



Health Care Agency Director Sees Rewards of Public Service

As he prepares to retire from the County after more than 34 years of service, Health Care Agency (HCA) Director Dave Riley says the diversity of his experiences in County government made him feel “like a kid in a candy store.”

Riley actually started working for the County while still in college and has served with a number of departments including Probation, Public Administrator/Public Guardian (when it was part of the Human Services Agency), the County Administrators Office and, since 1983, the Health Care Agency. Overall, Riley says working for the County has been “a fascinating experience that has been extremely positive and stimulating.” Growing up in the 1960’s, Riley was influenced by the belief that the best and the brightest went into public service and it was his desire to be a part of that. “I’ve been able to work with good people on issues of interest to the community and it has been a wonderful experience,” Riley stated.



Working for the County over portions of five decades has also allowed Riley to see great change in the organization. Before the bankruptcy, Riley says change took place less rapidly than in today’s County government. Departments and agencies were heavily shaped by their department head, recalling “larger than life personalities” like Margaret Grier, who served as Chief Probation Officer and Director of the Human Services Agency, and former Sheriff Brad Gates.

The County bankruptcy was a “momentous event that changed the mindset of everyone who worked for County government.” To stretch limited resources, departments and agencies had to increase collaboration with each other and the community, fostering closer working relationships. Another positive was stringent fiscal discipline and the development of long range financial plans, which have helped the County withstand financial changes at the local, state and federal levels.

Riley also believes the County has benefited from the leadership provided by County Executive Officers like Jim Ruth and Tom Mauk who have focused on the question “What do we need to do to be leaders?” By challenging departments to be forward thinking, the public will benefit from things like the growth and development of the County’s park system, improvements at John Wayne Airport and the strengthening of the local health system for indigent patients. In the future, Riley hopes the County will assert itself as a major County in California and assume its appropriate place as a regional leader.

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People have also played a major role in Riley’s career. “I’ve been able to work with wonderful, dedicated people who are so effective in their areas of expertise. I’ve also been blessed by good bosses, who were very professional and were great role models.” Riley also cited the strong leadership at the Board, CEO and department head levels that influenced his career. His progression through the County ranks has allowed him to see the different roles that people play in the system and has allowed him to conclude that “people do want to serve in the public interest at all levels of the organization.” ■

Orange County Peace Officers Memorial Breaks Ground



(from left to right: Sheriff Sandra Hutchens, Huntington Beach Police Chief Ken Small, Santa Ana College President Dr. Erlinda Martinez, Sheriff’s Advisory Council President Joseph Carruth, Sheriff’s Advisory Councilman Steve Alford, Rancho Santiago Community College District Board of Trustees President Phillip Yarbrough, and Mary Huffman)

Sheriff Sandra Hutchens participated in the groundbreaking ceremony last month for the Orange County Peace Officers’ Memorial at its new home – the Sheriff’s Academy in Tustin.

Sheriff Hutchens shared the following thoughts on behalf of Mary Huffman, mother of Sheriff’s Sergeant Matt David who died in the line of duty in 2002:

“We need a memorial that will allow us to touch those who have given their lives. I have been to the memorial in D.C. and the memorial in Sacramento. I have seen the families go up and touch the names of their loved one on the wall or take an etching of a name on the wall. This memorial will allow us to do that. It’s to honor our fallen but it’s also to honor the survivors, the families who come to reflect and take a little bit of time to talk to the other survivors. In Orange County, we honor those who have given such service to us.”

Also in attendance were numerous members of the Sheriff’s Advisory Council, Orange County Chiefs of Police, state and local representatives, and family members of the fallen.

To learn about the Peace Officer Memorial Fund, which is accepting donations to help complete the memorial, please contact Marilyn MacDougall at (714) 647-4135. ■

A Message from Auditor-Controller David Sundstrom

So, after 15 ½ years, it's time to bid farewell. I started my career with the County of Orange as the Director of an Internal Audit Department that reported directly to the Board of Supervisors. I came from the California State University (CSU) system, where I served as University Auditor reporting to the CSU Board of Trustees. As an Orange County resident, I hoped that I could assist the County in its recovery from the bankruptcy.

I've been asked to list some major accomplishments in my tenure. It's important to note that I could not have achieved any of the following without the dedication of my staff and the collaboration of every County agency and department:

- Formed the Internal Audit Department, which included the drafting of original bylaws and the charter for the Audit Committee.
- Developed the project management system used to manage audit assignments.
- Brought automation to the department and the Internet to Building 12.
- Developed the first County-wide risk assessment model.
- Encouraged staff to seek professional certifications; many, including myself, became Certified Internal Auditors.
- Developed and implemented ERMI (Electronic Report Management and Imaging).
- Implemented VTI (Virtual Timesheet Interface).
- Implemented CAPS+ Finance (on time, under budget and in scope).
- Implemented CAPS+ Human Resources and Payroll (on time, under budget and in scope).
- Assisted Assessor Webster Guillory and Supervisor John Moorlach in defending the so-called "recapture" property tax lawsuit against the County. At stake was nearly \$400 million in property tax revenues to the County, schools, cities and special districts.
- Assisted former Chief Financial Officer, Gary Burton, in developing the strategic financial planning model for the County.
- As chairman of the Measure M Citizens Oversight Committee, I oversaw billions of dollars in transportation infrastructure im-



- provements. Measure M promised seven major freeway projects and delivered eight.
- I worked with the Human Resources Department for about a year restructuring the Retiree Medical Program. Subsequently, I worked with Chairman Campbell, Supervisor Moorlach, and County Executive Officer Tom Mauk to put the finishing touches on the restructure. This effort reduced the County's liability by nearly \$1 billion and avoided about \$700 million in future service costs.
 - Recently, I sought a way to reclaim the \$49.5 million that was "misappropriated" by the Legislature in their eleventh hour budget negotiations. As a result we will be allocating about ½ of a \$73.5 million apportionment to the County in early January.

I want to thank everyone involved in these projects for giving their all in making them successful. It's been an incredible journey and an exceptional place to work. Although I will greatly miss the people, this new adventure with Sonoma County will provide new responsibilities, new challenges, a fantastic place to live, and best of all, I will be surrounded by my family. We are the only branch of our family living south of the San Francisco Bay Area. After 22 years in Southern California, I am returning home.

I'll leave you with this (with greatest apologies to Robert Frost). Always ask of money spent, where the spender thinks it went. For all of us were ever meant, to remember not invent, what we did with every cent. ■

Collaborative Effort Targets Persistent Problem

Through reality television shows and news accounts of tragic fires, the persistent problem of hoarding is gaining the attention of the public and government officials who deal with the issue on a daily basis.

Several County of Orange agencies and departments are active participants in the Orange County Task Force on Hoarding, a collaborative effort involving county, city and not-for-profit agencies. This partnership includes the Orange County Health Care Agency, Social Services Agency and OC Animal Care, as well as the Orange County Fire Authority, Vector Control and local code enforcement agencies. Working together through the Task Force, these and other groups have organized a symposium and workshop for February 10 and 11, 2012 to

present information on the topic to professionals and members of the public. A full day Hoarding Disorders Symposium will be held Friday, February 10 at the Walter D. Ehlers Recreation Center in Buena Park and will feature Michael Tompkins, PhD, of the San Francisco Bay Area Center for Cognitive Therapy. He is the author of *"Digging Out: Helping Your Loved One Manage Clutter, Hoarding and Compulsive Acquiring."* On Saturday, February 11, Dr. Tompkins will speak at a three hour workshop designed for family members and friends who are seeking a way to help their loved ones with a hoarding problem.

For more information about registration for the workshop or attending the seminar, visit the Mental Health Association of Orange County website at www.mhaoc.org.

Red Carpet Awards Presented At Board Meeting

RED CARPET AWARDS SLIDESHOW: [CLICK HERE](#)



Board of Supervisors Chairman Bill Campbell received the Orange County Business Council's inaugural Red Carpet Award for Public Sector Leadership. Pictured with Chairman Campbell are (l-r) Les Card, a member of the Business Council's Board of Directors and Chair of their Infrastructure Committee; Lucy Dunn, President and CEO of the Orange County Business Council; and Lacy Kelly of the Association of California Cities, Orange County Division.

Join OC Animal Care During the Month of January in Celebrating...

Adopt a Shelter Rabbit Month!

OC Animal Care • 561 The City Drive • Orange • 92868

Free spay/neuter and goodie bag with all rabbit adoptions!

Hop down to OC Animal Care during the month of January to check out all of our cuddly cuties! All adopters who find their forever bunny will receive a free spay/neuter and a gift bag filled with rabbit goodies! With all of the adorable rabbits we have available for adoption, you'll be sure to find somebunny to love!

For more information, please visit our website at www.ocpetinfo.com or call (714) 935-6648

OC Animal Care OC Community Resources

Donations Bring Holiday Spirit to OC Animal Care

Twas the day before Christmas and all through the shelter, a donation of pet beds was quite a heart-melter.

OC Animal Care was as busy as Santa’s Workshop on Christmas Eve, as an array of volunteers assembled 200 pet beds donated through the efforts of Stella’s Hope, a Costa Mesa based dog rescue group. After assembly, the volunteers carefully placed the beds in the kennels of dogs available for adoption or those being held in hopes of being reunited with their owners.

“Donations like these are really important to OC Animal Care and its efforts to provide comfort for the pets in our care,” said Ryan Drabek, Director of OC Animal Care. “We greatly appreciate the work of Holli Griggs, the founder of Stella’s Hope, and all those whose donations made this a reality. Our volunteers also played an important role in assembling and distributing the beds. I think everyone came away from the experience with a good feeling about the holiday.”

The beds provide a supported sleeping surface for dogs in the kennel area and are designed for outdoor use and repeated cleanings. While



The dogs were nestled all snug in their beds, while visions of new homes danced in their heads.

the concrete in the kennel area is heated, the beds provide an added level of comfort for the shelter’s dogs. OC Animal Care appreciates all donations of pet food and treats, bedding, pet toys, grooming and bathing supplies and other pet care items. A “wish list” of items and information on how to donate can be found on their website at www.ocpetinfo.com.

At the end of the day, as night settled in, the volunteers and donors saw first-hand how their efforts helped brighten the holiday season for many deserving animals. ■

10 Questions for Pedro Castillo

Supervisor, Cashiering & Mail Services with OC Public Works

1. Please walk us through a typical day at the office. What are your responsibilities?

Well, our primary responsibility is to collect fees for the processing of building permits for OC Public Works. We also process transactions for the County’s Property Permits Division. Our group is also in charge of distributing the mail to all County-wide Agencies, which furthermore consists of stamp dating all incoming items, opening, sorting mail and posting checks and parcels as received. We are always making adjustments to make sure the distribution of the Pony Mail continues to get better by



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controlling the supply of Pony Mail envelopes and maintenance of Pony Mail vehicles. Our department also monitors the current balance on Pitney Bowes Account Statements and keeps the Postage Meter loaded with enough postage.

2. Supervising so many monetary transactions and successful pony mail deliveries is no small task! Do you have any tips for staying organized and on target?

Everyone in our group knows what to do if someone is on vacation or calls in sick. They all have their own responsibilities and carry them out well.

3. What are cashier stations and how many are in operation Countywide?

OC Public Works has only one cashier station and 3 employees who work there. The stations are responsible for collecting fees, preparing daily Cash Receipts and electronically submitting them to the Auditor-Controller.

4. The pony mail is a service most of us are very familiar with as County employees. How many staffers are dedicated to picking up, sorting, and delivering pony mail envelopes?

Pony Mail is located in Building 12, Room G-127 and has 2 permanent employees. To cover flex days and vacations, we also have a backup. As a Supervisor, I cover the routes when it is necessary.

5. What happens to an envelope once I leave it for pick-up? Please explain how the process works and if any machinery is involved.

We do not have any machinery involved. Everything is done manually. At the Pony Mail we have two routes: the driving route and the inside drive/walk route. Every department has a window time for pick up and deliveries. After your envelope is picked up, it will be taken back to Building 12 to be redirected to the right department through the appropriate route.

6. What are some of the ways that we, as users of the pony mail, can help make your jobs easier?

The most important is to have the current name of the department and the name of the employee. Please only use one space per mailing and do not seal or staple. Please take care of our envelopes so that pony mail can deliver it in a professional manner. If for some reason we make a mistake or you receive the wrong envelope, please notify Pony Mail at 714-834-2038.

7. How long have you been with the County of Orange? Please tell us a bit about your career history here.

I was hired as a Cashier, but then got a promotion to Senior Accounting Assistant. In 2006, I received another promotion as an Accounting Technician with the retirement agency OCERS. In 2007, I applied for Accounting Office Supervisor II with RDMD (now OC Public Works), and I got it. I've now been with the County for 21 years.

8. What do you most enjoy about the work you do?

Getting to interact with the public, developers and personnel from various agencies is something that I really enjoy. You have to have the right kind of personality for this job, and I think that I have it.

9. What is the most challenging aspect of your job?

The most challenging aspect is to keep running this job without any complaints, and when there is a problem, trying to find the solution in a very timely manner. I also would say that maintaining the teamwork and trying to make sure everyone learns from each other is another challenge.

10. What activities and hobbies do you enjoy outside of the workplace?

My two major hobbies are playing soccer and volleyball with my kids. ■

Get the 411 on the Social Services Agency

1. The Orange County Social Services Agency (SSA) is the largest County Agency and serves an average of 1-in-every-7 Orange County residents, or 476,644 people, every month.
2. SSA operates with a total budget of approximately \$2.4 billion, of which 88% is received from Federal and State governments, 7% from Orange County’s General Fund, and 5% from other sources, such as grants.
3. SSA’s Children and Family Services Child Abuse Registry receives an average of 3,003 reports of child abuse each month. SSA’s Adult Protective Services receives an average of 430 reports of suspected elder abuse or neglect each month and a monthly average of 174 reports of suspected abuse or neglect of adults who are physically and/or mentally disabled.
4. SSA recently received a CalFresh Payment Accuracy Recognition of Excellence Award for making a positive contribution to California’s CalFresh payment accuracy for Federal Fiscal Year 2010. The award was presented to representatives from counties in which the final Quality Control error rates were below the national average of 3.81% for the period of October 2009 through September 2010. Orange County’s award reflects our final error rate of 1.42% for the period – less than half of the national average!

To learn more about the Social Services Agency, please visit:
<http://egov.ocgov.com/ocgov/Social%20Services%20Agency>



Service Awards

For the Month of December

35 YEARS

Alicia Cavazos
District Attorney

Barbara Greenfield
Health Care Agency

Terri Greenberg
Social Services Agency

Maritza Cheslin
Social Services Agency

Lisa Powers
Social Services Agency

30 YEARS

Vicki Black
District Attorney

Cathy Nowak
OC Community Resources

Richard L. Rodriguez
Sheriff-Coroner

Yolanda Guerrero
Social Services Agency

Michael Walsh
Social Services Agency

25 YEARS

Harry Beigijanian
Assessor

Frank Boswell
Health Care Agency

Joseph Austin
OC Public Works

Mark Esslinger
OC Public Works

Deanna Quinn
Probation

Lynn Grover
Public Defender

Constance Istratescu
Public Defender

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**25 YEARS
CONTINUED**

Richard Belair
Sheriff-Coroner

Bruce Houlihan
Sheriff-Coroner

Jeffrey Brown
Sheriff-Coroner

Katherine McLeod
Social Services Agency

20 YEARS

Pradeep Parikh
Auditor- Controller

John Abbott
County Counsel

James H. Laird
District Attorney

Susan Laird
District Attorney

Anne Selin
District Attorney

Tammy Spurgeon
District Attorney

Richard Welsh
District Attorney

Chiu Vu
Health Care Agency

Gerry Aguirre
Health Care Agency

Janice Coniglio
Health Care Agency

Debra Hampton
Health Care Agency

Jose Valle-Ochoa
Health Care Agency

Lynn Grow
OC Community Resources

Donald Zeigler
OC Community Resources

Jeff Croy
OC Public Works

David Fernandez
OC Public Works

Ariel Corpuz
OC Public Works

Christopher Cullen
Probation

Mario Songco
Public Defender

Jerry Davidson
Sheriff-Coroner

Scott Mitchell
Sheriff-Coroner

Randy Chamblee
Sheriff-Coroner

Dennis Segismundo
Sheriff-Coroner

Walter Carmona
Sheriff-Coroner

Maria Luevanos
Social Services Agency

Margaret Bruton
Social Services Agency

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**20 YEARS
CONTINUED**

Teresa D’Alessandro
Social Services Agency

Yolanda Brito
Social Services Agency

Gladys Bramosio
Social Services Agency

Maria Alarcon
Social Services Agency

Alexander Alluin
Social Services Agency

Isabel Alvarez
Social Services Agency

Arcelia Arroyo
Social Services Agency

Frances Contreras
Social Services Agency

Maricela Cortez
Social Services Agency

Evelyn Cruz
Social Services Agency

David Guevara
Social Services Agency

Martin Guzman
Social Services Agency

Victor Guzman
Social Services Agency

Carlos Martinez
Social Services Agency

Lilian Mejia
Social Services Agency

Tram Nguyen
Social Services Agency

Van Nguyen
Social Services Agency

Hilda Nunez
Social Services Agency

John Parra
Social Services Agency

David Quan
Social Services Agency

Mai Tran
Social Services Agency

Laura E. Trujillo
Social Services Agency

Tina Vargas
Social Services Agency

Rosa A. Macedo
Social Services Agency

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.”

Click [here](#) to read the full mission and values statement.

CONTACT US

COUNTY CONNECTION is distributed monthly by the County Executive Officer Thomas G. Mauk. The newsletter is published by CEO Community/Media Relations. Call 714.834.6203 or e-mail ask.the.ceo@ocgov.com with any suggestions and comments.

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