughout the month to celebrate the profession.

Our main event is the OTTP Art Show which will take place on April 24th from 5:30-8:00 pm at our youth center. This year marks the fourth year of this fantastic event. This event will provide our clients an opportunity to showcase their visual art and performance art talents to the public. Our clients' art work will be on display in our youth center and the audience will be treated to an array of client performances (singing, dancing, poetry reading etc.).

OTTP-LA Celebrates National Social Work Month 2014

In celebration of national Social Work Month, OTTP-LA Social Workers made March a fun, festive, and educational month for all at OTTP. These activities included a kick-off breakfast, "Happy Hours" that provided staff with snacks and an opportunity to get to know each another during their 15 minute break, and a contest where staff were encouraged to submit why they thought "All People Matter", this year's SW theme. The month ended with an event called "OTTP with the Stars". During this event, staff showcased their talent and interests. This included wood staining, guitar playing, singing, photography, tarot card reading, painting, poetry, karate, crafting and marathon running.

THE PAINTED BRAIN

On Saturday, April 26th, 7:30 pm at the Lyric Theatre in Hollywood the Painted Brain celebrates the release of their 10th magazine titled, "Renewal." There will be an art sale, silent auction and live performances featuring the talented members of the Painted Brain and other local artists. Featured bands include: Harris, ultraLOVE, and WilliHi! Visit <http://pb-renewall.eventbrite.com> to purchase tickets and reserve your issue, free with entry!

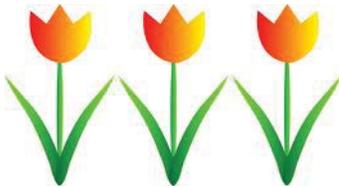


HOMELESS OUTREACH PROGRAM INTEGRATED CARE SYSTEM

2014 SPA 6 Homeless Connect Day
March 14, 2014

HOPICS held our annual Homeless Connect Day Friday March 14, 2014, our goal was to specifically connect with the chronically homeless and homeless veterans as Los Angeles County Winter Shelters came to a close. The services at this event included but not limited to housing linkages, employment services, establishment of benefits, free clothing, and health screenings. Collectively we, along with 18 other participating agencies, were able to serve over 200 individuals and complete the following;

- Provide 150 people with clothing,
- 84 people received hygiene kits,
- 170 people received assistance with obtaining SSI/SSDI benefits,
- 49 people received Flu shots
- 262 people received emergency housing
- 202 received people rental assistance
- 234 people received substance abuse treatment
- 120 women received pre-natal care
- 51 people received Mental Health/Counseling
- 109 people received transitional housing referral



PERSONAL ACCOMPLISHMENTS

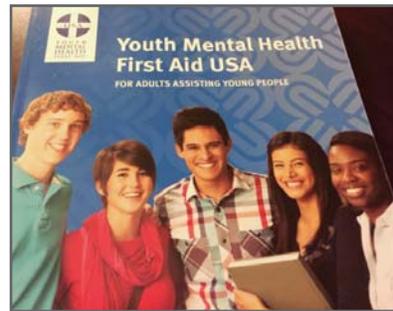


Special Service for Groups' development director, **Elizabeth Berger**, recently completed a three-year term as the President of the Board of Directors at the Los Angeles County Affiliate of Susan G. Komen. From April 2011 until March 2014, Elizabeth provided leadership for key organizational activities, including the hiring of Komen Los Angeles County Affiliate executive

management and guiding board leadership succession planning. Elizabeth joined the Board in April of 2008. Prior to her term as President, she served as Board Secretary from April 2010 to March 2011. Elizabeth has yet to confirm her plans to serve with Komen Los Angeles County post-term, but she is interested in assisting the Board to recruit candidates that will enhance diversity among the Board's leadership ranks.

WEBER COMMUNITY CENTER

Mental Health First Aid Training at Weber



On March 17, 2014 WCC partnered with Mental Health First Aid USA to bring a much needed training to Weber. Mental Health First Aid USA held an extensive 8 hour training on how to provide help to young people experiencing mental health problems such as depression, anxiety disorders, psychosis, and substance use disorders. Weber Staff were able to role-play real life scenarios during the training. The training was essential to fine tune the steps Weber Staff currently take when working with clients in need of mental health aid. Weber staff with several years of experience, learned how to fine tune and adjust their skills. The training was held in Weber Community Centers large conference room. The training was one of several new, in-house trainings that Weber Community Center is initiating.

Food Drive at Weber Community Center

On Valentine's Day, February 24, 2014, WCC AAA Staff partnered with Christian Food Center to help deliver aid to needy families. Weber Staff (**Lelina Beru, Donte Woods, Melva Thompson, Jackie Jones, La Shaun Lawson, Karen Nembhard, and Terriyonna Mc Murry**) enlisted the help of Christian Food Center to get 100 pounds of food donated. The donated food included vegetables, fruits, meats, and other healthy items. The intent of the food drive was to give aid to needy families while promoting healthy, clean eating. The food was distributed to 15 families and individuals. Some clients with access to a car picked up their food basket while AAA staff delivered the remaining baskets. In addition to giving aid, the AAA Program (African/African American Program) also chose the month of February in order to honor Black History Month.

Benefits Assistance Clients' Urban Project/ LIFE Center

Cesar Chavez Service Fair



Andy Posner and Alan Keogh, attended CSUN's Cesar Chavez Service Fair on March 25, 2014. Alan discussed Volunteer opportunities at BACUP with interested students!

HEALTH, WELLNESS & YOU

SAFETY FIRST

April is Distracted Driving Awareness Month

Distracted driving comes in all shapes and forms - drivers whose focus is on something other than their driving duty are distracted and could become involved in a collision. There are three main types of driver distraction:

- Visual: taking your eyes off the road;
- Manual: taking your hands off the wheel; and
- Cognitive: taking your mind off what you are doing.

We commonly associate talking on a hand-held or hands-free cell phone, texting, eating, reading maps, and conducting personal grooming as the activities chiefly responsible for distracted driving crashes. Recent studies have also measured significant levels of distraction for parents who are taking care of toddlers while they drive. Just about anything could distract us from driving since experienced drivers have a certain "comfort level" with driving - so much so that it feels like placing the vehicle on "auto pilot".



Remember that at *only 45 miles* per hour, a driver glancing away for two seconds is driving blind for a distance of 132 feet—almost half the length of a football field. As a result, the driver's reaction time is shortened

dramatically. Looking away from the road, reaching to pick up something from the floor, or letting your attention focus on anything other than driving can have immediate, deadly consequences. Still, it takes about five seconds of attention to a screen and keyboard to send a brief text. Disturbingly, 77 percent of young adult drivers say they can safely drive while texting [source: stoptextsstopwrecks.org].

SSG's Cell Phone or PDA and Hands-Free Device Policy

Employees are prohibited from using cell phones or PDA's while driving in connection with company business without hands-free devices. Failure to abide by this policy will result in disciplinary action.

(See Form #380 for the full policy)

Asian and Pacific Islander Obesity Prevention Alliance

Planter Box Fundraiser



1x1x3 planter boxes \$15 each.
Contact: Ailene Ignacio at
213- 553-9396 or
aignacio@apiopa.org

Live Well, Work Well

April is Stress Awareness Month

Stress happens. That's why taking time for ourselves is a necessity.

The Fight or Flight Response

The sympathetic stress response is a survival mechanism that's "hard wired" into our nervous systems. When a threat is perceived, stress hormones rush into the bloodstream—increasing heart rate, blood pressure, and glucose levels. Other hormones suppress functions like digestion and the immune system, which is one of the reasons why chronic stress can leave us more vulnerable to illness.

Work conflicts, worry over debt, bad memories or anxiety can also trigger the stress response. Although one bad day at work won't compromise our health, weeks or months of stress raise the risk for disease.

Combat Stress

If you suffer from chronic stress and can't influence or change the situation, then you'll need to change your approach. Remember, you have the ability to choose your response to stressors, and you may have to try various options.

Relax and Recharge

Be sure to make time for fun and relaxation so you'll be better able to handle life's stressors. Everyone has different ways they like to relax and unwind; even 10-15 minutes a day can make a big difference. Here are a few ideas to get you started:

- Take a walk Read a book Go for a run*
- Have a cup of tea Play a sport*
- Spend time with a friend or loved one*
- Meditate Do yoga*

While we can't avoid stress, we can minimize it by changing how we choose to respond to it. The ultimate reward for our efforts is a healthy, balanced life, with time for work, relationships, relaxation, and fun.

SSG's Employee Assistance Program (EAP)

CIGNA's Life Assistance program provides all covered employees and their immediate family members with telephonic consultation, in-person behavioral health assistance, and online access to services and information on a variety of work and life issues.

The program helps employees lead healthier, happier lives. Helps reduce stress, balance work & family responsibilities and improve the quality of life. Assistance is available 24/7 and is completely confidential. Call 1-800-538-3543.

TONGAN COMMUNITY SERVICE CENTER



TCSC Celebrates U.S. Naturalization with their Community Advisory Board Member, Sione Vanisi, age 71

Photo, Jacqueline Garcia, EGPnews.com

In March of this year, at seventy-one-years of age, **Sione Vanisi** was sworn in as a U.S. citizen. “I’m happy that I became a citizen, I feel the spirit,” says Vanisi. As a Community Advisory Board member, Mr. Vanisi is leading by example. One of his goals is to vote and “for the first time, after 43 years [in the U.S.], Mr. Vanisi will be able to vote,” says **Kitione Tuitupou**, a case manager at TCSC who sees firsthand the demand in the community to naturalize.

Sione Vanisi was hesitant to apply for citizenship, he was worried he would have to give up his Tongan citizenship and land rights, and that some would think he was turning his back on his roots. But after speaking with other Tongan community members, he found them supportive of his decision and learned he could hold both citizenships.

It is especially rewarding for Kitione Tuitupou to accompany community members to the swearing-in ceremony. Sione Vanisi was sworn in on March 19, 2014.

Vanisi is one of many that TCSC has been able to assist with the N-400 Citizenship application as part of our Citizenship Project in collaboration with the New Americas Campaign and the CA Community Foundation in Los Angeles.

The citizenship application will change on May 2, 2014. With the new application being 21 pages rather than the 10 pages it currently is.

General Requirements For U.S. Citizenship (requirements may vary in some cases):

- Must be at least 18 years old.
- Must be a legal permanent resident holding a green card for at least five years.
- Must have continuous residence in the U.S. for at least five years, or three years if married to a U.S. citizen.
- Must be able to read, write and speak basic English
- Must have knowledge and understanding of U.S. history and government
- Must be a person of good moral character
- Must be attached to the principles of the U.S. Constitution



EMPLOYMENT VERIFICATION CHECK, REQUEST FOR INFORMATION AND ANY OTHER LEGAL DOCUMENTS

Inquiries seeking verification of employment or requesting information concerning current or former employees are **ONLY** handled by the Human Resources Department. **DO NOT PROVIDE ANY** information, refer the person to:

SSG’s Human Resources Department:

605 W. Olympic Blvd., Suite 600
Los Angeles, CA 90015

Phone: (213) 553-1892 | Private Fax: (213) 553-8489

Must call for an appointment.

The following are examples of common requests:

- Subpoena of **employee records**
- Legal served documents - **employment related only**
- Wage Garnishments
- Employment Development Department (EDD) Claims - State Disability/Unemployment Insurance
- Verification of Employment - Home Loans/Other Loans

The HR Manager, Dir. of Admin., Risk Manager, or Executive Director are the only authorized personnel to accept/sign employment related legal served documents. If unavailable, ask the serving party to return the next business day.

PROCEDURES:

1. Anyone attempting to serve a summons, complaint or subpoena in a non-criminal lawsuit should check in at the front desk. Immediately contact the appropriate SSG representative (Div. Director, HR Manager, Dir. of Admin., Risk Manager, or Ex. Director, as applicable), not the employee named in the subpoena or process.
2. If the agency is being served with employment related legal documents, refer the person to the HR Dept.
3. If a State or Federal law enforcement officer seeks to execute an arrest warrant or otherwise to arrest or detain an employee or other person in the building, the officer should be told that, unless he or she has a search warrant (as opposed to merely an arrest warrant), he should stay in the public lobby area. HR should be contacted.
4. If a law enforcement officer produces identification and a search warrant, a copy of the warrant should be requested and sent to HR immediately. Non employment matters (such as personal lawsuits) are the sole responsibility of the employee. If the issue is unclear contact the HR Department for clarification.

EMPLOYMENT VERIFICATION CHECK/REQUEST

It is SSG policy for the HR Department to provide date of hire and current job position over the phone when asked. Any other information must include an employee’s written permission. **FORM # 320, DISCLOSURE AUTHORIZATION AND RELEASE FORM**

The Agency is required to respond to requests for employee information that are accompanied by a court order.

SSG policy forbids all current employees, including Supervisors, from bypassing this policy. Do not provide anyone with information regarding another employee, including former employees. Violation of this policy may lead to disciplinary action up to and including termination.