



C O U N T Y C O N N E C T I O N

A digital magazine for and about County of Orange employees

AUGUST 2020



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FRANKLY SPEAKING

a message from CEO Frank Kim



FRANK KIM

When we began 2020, we had no idea just how differently the world, the County and our lives would look. Despite the challenges that we have faced in response to COVID-19, the County family has proven that we rise to the needs of our community and our co-workers in need. Thank you for the courage and dedication you have shown throughout this difficult time.

This special edition of County Connection highlights the ongoing work in various departments in direct response to COVID-19 as well as provides information on safety and well-being for employees returning to the office or tele-commuting.

I recognize that the response for COVID-19 has been going on for most of the year and as we move forward, many of us are concerned with the uncertainty of the next weeks and months, which may feel overwhelming and unmanageable. For anyone who needs support, Employee Assistance Programs are available and listed on [Page 7](#).

The HCA team has compiled information on available resources, including how to get free testing if you suspect you or someone you know may have COVID-19. Turn to [Page 6](#) to find information on testing available at the recently opened testing super site at the Anaheim Convention Center. For more information on how to keep you and your loved ones safe during this time, please check out OC Health Care Agency's flyer: <https://bit.ly/OCHCAProtectingLovedOnes>.

As County employees, you are the foundation to a multitude of services that we provide to the community. I'm proud of the work going on around the County in our public assistance programs, health education and outreach, and critical infrastructure planning. To read about the different ways departments have adapted to the COVID-19 environment start on [Page 15](#). For updates on impacts to County services visit <https://www.ocgov.com/about/countyservicesimpacts>

As summer turns to fall, we continue our work in this new environment with grace, support and a commitment to service. Remember, no individual is an island, make time to connect with each other in safe, meaningful ways. Find moments of relaxation for your mental health and well-being and reach out to others and find comfort and joy in the company of family, friends and co-workers.

Together, we will come out of this stronger.

A stylized, handwritten signature in white ink that reads "Frank Kim". The signature is fluid and cursive, with a long, sweeping underline.



GREETINGS TO OUR COUNTY FAMILY!

I'm Dr. Clayton Chau, Director of OC Health Care Agency (HCA) and Acting County Health Officer. On behalf of HCA, I hope you and your loved ones are safe and healthy during this challenging time.

HCA staff, in every one of our divisions, are providing exceptional care, and many continue going above and beyond by focusing not only on COVID-19, but their "regular" duties as well. Let me share some of the work HCA has been doing:

Public Health Services (PHS): Our Communicable Disease Control Division is at the forefront for COVID-19 response in Orange County. PHS expertise, along with HCA's Research team, determines the case information provided to the public on <https://occovid19.ocalthinfo.com/>. PHS focuses on slowing the spread of COVID-19 through case investigation, numerous outbreak response teams including congregate living facilities, worksites, schools, and by providing guidance to health care providers. Our Public Health Laboratory staff has worked tirelessly on testing. PHS also ensures programs continue to provide safety net programming, health promotion activities, and other communicable disease control activities, such as TB, HIV and STD control programming.

Regulatory/Medical Health Services (R/MHS): This team pulled together all the hospitals in Orange County to make sure needs were met. One of their biggest tasks early on, was distributing medical supplies which were urgently needed.

Employee Health Services has been busy answering questions and concerns about COVID-19 from the entire County family. Environmental Health staff have kept businesses going with inspections of food facilities and made sure public pools are approved for reopening. And whether or not Orange County beaches are open, staff continue monitoring ocean water quality.

Office of Care Coordination (OCC): This team is primarily responsible for implementing the County's COVID-19 Homelessness Response System and providing technical support and assistance to homeless service providers across Orange County. The County's COVID-19 Homelessness Response System encompasses Project Roomkey which provides non-congregate shelter for individuals who are high-risk for severe COVID-19 or sick or positive for COVID-19, and alternative shelter program sites.

Behavioral Health Services (BHS): The team continues to provide essential services, but transitioned to provide those services mostly through telephonic and telehealth modes. Among those served by BHS are: children, youth and caregivers; adults and older adults; and first responders and health care professionals. BHS is utilizing some one-time CARES Act funding to expand and create time-limited services specific to COVID, including building resilience in our youth, violence prevention programs and suicide prevention programs. In addition, staff are culturally-connected with services available in Arabic, Chinese (Mandarin and Traditional), Farsi, Korean, Spanish and Vietnamese.

Correctional Health Services (CHS): Very early on, CHS adapted health care operations to meet the urgent needs associated with the public health emergency within the custodial environment. The CHS team has been caring for some of the most vulnerable populations in the county throughout the course of the pandemic. In addition to providing direct patient care as frontline health care workers for COVID positive and at risk patient populations, CHS personnel have worked diligently to medically screen, test, monitor, provide mental health services and educate patients during this event. CHS also provides discharge planning and linkage to postcustody services to ensure the health and safety of both our patients and our communities.

There are so many in each of these service areas who are worthy of recognition. In addition, Administrative Services is supporting the internal agency operations by procuring needed services and supplies to respond to COVID-19, tracking detailed CARES spending, running payroll, managing all human resource matters, supporting the telecommuting environment, keeping websites operational, supplying the workforce with Personal Protective Equipment, return to work supplies and providing worksite modifications to maintain a safe and healthy working environment. It is our great honor to serve you and serve with you, as we meet the needs of Orange County residents, visitors and businesses alike.

Stay safe and be well,

Clayton Chau, MD, PhD Director

Could



it be



COVID?



Get the answers you need, with FREE COVID-19 testing

If you or a loved one has symptoms of COVID-19 – like cough, shortness of breath, difficulty breathing, fever, chills, shaking, muscle pain, headache, sore throat, and loss of taste or smell – you'll be relieved to know that getting tested is easier than ever. People with symptoms can now receive confidential FDA-authorized COVID-19 diagnostic testing at NO CHARGE, right here in Orange County.

To learn more and make your appointment, call **(800) 564-8448** or visit ochealthinfo.com/covidtest today





OC COVID-19 Drive Thru Testing SUPERSITE

APPOINTMENTS ARE REQUIRED

Testing is now available through an appointment-based drive-thru site that can serve more than 1,000 people daily. Testing is available to Orange County residents at no-cost for people who meet Public Health priorities for testing and **cannot get a test through their medical provider (doctor)**. Please contact your provider first.

The test offered at this site is called a PCR test. The test will show if someone is currently infected with COVID-19 and may be contagious.



TUESDAY TO SATURDAY
8 a.m. - 3 p.m.



ANAHEIM CONVENTION CENTER
800 W Katella Ave, Anaheim, CA 92802
West Street entrance

Who Should Get Tested:

If you have symptoms of COVID-19 or meet Public Health criteria for priority testing:

- Healthcare workers and first responders
- Workers in congregate living settings such as skilled nursing facilities, jails, or homeless shelter settings
- Individuals with close contact (15 minutes or more within 6 feet) to someone known or suspected to have COVID-19
- Essential workers – those with contact with the public such as grocery store workers, social service providers, government workers, etc.



 **SCAN ME**

Scan this QR code for more information and to book an appointment.

EMPLOYEE ASSISTANCE PROGRAM

For County of Orange employees, the Employee Assistance Program (EAP) is our way of saying you're a valuable employee and your personal and professional happiness is important to us. We know that sometimes problems arise that you may find difficult to solve alone. Taking advantage of our EAP's assessment and referral services can make a difference. To learn more about EAP, go to the **Aetna Resources for Living** website at www.resourcesforliving.com or call 1(800) 221-0945.

IMPORTANT TELEPHONE RESOURCE NUMBERS

NATIONAL SUICIDE PREVENTION LIFELINE

1 (800) 273-TALK (8255) (available 24/7)

Veterans: Press 1

En Español: 1 (800) 628-9454

For Deaf & Hard of Hearing: 1 (800) 799-4889

TEEN LINE

www.teenlineonline.org

1(800) TLC-TEEN (852-8336)

THE OC WARMLINE (AVAILABLE 24/7)

Call or text: 1 (714) 991-6412

Toll Free: 1 (877) 910-9276

CRISIS TEXT LINE (AVAILABLE 24/7)

Text HOME or EMM to 741741 to connect with a Crisis Counselor

FRIENDSHIP LINE

1 (800) 971-0016

Crisis and warm line for adults 60 years and older
operated by Institute on Aging

THE TREVOR PROJECT

1 (866) 488-7386

Phone chat, and text support for LGBTQ+ youth

www.thetrevorproject.org/get-help-now/



DEAR COUNTY FAMILY,

The ever evolving situation with COVID-19 requires us as County staff to be flexible and understanding when interacting with our residents and one another.

You can always find the most up to date County Public Health Officer Order on OC Health Care Agency's website: <https://occovid19.ochealthinfo.com/article/oc-health-officers-orders-recommendations>. As the County follows the State's guidelines and regulations, it may be useful to familiarize yourself with the State's COVID-19 website (<https://covid19.ca.gov/>). Human Resource Services will continue to provide important information directly to you to help answer your questions, as we navigate this new normal.

Below you will find a selection of useful information; however, this is by no means exhaustive. For more employee information, please visit our website: <https://www.ocgov.com/gov/ceo/covid19employeeinfo>.

SAFETY IN THE WORKPLACE

In preparation for employees to return to their work sites, departments have been implementing the following, among other measures:

- Created and installed signage that:
 - ◊ Reminds staff to remain six feet apart for social distancing.

- ◊ Explains that two persons (based on elevator size) at a time maximum are to be in an elevator.
- ◊ Reminds employees not to congregate in break rooms or other common areas.
- Placed floor signage for customers indicating where to stand to maintain six feet of social distancing.
- Removed chairs in reception areas and limit chairs in meeting rooms as necessary to ensure social distancing.
- Ensured increased facility cleaning occurs, including increased cleaning of commonly touched surfaces.

SAFETY AT HOME

To protect yourself and your loved ones, it's important to:

- Stay home when possible. When you leave the house, avoid crowds and stay 6 feet apart from people not in your household.
- Wear a face covering when you are around people not in your household, especially when indoors.
- Wash your hands often with soap and water for at least 20 seconds.
- Avoid touching your eyes, nose and mouth with unwashed hands.
- Clean and disinfect frequently touched surfaces.

EFMLA AND EPSL

The Emergency Family and Medical Leave Act and Emergency Paid Sick Leave are available until December 31, 2020.

Eligible employees who qualify for Emergency Family and Medical Leave Act (EFMLA) receive up to 12 weeks to care for a child whose school or child-care facility is closed because of COVID-19, the final 10 weeks of which will be paid at two-thirds their regular rate of pay. An employee may use EPSL or any other leave balances (including Advanced Sick Leave) for the first two weeks, which are otherwise unpaid.

Eligible employees may also use their leave balances to make up any difference between the two-thirds of pay and their regular rate of pay during this time. Employees may also use any remaining Advanced Sick Leave.

- Eligible Full-Time Regular and Limited-Term employees shall receive up to 80 hours of Emergency Paid Sick Leave (EPSL) at their regular rate of pay for any EPSL qualifying absence.
- Eligible Extra-Help, Part-Time and other employees as defined by law will receive an amount of EPSL hours tied to their regular work schedule (allowing for the equivalent of two work weeks of leave), as determined by the Families First Coronavirus Response Act or relevant regulations. Such employees will also receive their regular rate of pay for any EPSL qualifying absence.

For further information regarding Emergency Paid Sick Leave or Emergency Family and Medical Leave, please contact your Human Resource Services representative.

Sincerely,
Tom Hatch



WELCOME BACK

Employee Checklist for Returning to the Workplace

SELF ASSESSMENT

- ☐ Make sure that you conduct a self-assessment of your health daily (e.g. take your own temperature).
- ☐ Please call in sick/go home and stay home if you have any of the following symptoms.
 - Fever of 100.4 degrees Fahrenheit or greater
 - New or unusual cough
 - Shortness of breath
 - Or, at least two of the following symptoms: chills, repeated shaking with chills, muscle pain, headache, sore throat, new loss of taste or smell
- ☐ Please call Employee Health Services at (714) 565-3780 and/or your doctor, as needed.
- ☐ If you are ill with symptoms consistent with COVID-19 while at work, immediately contact your supervisor as you will be required to go home. Managers/supervisors, please contact Human Resource Services as needed.
- ☐ If you become sick during the day and required to leave work or report that you have become ill after leaving work, your manager/supervisor should request custodial services to disinfect the employee area.

SAFETY PRACTICES

- ☐ Wash hands upon arrival to work, after touching your face or mask or any common contact surfaces and when leaving work.
- ☐ Wash hands frequently. Public facing employees should wash hands or use hand sanitizer every 30 minutes.
- ☐ Wear a cloth face-covering when you are not able to maintain at least 6 feet of physical distance from another person who is not a family/household member or does not reside in the same living unit. The cloth face-covering order SHALL NOT APPLY to the following persons:
 - Anyone who has trouble breathing, or who is unconscious, incapacitated or otherwise unable to remove the cloth face-covering without assistance; or
 - Persons with a medical or mental health condition or development disability that prevents wearing a cloth face-covering.
 - Employees who meet one of the exceptions above should notify their supervisor or manager and request an accommodation
- ☐ Maintain physical distancing and remember to cough/sneeze into your elbow or tissues and not your hands.
- ☐ Follow posted signage regarding safety practices.
- ☐ Avoid using other employees' phones, desks, offices, or other work tools and equipment (e.g. shared staplers, phones, etc.) when possible. If necessary, clean and disinfect them before and after use.
- ☐ Try to use Skype/conference calls for meetings rather than in-person meetings.

FACILITY AND EQUIPMENT USE

- ☐ Remember there is limited occupancy for each elevator.
- ☐ Breakrooms and conference rooms have already been rearranged for physical distancing please don't move/add chairs and remember there is limited occupancy.
- ☐ Remember to not congregate in break rooms or other common areas.
- ☐ Wash your hands before and after using restrooms and breakroom appliances, i.e. microwaves, refrigerator, coffee maker and water dispensers.
- ☐ Disinfect/wipe down your desk, equipment and breakroom appliances as needed. Please check with supervisor for sanitizers as they are available.

HUMAN RESOURCE SERVICES



Countywide NEW EMPLOYEE ORIENTATION

The County of Orange takes pride in our ability to deliver exceptional public service making Orange County the ideal place to live, work, and play. We invite you to attend our County of Orange New Employee Orientation where you'll learn about the County structure, our mission, the vast opportunities, and benefits available to you now that you've joined our team. Most importantly, New Employee Orientation helps you understand where you fit in the big picture and is designed to help you engage with us right from the start.

Throughout the day, you'll learn about:

- What Matters to Us: Our Mission, Vision, and Values
- The County: Our structure and your new coworkers
- Employee Benefits: Health insurance options, Differed Contribution plans, wellness programs, and more!
- How You Can Continue to Grow in your Career: Professional development
- What the Badge Means to Us

WHEN:

Wednesday, September 9
Monday, October 5

Monday, November 2
Monday, December 7

WHERE:

Register to attend via Eureka. Search keyword NEO from Learner Home. Visit <https://bit.ly/NEOCW> for more information.

TIME:

8:00 a.m. to 1:45 p.m.

Benefits Information: www.ocgov.com/gov/hr/eb | 1-800-858-7266
New Employee Resources: <https://bit.ly/3dCcedp>

KNOWLEDGE SHARING DURING ROLE TRANSITIONS: PROCESS & RESOURCE OVERVIEW

*** We've Got This! ***

To help support the process of anticipated separations and role transitions due to the Voluntary Incentive Program, HRS Learning & Organizational Development has created a targeted curriculum in the form of a playlist. This curriculum addresses the process for successful role transitions. It includes knowledge sharing strategies, checklists, templates, and resources for leaders, separating employees, AND those that will stay and transition into new roles. This curriculum will help preserve critical institutional knowledge, support business continuity, and establish a strong foundation for those taking on new responsibilities within the County.

Access via Eureka

ocgov.csod.com
Search 'transitions' or access via
the 'featured' carousel.

or

Access via VIP website

https://bit.ly/KSTransitions_VIP

Overview Video (watch this. you'll feel better!)

For the Leader of an Exiting Employee (resources for when employees leave/arrive on your team)

Knowledge Sharing Tips Overview for Leaders
Knowledge Sharing Toolkit

For the Exiting Employee (knowledge sharing curriculum)

Knowledge Sharing Tips Overview for Exiting Employees
Worksheet: Take Inventory
Worksheet: Prioritize Your Efforts

For the Employee Staying! (guide for all transitioning leaders)

A Complete Role Transitions Toolkit
Navigating Role Transitions - For Team Members

Human Resource Services has compiled a list of the most frequently asked questions, which can be found at <https://www.ocgov.com/gov/ceo/covid19employeeinfo>. We highlight a few questions below. If you don't find your question on the website, please email ceocom@ocgov.com for assistance.

Q. IF AN EMPLOYEE IS CONCERNED THAT THEY MAY HAVE SYMPTOMS CONSISTENT WITH COVID-19, WHAT SHOULD THEY DO?

A. The employee should stay home and follow normal call-out procedures. If an employee begins to feel sick while at work, they should contact a supervisor about the possible need to go home as they would with any other illness. Employees should contact their primary care provider regarding their symptoms and Employee Health at 714-565-3780 to report a diagnosis of COVID-19.

Q. IF AN EMPLOYEE BELIEVES A COWORKER IS DISPLAYING SYMPTOMS CONSISTENT WITH COVID-19, WHAT SHOULD THEY DO?

A. The employee should notify a supervisor or manager so the situation can be assessed by Human Resource Services (HR). If an employee is displaying symptoms consistent with COVID-19, they may be asked to leave work.

Q. IF THERE IS A CONFIRMED CASE OF COVID-19 IN THE WORKPLACE, WILL EMPLOYEES WHO HAVE HAD DIRECT CONTACT BE NOTIFIED?

A: Yes. Agency HR teams and program management should notify EHS of any known cases. EHS will work with departmental HR and program management, and identified employees who have had close contact with a confirmed COVID-19 case in the workplace will be notified by EHS and provided directions for self-quarantine if necessary. EHS will keep HR updated on the situation and notifications. Employee medical information is confidential, so the identity of the diagnosed employee will only be disclosed on a need-to-know basis.

Q. IN LIGHT OF PUBLIC HEALTH DIRECTIVES TO LIMIT LARGE GATHERINGS, SHOULD WE CANCEL ALL MEETINGS?

A. In keeping with public health guidelines, all non-essential public events, including public outreach events, should be postponed or cancelled. Physical distancing should be practiced to the greatest extent possible. Managers and supervisors should also encourage video and phone conferences as an alternative to in-person meetings when feasible. Meetings of small groups may be conducted in larger than necessary conference rooms if it is possible to provide for physical distancing (6 feet separation). Training should also be postponed or cancelled if it cannot be conducted by video or phone conferencing. Non-essential employee travel has also been cancelled/suspended. More information on physical distancing may be found at:

RETURNING to WORK



<http://www.ochealthinfo.com/civicax/filebank/blobdload.aspx?BlobID=114186>

Q. WHAT SHOULD I DO IF I THINK I WAS EXPOSED TO COVID-19 AT WORK?

A. An employee may report their concern to a supervisor and an injury or illness report (5020) will be filed. This report will be deemed a record only. An exposure is not an injury or illness and a claim will not be filed. However, CEO-Risk Management will maintain the form on file in the event you as the employee test positive for the disease and feel it is work related.

Q. ARE SERVICES AVAILABLE TO EMPLOYEES TO HELP THEM COPE WITH CONCERNS RELATED TO COVID-19?

A. Yes. As always, the County offers the Employee Assistance Program (EAP). EAP can be contacted at (800) 221-0945 or www.resourcesforliving.com (username: Orange County ca, Password: eap). The Employee Health website — www.ochealthinfo.com/ehs — and the OC Healthy Steps website — http://www.ocgov.com/gov/hr/eb/employee_wellness — have a variety of resources. The County Wellness Center website — <https://countywellnesscenter.weebly.com/> — has been updated to reflect many virtual wellness resources.

Cyber Threats Increase during COVID-19 Pandemic



The COVID-19 pandemic changed our work and personal lives overnight. More than half of the County workforce had to make immediate changes in their regular work environment to implement working from home (WFH), also known as telecommuting or working remote. Many of us are not aware of the security and privacy benefits the County provide while working at the office and using County devices. In this environment, you have access to a secure network and system. There are security and network experts who constantly monitor the County infrastructure, systems and data. With WFH, you still get these benefits, but the risk comes with how your remote environment is set-up. Are you using a personal device? Do you have WiFi? Is your WiFi secure? Do you have anti-virus protection on your device?

Bad actors take advantage of the workforce working remotely. The workforce not only have to fight the virus while learning to work in a new environment, but now also must be concerned with cyber threats that could result in data and system compromise. County staff play a key role in cybersecurity by being the first line of defense. Below are some tips on how to prevent the County from potentially becoming a victim in these cybercrimes:

1. COMPLETE THE ANNUAL MANDATORY CYBERSECURITY AWARENESS AND SPECIALIZED TRAININGS

The **2020 KnowBe4 Cybersecurity Awareness Training (CSAT)** was officially released July 17, 2020. This mandatory training discusses commonly used social engineering techniques and red flags that better help you identify security threats in the cyber world. If you did not receive your invitation to take the training, please check your email for a "Welcome Letter" from KnowBe4 from July 17. Or you can email securityadmin@ocit.ocgov.com for the training link.

The **Cyber Safety While Working Remote Training (CSWWR)** is an optional training released to all County staff via KnowBe4 in May 2020. The training provides an array of tips to keep you and your data safe while working remotely. There is a total of 19 modules in this campaign, which can be found on your KnowBe4 training dashboard. If you have questions regarding this training, you can reach out to securityadmin@ocit.ocgov.com.

2. PROTECTING YOUR DEVICES ON THE GO

Thanks to mobile devices (laptops, phones and tablets), we're carrying a lot of sensitive data around with us (contacts, emails, bank accounts, messages, etc.). What would happen if your smartphone ended up in the wrong hands? How much access would someone have to your personal life? All of your contacts, emails, messages, social media accounts and maybe even your bank accounts are now at the literal fingertips of a stranger.

You, of course, have strong passcodes protecting your devices, but we use this example to illustrate an important fact: **Physical security is just as essential as cybersecurity.** When we're out in public, we need to use situational awareness so that we don't lose mobile devices or have them stolen. We need to make sure no one can see our

— CYBERSECURITY CORNER —

(Continued from Page 13)

screens when we access confidential data. We need to use common sense, like not leaving a device unattended in plain sight, such as in a vehicle or a hotel room.

Combining physical security and cybersecurity is the best way to combat threats to privacy. Remember, all a cybercriminal needs to compromise our organization or your privacy is one unsecured door. Mobile devices happen to have a lot of doors, so, remain vigilant, stay alert, and always follow our organization's mobile device policies.

Some examples of mobile threats include network spoofing, unpatched vulnerabilities, malicious apps, malware and smishing.

- **Network spoofing** is when cybercriminals set up imposter WiFi networks that look legitimate, like Airport WiFi, and use them to hack into your device. You can protect yourself from this type of threat by disabling the auto-connect to WiFi option on your device.
- **Unpatched vulnerabilities** occur when your device is out-of-date on the latest security patches and is now vulnerable to malware. You can prevent this threat by keeping all your devices current with the latest software, apps and updates.
- **Malicious apps** are apps that install malware/viruses onto your device just by being downloaded. To combat this, you should always research apps before you download them. You should also review permissions that are granted to the app through your settings to ensure they are not collection more data than necessary.
- **Malware and viruses** are common occurrences in devices that are not properly protected. Be sure you install current anti-virus and anti-malware software on all devices and be careful of what you click on.
- **Smishing** is a social engineering technique that occurs via text message. They are usually accompanied with an urgent message that tries to get you to frantically click on the included link (like saying you're your bank account has been compromised). With messaging apps exploding in popularity, it's no surprise that smishing attacks continue to rise. If you receive a text from an unknown user that contains a link or urgent language, be careful not to click on it or even respond to that user.

Resources for Remote Protection: Remember if something smells or feels fishy, then it must be. Always be cautious and don't click or open any unknown emails.

Reporting Phishing or Spam Emails: As cybercrime increases, there has been a rise in phishing attempts toward County staff. If you suspect an email you receive to be a phishing attempt, please forward the email to phishing@ocit.ocgov.com for investigation. You may forward unwanted spam emails to spam@ocit.ocgov.com where they can assist you with blocking these emails.

Phishing Alert Button (PAB) – Recently, the cybersecurity team has implemented a phishing alert button on the Microsoft Outlook banner. If you department does not have this feature, please contact our securityadmin@ocit.ocgov.com for more information. It looks like this:

Cybersecurity Corner – You may check this SharePoint site periodically to stay up-to-date on the latest in cybersecurity: <https://ocgov.sharepoint.com/Collab/SvcAreas/cyber>



PHISHING ALERT

CLERK-RECORDER DEPARTMENT HELPS THOUSANDS GET HITCHED AT HONDA CENTER DURING PANDEMIC



Clerk-Recorder Hugh Nguyen (third from left) and staff pose in front of tickets booths used to help couples get "Hitched at Honda Center."

On April 10, 2020, the Orange County Clerk-Recorder Department made history by becoming one of the first County offices to resume marriage services to the public. Clerk-Recorder Hugh Nguyen partnered with the Honda Center, the O.C. Fairgrounds, the City of Anaheim and OC Public Works to set up shop and offer Marriage Services at one of the parking lots at the Honda Center in Anaheim. The event also sparked lots of media coverage locally and internationally.

"I was excited to be able to offer marriage services during these challenging times," Clerk-Recorder Nguyen said. "We looked into ways of providing these services in the safest way possible due to the demand and feel that this is a great solution. I would like to thank Honda Center, the Orange County Fairgrounds, the Mayor of Anaheim, the Orange County Sheriff's Department, OC Public Works, OC Community Resources and especially my staff for helping us make this possible."

For couples to obtain services, they had to complete their marriage license application online prior to calling a special hotline to make an appointment. The hotline was created for exclusive use by the public who wanted to obtain marriage services.



Clerk-Recorder Hugh Nguyen practices good social distancing as a newlywed couple poses for a photo to share on social media after their marriage ceremony at Honda Center.



A couple exchanges vows at Honda Center as a deputy commissioner of marriages from Clerk-Recorder Hugh Nguyen's office officiates a ceremony from inside the safety of a ticket booth.

Clerk-Recorder staff provided services from inside booths, borrowed from the OC Fairgrounds, to ensure that a protective barrier existed between them and the couples. Upon arrival at the Honda Center, couples had to wait inside their cars until a staff member contacted them to approach the booth for their appointment. This ensured there was always a minimal amount of people at the booths and that the department was following the strict social distancing guidelines recommended by local and state health officials.

In the end, the department issued 3,900 marriage licenses and performed marriage ceremonies for 2,500 couples from April 10 through June. Congratulations to all the couples who got "Hitched at Honda Center!"

Here is a link to NBC's news coverage of our work at Honda Center with [TODAY](#).

WELCOME TO JOHN WAYNE CLEANER-AND-SAFER-THAN-EVER-BEFOREPORT



Healthy Travels signage throughout the Terminal

As air travel begins to steadily increase, John Wayne Airport is ready to reconnect guests with family, friends, and business associates, and welcome everyone back to a cleaner, safer, and more secure environment.

Guests will see new “Healthy Travels” practices throughout the Terminal implemented in accordance with County and State guidelines to protect the health of employees and all who travel through the Terminal.

- Healthy Travels signage throughout the Terminal
- Physical distancing markers on flooring in high-traffic areas, queuing, elevators and escalators
- Protective plastic barriers to protect employees and guests
- Increased cleaning and disinfecting of heavy touchpoints, such as TSA security checkpoints, handrails, surfaces, buttons, shuttles, and Airport seating areas
- Restaurant and retail employees wear face coverings, maintain physical distancing from customers,



Physical distancing markers on flooring in high-traffic areas, queuing, elevators and escalators



JWA Information Technology team members pictured (L to R): Richard Larsen, Travis Longworth and Kynal (Von) Hester.

and use plastic protective barriers

- Dine-in restaurants have reconfigured seating areas to allow physical distancing
- Contactless food ordering and gate delivery from select restaurants via an online app, as well as several “grab and go” options
- Free JWA “Smile” face masks are available at Information Booths located in Baggage Claim on the Arrival (lower) Level of Terminals A, B, and C.

As an essential part of the community, John Wayne Airport remains open to provide air travel facilities to our guests and airline partners and support the vital flow of air cargo and passengers through Orange County. To learn more about what the Airport is doing to keep you traveling healthy, visit www.ocair.com/covid19.

OVER 100 FAMILIES IN NEED RECEIVE PET FOOD DURING OC ANIMAL CARE'S FAMILY FUR-ST PET FOOD PANTRY!

OC Animal Care kicked off the Family Fur-st Drive-Thru Pet Food Pantry on Saturday, June 13. The shelter received over 3,000 pounds of pet food donations and supported 118 families during this challenging time.

The goal of this pet food pantry is to support residents in need and keep pets and their families together. This event was made possible in collaboration with the Animal Assistance League of Orange County, SoCal Animal Response Team, and The Shamrock Rescue Foundation. The Family Fur-st Pet Food Pantry will take place on the second Saturday of every month while food is available, and the need is still present in the community.

OC Animal Care is looking forward to helping even more families next month. The shelter is open by appointment to provide essential services including adoptions.

For more information about the Family Fur-st Pet Food Pantry and future events, please visit the OC Animal Care website at ocpetinfo.com.



This happy chihuahua is going home with some yummy dog food thanks to OC Animal Care's Family Fur-st Drive-Thru Pet Food Pantry!

OC Animal Care hosts a drive through pet food pantry on the first Saturday of the month.

LOST & FOUND COMMUNITY PETS PROGRAM KEEPS COMMUNITY, STAFF SAFE

OC Animal Care launched a Lost and Found Community Pets Program to reduce the need for additional in-person meetings when helping animals find their way back home. This program has been successful in getting pets back home faster while helping keep the community and shelter staff safe.

Owners who lose their pets or residents who find a lost pet can now call OC Animal Care's Field Services Department to make a "Lost or Found" report. All lost or found pets reported to Animal Control can be found on the shelter's website along with helpful tips on what to do if you have found or lost a pet. This list is at <https://media.ocgov.com/gov/occr/animal/lost/default.asp>.

The Lost and Found Community Pets Program not only offers additional assistance to owners looking for their

missing pet, but also gives an option for found pets to be temporarily fostered until the owner is located. Those who temporarily care for pets in their home may have the chance to adopt the found animal if it is not redeemed by the owner.

Limiting the intake of new animals will help the shelter maintain space in preparation for a possible surge of pets needing care as more of the community is affected by COVID-19.

Additional resources for pet owners in need can be found on OC Animal Care's website at https://media.ocgov.com/gov/occr/animal/edu/resources_for_pet_owners.asp#covid.

To make a Lost or Found Pet Report, call OC Animal Care at (714) 935-6848 from 8 a.m. to 5 p.m. daily.

WORKFORCE INNOVATION AND OPPORTUNITY ACT (WIOA)

In response to the COVID-19 crisis impact on Orange County's workforce, the Community Investment Division (CID) launched new relief and support programs while expanding current workforce development programs.

The Economic & Business Recovery Call Center was created and has representatives available to assist and assess situations and offer resources tailored to meet individual business needs. The Call Center is taking calls Monday-Friday from 8 a.m. to 5 p.m.

The State of California's Employment and Development Department (EDD) awarded Orange County with \$900,000 to support California workers impacted by COVID-19. This award funds the COVID-19 Supportive Services program that will provide up to \$800 per person for basic needs such as childcare, housing and utility assistance, and transportation costs. An anticipated 1,500 participants will be served through this program. Additionally, EDD approved Orange County's Workforce Innovation Opportunity Act (WIOA) Layoff Aversion Support Program. Through this program, small businesses may request up to \$10,000 in funding to create solutions to mitigate layoffs as a result of COVID-19.

In partnership with Google Fiber and United Way, Orange County received 11 Google Chromebooks and prepaid hotspots to implement a loaner program for job seekers, providing them computer and internet access to conduct job searches, create or update resumes, and use other job-seeking applications. Through the Call Center and Orange County's One-Stop Centers, the Google Chromebook and Hotspot Loaner program was launched. Due to the popularity and demand for the program, the Community Investment Division for the program bought an additional 14 Chromebooks and prepaid hotspots.

ATTENTION JOB SEEKERS

**NEED A LAPTOP & INTERNET?
YOU CAN USE OURS FOR FREE!**

Call us to learn how you can borrow a laptop and hotspot at no cost from the OC One-Stop Center in Garden Grove:
OC BUSINESS & ECONOMIC RECOVERY CALL CENTER
(714) 480-6500

#OCWORKSTOGETHER @OrangeCountyCID

Job seekers can borrow a laptop from the Community Investment Division to assist them in their search for work.

GREAT PLATES DELIVERED

GREAT PLATES DELIVERED
 A FREE MEAL DELIVERY SERVICE FOR OLDER ADULTS
NOW EXTENDED THROUGH AUGUST 9

SENIOR RESIDENTS IN NORTH & CENTRAL COUNTY can enroll directly through Meals on Wheels at <https://bit.ly/north-county-gpd> or by calling (714) 263-1425

SENIOR RESIDENTS IN SOUTH COUNTY (INCLUDING IRVINE) can enroll directly at <https://bit.ly/south-county-gpd> or by calling (949) 382-6098

RESTAURANTS interested in participating can register directly at <https://bit.ly/restaurants-gpd>

(714) 480-6450
officeonaging.ocgov.com

OC Community Services

/OCOoA @OC_OoA @oc_oaa

The Office on Aging's Great Plates Delivered program supports more than 3,000 residents and more than 30 restaurants.

The Great Plates Delivered program is a meal delivery service for California's older adults. The Office on Aging administers the program in Orange County and serves two purposes. First, the program helps seniors and older adults at high-risk from COVID-19 to stay home and healthy by delivering three nutritious meals a day. Second, the program provides economic stimulus to local businesses during the COVID-19 crisis.

Over 3,700 clients have received over 178,000 meals since the program's inception on May 18. Currently, 33 restaurants are under contract, and 38 percent of participating restaurants are minority-owned. Additionally, restaurants participating employed over 550 individuals to help operate the program. Because of the program's success, it received its second extension to August 9, 2020.

Great Plates Delivered is not the only meal program the Office on Aging administers for older adults. Each week since the Stay at Home orders began, the Elderly Nutrition Program has been serving 14,000 clients with 55,000 meals either through Home Delivered Meals or Grab & Go meals at senior centers throughout Orange County.

WELLNESS CHECK CALLS TO OCHA SENIOR TENANT

In light of the COVID-19 pandemic, the Orange County Housing Authority (OCHA) looked at ways to further assist those vulnerable in the Orange County community. OCHA staff made individual phone calls to over 6,000 senior tenants who are a part of the program to perform wellness checks. The staff listened to their challenges and provided resources that may be of assistance. The goal was to relieve some of the stress seniors may be experiencing while providing available resources to each of our clients. OCHA staff attempted to contact each senior tenant twice. Bilingual staff were also part of the effort if needed to reach out.

Below are a few excerpts from phone messages left by the senior clients after receiving a wellness check call from OCHA staff:

"Somebody from your office called to check on me about this coronavirus. That was very solicitous and I appreciate the professionalism shown to me. I am really grateful to you folks. This is not an important message, this is me just saying thank you for being there. The world needs people like you. Thank you."

"Thank you very much. You have helped me with very good information. The way you respectfully and carefully help me when I need repetition. You are a very nice and caring person. We need people like you. I am proud of you, and I give you 5 stars."

OC PARKS OFFERS VIRTUAL PROGRAMMING

The County's regional and wilderness parks remained open for visitors to safely enjoy the outdoors, with **some restrictions**.

Though many popular events and programs have been canceled, OC Parks has put together a full slate of virtual programming to continue to engage with park visitors. The goal is to bring OC Parks to people in their homes, including educational activities led by staff members, photos of what is happening in our parks, and updates on what is in the works. Each week, OC Parks provides original content on its social channels.

Virtual concert series OC Parks Sound Check, kicked off in April and ran through May. Viewers could tune in each Saturday on Facebook ([@OrangeCountyParks](#)) or Instagram ([@OCParks](#)) for virtual performances from local artists in the comfort of their own home. Performers included [Matt Costa](#), [Dream Brother](#), [Matt Baxter \[United\]](#), [Wheeland Brothers](#), [Justin Ratowsky from Cali Conscious](#), and a final concert featuring [Andrew McMahon in the Wilderness](#).

Videos of each performance are still available. Click on each artist above to view their virtual performance.

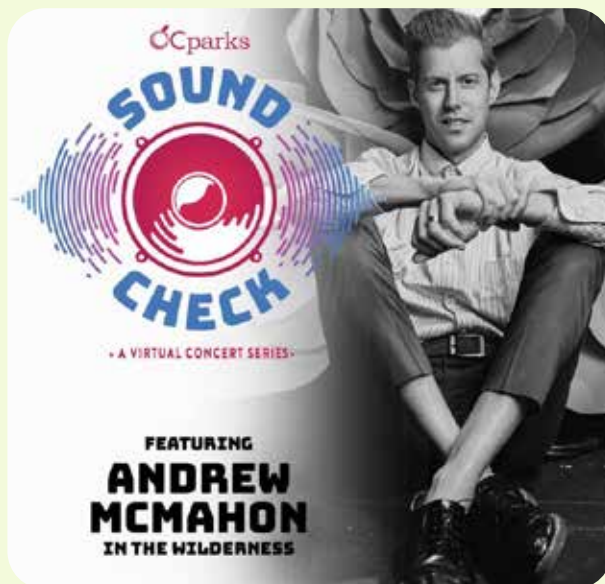
Mile Square Regional Park also hosted a three-night Drive-In Movie event in July to allow ticketholders a safe avenue to watch a movie with their household members while still practicing physical distancing. Tickets for the Drive-In Movie event went on sale on June 7 and sold out in seven hours.

Other special features on OC Parks social media include Virtual Wild Tales programs from Upper Newport Bay Nature Preserve, Wildlife Wednesdays featuring animals from the OC Zoo and local open space, and videos on Feature Fridays.

Be sure to check all OC Parks social media channels for updates: [Twitter](#), [Facebook](#), [Instagram](#).



OC Parks provides virtual programming on its social channels.



Andrew McMahon performed as part of the OC Parks Sound Check series.

OCPL CURBSIDE PICKUP KEEPS ITEMS CIRCULATING

Based on County and State guidelines to limit the number of people in a public building and help curtail further spread of COVID-19 in our communities, all OC Public Libraries remain temporarily closed. OC Public Libraries launched its contactless Curbside Pickup service on June 16 to allow patrons the continuance of checking out library items. Through this service, patrons can place library materials on hold at ocpl.org and call when they arrive at the branch to safely pick up their items. Curbside Pickup service is available noon to 6 p.m. Tuesday through Friday and 10 a.m. to 4 p.m. Saturday.

Since Curbside Pickup service began, the library has circulated over 59,000 items and had over 18,200 visits from patrons across its 32 public branches. Those numbers are growing exponentially every week.

In this interim time, there are many other ways patrons can still connect with our library services. OC Public Libraries' [robust digital services](#) give library cardholders 24/7 free access to [ebooks](#), [audiobooks](#), [magazines](#), [movies](#), resources and more. Virtual programming can also be enjoyed at ocpl.org/virtualprograms.



LIBRARY CHAT

To ensure open lines of communication with library patrons during modified service, OC Public Libraries launched its first Library Chat service available at ocpl.org. Library users with questions about current services can access OCPL Library Chat from noon to 6 p.m. Tuesday through Friday and from 10 a.m. to 4 p.m. Saturday. Library users can chat with staff and receive answers to frequently asked questions (FAQs), receive reference assistance, inquire about service hours, seek help finding a book, and find information on upcoming programs.



Patrons can chat with OC Public Libraries staff about current services.

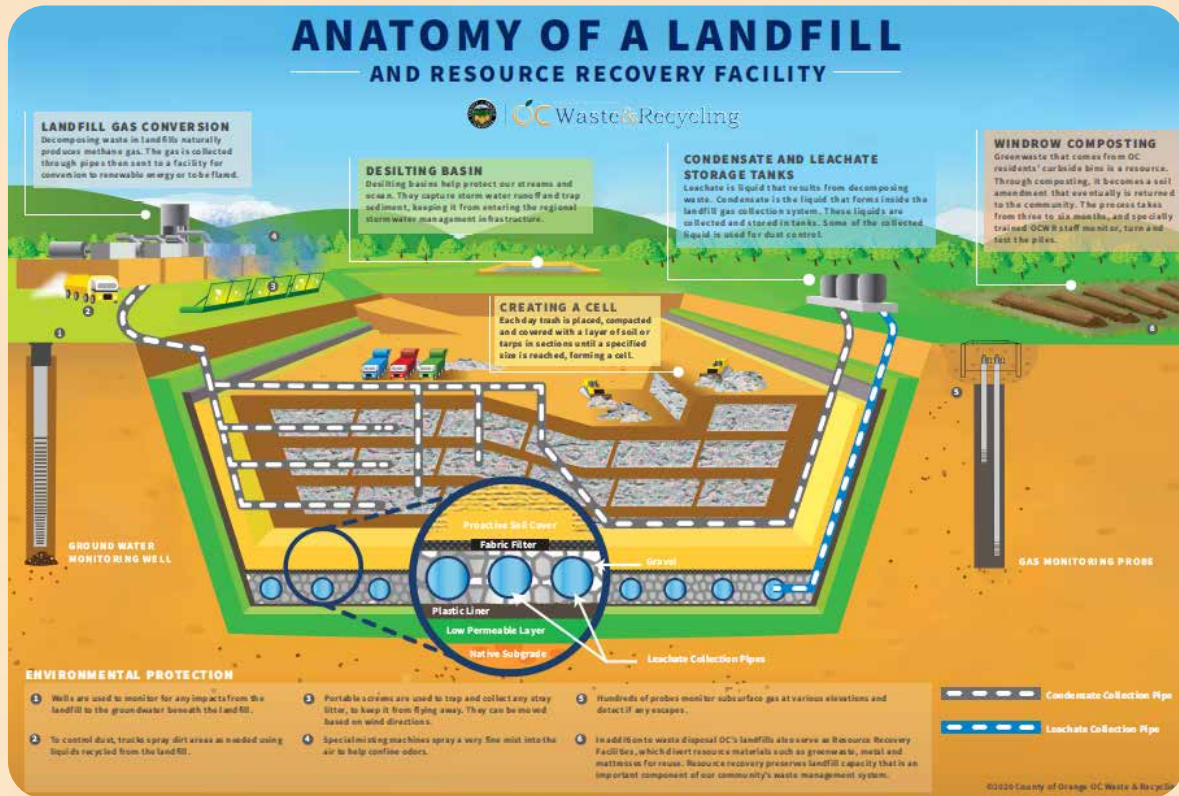
WEBSITE MIGRATION

OC Public Libraries successfully completed the website migration of the ocpl.org website. While this was a task previously scheduled before the COVID-19 pandemic, modified services enabled OC Public Libraries to truly embrace the web migration process by recruiting the assistance of many staff members in the evaluation of the new website. With the help of OCPL staff, ocpl.org developed an interactive [Virtual Programs](#) page that shares with stakeholders the digital content being created since mid-March 2020. Additionally, the website has provided a space for easy updates on Curbside Pickup service check-outs as well as regular and spontaneous updates to library services. The website has been well-received by both library users and staff.



OC Public Libraries launched its new website design in June.

OCWR PIVOTS TO VIRTUAL ENGAGEMENT AND EDUCATION



Pandemic or not, outreach and education to residents about the local waste stream, and their roles and responsibilities related to it must continue.

One of OC Waste & Recycling's best and most popular outreach activities is our landfill tours. We use tours to engage and educate the public. In turn they become informed ambassadors who can spread the word accurately about how the landfills operate and steward the environment as well as current recycling information. Though COVID-19 has shut down tours since mid-March, residents are not shut out completely — OCWR's strategic communications staff teamed up with one of the engineers at the Olinda Landfill in Brea to create a virtual tour. It's a 12-minute, must-see, must-share video: [CLICK TO VIEW!](#)

Beyond tours, the health crisis forced the cancellation of what was to have been an April "50 Years of Earth Day" celebration in conjunction with the Discovery Cube. So we took it online. Through social media, email and partner cross-promotion, OCWR and Discovery Cube provided a special EcoChallenge Event Guide complete with at-home activities, family-friendly compost projects and prizes for sharing participation on social media.

OCWR also created some quizzes and at-home activities for families. We packaged the quizzes along with links to some of our most engaging tools:

[EcoChallenge Activity Book](#)
["OC Landfills: The Inside Story"](#)
[OC Recycle Guide](#) and [Quiz](#)
[Anatomy of a Landfill Poster](#) and [Quiz](#)

The planned ceremonial opening of OCWR's new Organic Waste and Compost Exhibit will transition to a virtual event later this summer.



YOUTH REPORTING CENTER STAFF RALLY TO CONTINUE SERVICES

At the time of the order to stay at home, which resulted in the closure of schools across the state, the Youth Reporting Center (YRC) and Accountability Commitment Program (ACP) had over 50 youth attending the program daily. Each of these youth were enrolled in the onsite ACCESS school and met the federal criteria established to be provided daily breakfast, lunch and dinner. Often times the youth and families OC Probation serves are generally food insecure and depend on the resources provided at the YRC/ACP sites as a critical support in meeting their daily needs. These needs were exacerbated as the stay at home orders expanded and businesses were required to close as many families were immediately impacted by job losses and food scarcity.

When the onsite YRC/ACP program closed, staff rallied together with collaborative partners at the Orange County Department of Education (OCDE) and OC Health Care Agency (HCA) to address these service gaps as safely as possible. The probation staff quickly coordinated with youth and parents at home and identified drop off locations in the community where the youth could continue to receive meals and have socially distant contact with their DPO. Probation staff delivered and collected schoolwork provided by the OCDE until distance learning processes could be implemented. Finally, HCA has continued to reach out and connect with the youth by telephone and offer support and strategies for coping during these trying times.



Supervising Juvenile Correctional Officers Delzeith and Bolden are dueling temperature takers.

JUVENILE HALL AND YOUTH LEADERSHIP ACADEMY STAFF KEEP YOUTH CONNECTED



Youth Resource Center Staff distribute laptops to youth for distance learning.

During the recent COVID-19 health crisis, all staff who support the daily operations at Juvenile Hall (JH) and the Youth Leadership Academy (YLA) have done an outstanding job in a time of uncertainty and unforeseen challenges. Staff implemented new procedures to enhance safety, while still performing core functions. Court Holding staff coordinated court appearances with attorneys, the Court, and living units and were diligent and professional in maintaining a safe work area for youth and attorneys. Staff throughout the facility showed exemplary service during these unprecedented times.

In both facilities, Deputy Juvenile Correctional Officers (DJCOs) have adapted to a new set of expectations with ease and remarkable determination. DJCOs are responsible for seeing that the spiritual, emotional and educational needs of youth are met. During this crisis, they adapted to assisting in the delivering of these services remotely. DJCOs learned to use secure apps on smart phones, hook up computers

and iPads to screens, and most importantly provide a level of supervision vital to ensuring the proper use of these smart devices in the hands of tech savvy youth. Through their efforts, youth were able to attend church services, visit with family members and other supportive adults, receive mental health support, and participate in interactive school lessons with OCDE teachers. Supervising Juvenile Correctional Officers (SJCOs) provided a framework for rapid implementation of these new ways of providing services to youth and staff including the organization of temperature screening, ensuring all persons who entered the facility were screened for possible symptoms of COVID-19. To maintain business continuity, the decision was made to temporarily close a portion of YLA. Some of the YLA DJCOs and SJCOs were asked to voluntarily transfer to Juvenile Hall. This ensured that OC Probation would be able to continue delivering quality services in an effective and fiscally responsible manner.

The professionalism and dedication of probation staff to the youth they serve has been exceptional. They were challenged with navigating a new way of doing business, while maintaining the department's responsibility to youth, the court, collaborative partners and the community. They have been fearless, steadfast and, literally, ever-present through one of the toughest challenges.

YOUTH GUIDANCE CENTER JUMPS INTO PHILANTHROPY



Deputy Juvenile Correctional Officers Munoz and Delgado in their PPE.

In February 2020 it became evident a new pandemic was here. Personal protective equipment (PPEs) vanished due to public and private demand. The County of Orange and OC Probation worked tirelessly toward a solution. Youth Guidance Center (YGC) Supervising Juvenile Correctional Officer (SJCO) Beth Moody and Deputy Juvenile Correctional Officer (DJCO) II Stephanie Dye and her peers found a way. They took a tragedy and found an opportunity to teach incarcerated youth a life skill. Their creativity and generosity lead to the development of a sewing program in Unit 300. The process began with their own contributions of time, effort and supplies. Material was purchased and the sewing of cloth face masks began. Over the past two months, SJCO Moody and her team made 200+ cloth masks. Some were provided to incarcerated youth, others donated to our RPOs and DJCO IIs. About 85 masks were donated to front line medical staff at Children's Hospital of Orange County and a local nursing home. During this time, fleece was donated to be used for additional masks; however, this material was not effective. The team shifted gears again, designing and making toys for dogs and cats. About 40 toys were donated to OC Animal Care to help some of the neediest animals of Orange County.

ELECTIONS CONTINUE WITH SAFETY PRECAUTIONS

As the COVID-19 pandemic poses unprecedented challenges, the Orange County Registrar of Voters (OCROV) has been committed to administering secure, transparent elections while successfully maintaining public health guidelines from the Centers for Disease Control and Prevention, and state and local officials.

Since the March 3, 2020, Presidential Primary Election, OCROV also conducted the April 7, 2020, City of Westminster Special Recall Election and May 19, 2020, City of Santa Ana Special Recall Election without a major incident. OCROV quickly streamlined its operations, including cancellation of in-person voting, public closure of the office, social distancing and public notices to inform voters of the changes. Beyond that, OCROV was able to continue implementing public health measures during the recount of the City of Westminster Special Recall Election and risk-limiting audits in May and June of 2020.

As OCROV prepares to conduct the November 3, 2020, Presidential General Election, several measures have been implemented to protect the safety of voters, candidates and staff, such as:

- Sourcing hundreds of thousands of pieces of personal protective equipment such as gloves and facemasks well in advance of the fall election;
- Complying with social distancing through public access requirements, making appointments available for assistance and remote opportunities to file candidate paperwork and complete training;
- Creating barriers on an individual contact level with face shields and Plexiglas construction at the public counter and at Vote Centers;
- Developing signage and other public notices in all federally mandated languages and Elections Code Section 14201 languages when applicable; and
- Building a Vote Center Lab.

OCROV is committed to prioritizing the protection of the health and safety of voters and staff while providing access to voting in a fair and transparent manner with integrity.



Registrar of Voters Neal Kelley monitors the recount process for the City of Westminster Special Recall Election.

NOTICE OF VOTE CENTER CLOSURE

Effective:

May 9, 2020 - May 19, 2020

For questions and options for casting your ballot
please call 714-567-7600, or visit ocvote.com

Additional details on the Santa Ana Special Recall Election and options for
casting your ballot can be found at ocvote.com/santa-ana



Signage posted on the front door of Vote Center sites for the City of Santa Ana Special Recall Election indicate the closure of in-person voting due to COVID-19 and how to access more information on voting options.



Signage leading up to Registrar of Voters' office in Santa Ana reminds visitors of the public health and safety guidelines.

SSA ASSEMBLES CARE PACKAGES FOR STAFF

On May 28 and June 10, 2020, about 40 Social Services Agency staff came together to help assemble 4,500 care packages for their fellow employees, with warehouse staff supporting frequent deliveries of supplies throughout each day. The care packages were distributed to staff working in the office as well as those telecommuting and splitting their time between home and the office. The kits, which included hand sanitizer, disinfecting wipes, protective gloves and a cloth face covering, are part of the greater effort to assist staff with keeping their work areas clean, as well as ensure safe and successful re-entry efforts.



Social Services Agency volunteers are hard at work in the care package assembly effort.

KEEPING SSA SAFE THROUGH COUNTY COLLABORATION



The Fit Testing Crew consist of front to back, left to right: Maribel Sillas, Mavy Ornelas, Brian Estrada, Jesus Robledo, Brittany Alvarado, Hai Tat, Huong Le-Transqu, Marina Nunez, Michael Espinoza, Nicole Ricafrente, Angela Gotts, Kristen Augustine-Medby, Garren Bell and Jill Lux. Not pictured: Andrew Byde, Mabel Gutierrez, Diana Capistran, Erendira Cuevas Castrejon, Amanda King, Debbie Guzman, Max Silivelio, Adrian Santillan and Jennifer Charette.

Under the direction of Social Service Agency's Department Operations Center (DOC), SSA recently collaborated with Orange County Fire Authority (OCFA) and OC Health Care Agency (HCA) to conduct N95 respirator fit test training for SSA staff, in compliance with a federal fit testing requirement for potential wearers of N95 respirators. N95 respirators provide enhanced protection for staff who work in field and in-home environments where close and direct client contact regularly occur. They also help protect staff from potential exposure to individuals considered high risk for COVID-19.

Brian Samanigo of OCFA trained SSA staff volunteers known as the Fit Testing Crew. The team comprised six trained fit testers, fit testing assistants, sign-in table greeters and a scheduler. Once this SSA core team received their training, they were deployed to conduct two and a half weeks of intensive all-day fit testing for SSA staff, beginning April 14, 2020. During this phase, the SSA Fit Testing Crew sized nearly 650 SSA staff for their N95 respirators. Prior to receiving their PPE, these identified staff were required to fill out a medical screening questionnaire, complete respiratory protection training and undergo the fit test to ensure the N95 is appropriately sized, forming an effective seal.

Fit test trainings have made a resoundingly positive impact on staff who received the N95 respirators. Social workers reported that knowing they had such PPE available to them, even if they never have to use it, gave them greater confidence about their safety and the safety of clients when responding to unknown situations.

Since the original fit test training, SSA has now trained six additional staff testers who have embarked on Phase Two of fit testing for over 300 staff. Phase Two is now two-thirds complete.

The success of the fit testing process has been due in part to the close collaboration between OCFA, HCA, SSA's Fit Testing Crew and SSA DOC staff members Lorraine Daniel and David Harper. We appreciate the partnership to help keep our SSA staff safe!



A Social Services Agency staff member performs a N95 fit test.

SSA RE-OPENS LOBBIES

After being closed for 14 weeks due to COVID-19, the Social Services Agency reopened some of its lobbies with limited functionality on June 22, 2020. This phased approach ensures services are provided to clients with immediate needs, while also assuring staff and the community are protected during the ongoing pandemic.

SSA public assistance benefits offices in Aliso Viejo, Anaheim, Cypress, Garden Grove and Santa Ana (buildings B & C reopened) are open with limited operating hours from 9 a.m. to 3 p.m. Monday through Friday, subject to change based on need. The offices offer in-person, walk-up services to those with an immediate need while encouraging visitors to access online and/or telephonic services to avoid wait times and prevent potential exposure to illness.

For the Children and Family Services (CFS) division, the Eckhoff office and Orangewood Children and Family Center reopened for limited visits by appointment only.

And, on July 6, the County Community Service Center (CCSC) and CCSC Annex offices also reopened on with limited functionality by appointment only.

To ensure safety and limit lobby traffic, a dedicated triage team works outside each facility to determine client needs, conduct health screening questionnaires and respond to inquiries. A lobby team to assesses capacity, directs client flow and ensures physical distancing, while a window team comprising eligibility staff assists clients with their benefits.

From June 22 to July 10, about 3,000 clients entered SSA lobbies, while 4,000 visitors received or opted for immediate/self-services and did not require lobby entry. This represents an 89 percent decrease in lobby traffic in comparison to the same time period in 2019. The top three reasons for the current visits are new applications, request for an EBT card and to get answers on general questions. CalFresh, previously known as Food Stamps, is the most requested program.

The following staff testimonies were shared regarding the reopening of SSA's lobbies:

- "I observed my peers assisting the community and felt inspired to volunteer and assist."
- "I missed the interaction with the community and I am happy to be of service during this difficult time."
- "I am happy to make a difference. To be honest, this is the highlight of my day."
- "When the request for volunteers was issued, I did not hesitate to volunteer and be of service."

Phase I reopening has run smoothly due to thorough planning and preparation by numerous staff.



Social Services Agency staff stand out at the Aliso Viejo Regional Center.



Social Services Agency staff stand outside the Children and Family Services Eckhoff office.



Social Services Agency staff stand outside the Cypress Regional Center.

SSA AND OC UNITED WAY PARTNER TO ASSIST THE COMMUNITY DURING COVID-19

The Social Services Agency and Orange County United Way have recently partnered on two programs to assist the community with their overall health and wellbeing during the COVID-19 pandemic.

PUBLIC ASSISTANCE WEBINAR SERIES:

SSA and OC United Way partnered to co-brand a June public assistance benefit webinar series in multiple languages to reach out to families in need during the COVID-19 pandemic. Three webinar sessions were offered to the general public in English, Vietnamese and Spanish, while a fourth session was delivered in English to United Way staff, donors and community service providers.

Nearly 110 attendees participated in the live sessions, and more dialed in to the on-demand recorded sessions as well. SSA subject matter experts from the Family Self-Sufficiency and Adult Services division, as well as individuals representing assistance programs described Medi-Cal, CalFresh, CalWORKs and Welfare-to-Work and General Relief, and how to apply. They also discussed emergency child-care resources for essential workers.

To watch the recorded webinar sessions, please visit: <https://tinyurl.com/yat5bjou>

DONATIONS ON BEHALF OF IN-HOME SUPPORTIVE SERVICES:

SSA's In-Home Supportive Services (IHSS) program provides supportive services to persons who are aged, blind or disabled, are limited in their ability to care for themselves, and cannot live at home safely without assistance.

Due to the increasing need for face masks, SSA issued a request last month through its Senior Santa and Friends program and through the Emergency Operations Center Care and Shelter Branch for donations of face coverings and surgical masks as current supplies were insufficient to meet the needs of the nearly 30,000 IHSS providers in Orange County.

Between June and July, Orange County United Way donated 30,000 face coverings. During one of the donation drop-offs, Board of Supervisors Vice Chairman Andrew Do, First District, applauded OC United Way President and Chief Executive Officer Susan B. Parks and Director of Engagement Strategy Doug McKay for the donation as well as for the long history of collaboration between United Way, the County of Orange and its various departments to help provide services and support for residents in need.



United Way OC Director of Engagement Strategy Doug McKay, left, Social Services Agency Director Debra Baetz, Board of Supervisors Vice Chairman Andrew Do, First District, and OC United Way President and Chief Executive Officer Susan B. Parks pose for a photo.



Amber Nowak, Nancy Thai and Phong Nguyen present information during a webinar with OC United Way.

COVID-19 FINANCIAL TIPS AND RESOURCES AVAILABLE TO ASSIST TAXPAYERS MANAGE THEIR FINANCES

COVID-19 had an unprecedented impact on the finances of most Americans. The federal government has stepped up with a number of programs to aid Americans, both individually and businesses financially. The Office of the Treasurer-Tax Collector enhanced its Financial Literacy webpage at ocgov.com/ocfinancialtips to focus on COVID-19 tips for consumers and businesses. In addition to refreshing the COVID-19 financial resources as the information is updated and/or changed, the signature section is a Weekly Financial Tip focused on COVID-19 to protect consumers and businesses.

These tips offer ways for consumers and businesses to save money, avoid scams and educate themselves about money management. A listing of all prior financial tips is also included. The Financial Tip of the Week is available by subscription to the general public at ocgov.com/ocfinancialinfo and is also released through the County's social media.

Some Weekly Financial tips, which started in March 2020, include: Shopping Online, Watch this Video First; Protection for Renters during COVID-19; A Tool for Cutting Expenses; COVID-19 Ruined My Travel Plans, How do I get Back My Money; and Coronavirus and your Mortgage.

The website also includes the latest information on the Paycheck Protection Program and the Economic Stimulus payments in the COVID-19 section.

The webpage offers other educational tools such as a section for seniors, a financial empowerment toolkit, an IRS guide to identity theft and many other financial related topics to assist consumers and businesses on protecting their funds.

TREASURER-TAX COLLECTOR AND STAFF MEET COUNTY PUBLIC FUND NEEDS DURING COVID-19

The Governor's stay-at-home executive order came just before the April 10 collection of secured property taxes, which brings in about 50 percent of the County's General Fund's annual discretionary revenue in addition to significant revenue for the 200-plus local agencies. Treasurer Shari Freidenrich and staff jumped into action.

First, knowing that liquidity and availability of public funds would be at a premium with unexpected costs and reduced revenues, Treasurer Freidenrich had already begun working closely with staff to add additional liquidity options in early March. This proactive action ensured that liquidity was available to pay the increased COVID-19 expenditures.

Secondly, state law allowed the Treasurer discretion on canceling penalties for taxpayers unable to deliver their payment by June 30 due to direct COVID-19 impacts. Treasurer Freidenrich launched a campaign to inform impacted taxpayers to complete a special COVID-19 cancellation form and pay by June 30. This campaign included various forms of communications, including social media, website postings and email blasts. Over 3,000 penalty cancellations were received, approved and processed by staff by June 30.

Receiving the secured property tax funds by June 30 was critical because the County pays other local government agencies in early July the remaining uncollected secured property tax. Taxpayers did pay as hoped (only 11,500 were delinquent) and Orange County's collection rate as of June 30 was 99.16 percent compared to 99.3 percent last year, with only \$60.7 million unpaid versus \$48 million. This saved the County from borrowing over \$100 million if payments had not been received.

Due to the penalty cancellation policy implemented by the Treasurer, Orange County is on track to have one of the highest secured property collection rates in California. Treasurer Freidenrich is extremely proud of all the staff who worked hard during these challenging times to accomplish our core duties.



The Office of Treasurer-Tax Collector has updated its Financial Literacy webpage to better serve consumers and businesses.

COUNTY OF ORANGE MISSION STATEMENT

MAKING ORANGE COUNTY A

safe, healthy, and fulfilling place to

live, work, and play,

TODAY AND FOR GENERATIONS TO COME,

by providing outstanding, cost-effective
regional public services.



THANK YOU FOR READING

COUNTY CONNECTION

CONNECT WITH US ON SOCIAL MEDIA



On **Twitter** at www.Twitter.com/OCGovCA



On **Facebook** at www.Facebook.com/OCGov



On **Instagram** at www.Instagram.com/OCGov

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