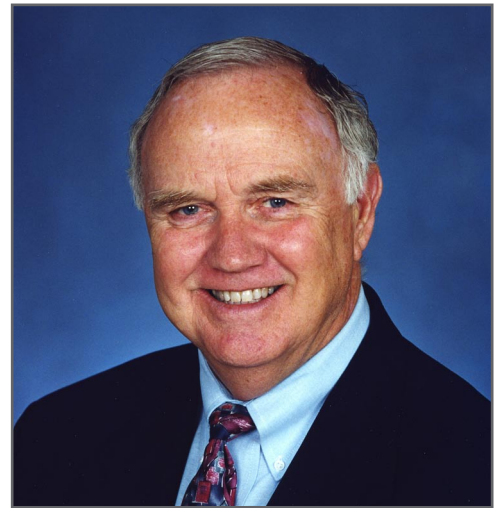


Chairman Campbell Sets Goals for 2011

Board of Supervisors Chairman Bill Campbell gave his State of the County address at the January 25th Board Meeting that included a report by each Supervisor and the County Executive Officer of last year's Countywide and District-specific achievements. A few highlights of the County's many achievements during 2010 include the acquisition of 20,000 acres of protected open space into the County's parks system, John Wayne Airport's Improvement Plan and the County's cautious management of its finances and operating budgets.

Chairman Campbell then established goals for the next year to ensure the vision of the County, including:

1. Live within the County's financial means.
2. Ingrain the fundamentals of the County's mission and values into our daily practices and culture.
3. Continue to address employee pension issues.
4. Proactively manage transitions imposed by the Governor's budget proposals.
5. Approve new Supervisorial Districts for the next decade following the 2010 Census results.
6. Develop voluntary public and private partnerships to improve service to our constituents.
7. Resolve facilities planning issues for the County workforce.
8. Address information technology challenges and enhance eGovernment services.
9. Expand opportunities for additional parkland.
10. Further innovate with GreenOC to develop and live up to eco-friendly practices.
11. Deliver major initiatives, such as the new terminal at John Wayne Airport and the OC Dana Point Harbor Revitalization Plan.
12. Stay positive! We have a marvelous County and an innovative workforce. These factors will help us find opportunities in tough times. ■



A Look inside Sheriff's Commissary Operations

From the outside, the Sheriff's Commissary Operations facility in Anaheim appears to be a simple, grey building just past the railroad tracks. On the inside, however, 35 professional staff members are hard at work sorting 150 different items from colorful bins to fill approximately 396,000 orders each year for Orange County inmates and detainees.

Commissary Operations works within the Inmate Services Division, and is a highly automated, profit-based unit with fiduciary responsibility over inmate funds. The primary goal of the unit is to provide quality hygiene, comfort, and snack products to the men and women within the jail system.

An inmate or detainee that has exhibited good behavior may have funds placed into an account by friends and family members that he or she may draw from to make purchases up to three times a week. Deliveries are made twice a day to the County's five jail facilities. Indigent inmates or detainees with less than \$2.00 on their inmate account may request a welfare kit for their personal and correspondence needs.

"The revenue generated from commissary sales allows for extensive in custody programming and post custody services, which has a direct impact on increasing public safety, lowering recidivism rates and helping inmates become positive, productive members of our community," said Greg Boston with the Inmate Services Division.

Would you like to see what a Jail Commissary Order Slip looks like? Click [here](#).

Please click [here](#) to take a look inside the Sheriff's Commissary Operations. ■

SHERIFF'S COMMISSARY SLIDESHOW: [CLICK HERE](#)



Please click here to take a look inside the Sheriff's Commissary Operations.

50 Things We Have Done For You Lately

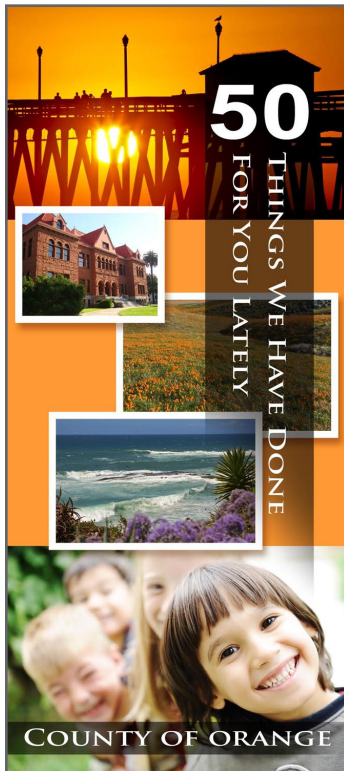
The 25 departments (and respective divisions) that make up County government strive to make Orange County a safe, healthy, and fulfilling place to live, work and play, by providing vital services to the community.

From enjoying books and scenic parkland to receiving social services and peace officer protection, our citizens interact with County family members regularly, often without realizing it.

One of the ways we help to tell our story is with the "50 Things We Have Done For You Lately" brochure, which has been updated and is now available for viewing [online](#).

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The publication spotlights some of our recent accomplishments by offering a compilation of 50 services provided to Orange County residents within the past year. Here are just a few examples:

- Adjusted the value of 191,000 properties that were eligible for a Market Value reduction in time for 2010 property tax bills.
- Conducted mass vaccination clinics in 5 separate Orange County locations, where H1N1 vaccines were provided to 9,059 high risk individuals.
- Removed more than 2 million square feet of graffiti from Orange County.

To read “50 Things” and other County of Orange brochures online, please click [here](#). ■

100 Year Storm Tests OC Public Works

An event classified as a “100 year storm” for many of Orange County’s canyon communities provided a stern test for OC Public Works crews in December 2010 and the department showed it was up to the challenge in its efforts to protect lives and property.

The rain that began on December 19 brought an almost immediate response from Public Works, with staff sent out to check flood prone areas in South Orange County. The following day, additional employees were brought into Public Works’ Departmental Operations Center (DOC) for what was initially a training opportunity. Later that day, the intensity of the rain increased and a decision was made to actually activate the DOC and begin 24/7 operations, which continued into December 24.

OC Engineering’s Manager for Operations and Maintenance, Victor Valdovinos, said staff proved they were up to the challenge. “We had more than 80 people working the first night with a focus in the canyons.” In cooperation with OC Parks, the depart-

ment strategically positioned equipment that might be needed to protect roads and public facilities.

The heaviest rain fell from Tuesday night into Wednesday morning, bringing some areas up to seven inches of rain in just a four hour period. As staff in the DOC identified and tracked the incoming storm cell, the call went out for Public Works staff to respond. In the middle of the night, the phones at the DOC rang non-stop as residents reported many incidents of flooding and debris flows. A major challenge for the department was shoring up a levee washout on Trabuco Creek in the San Juan Capistrano area, which required the careful placement of 1,300 tons of large diameter rock.

John Harris and Don McPeck, two other OC Engineering managers, said this was the worst storm they have faced during their careers with the County and they have heard the same thing from many residents of the canyons. The steady rainfall in the first days of the storm saturated the ground, which

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gave way in many locations when the heavier rain fell. Many OC Public Works staff knew they would be needed to respond so they began calling the DOC to let the department know they were ready for duty. This common commitment fortified the department through the long days and nights during and after the storm. Weather conditions improved on December 24, allowing many OC Public Works employees to spend Christmas Day with their families. Come Sunday, many were back on the job clearing roads and key drainage areas.

According to Valdovinos, they received lots of positive feedback from canyon residents. “They were very happy to see us,” he noted, as crews worked hard to reopen damaged roads and provide access to emergency crews and residents alike. A series of community meetings held after the storm provided additional opportunities for feedback and a forum to hear the community’s concerns.

In addition to the excellent emergency response from staff, Valdovinos said he was also pleased to see that staff utilized innovative solutions in their response to the storm. In some cases, materials that were cleaned out by Public Works crews were recycled to help rebuild roads and the levee, saving the County thousands of dollars in materials costs. Excellent cooperation from OC Waste and Recycling, OC Parks, OC Community Services and other County departments was key to a well coordinated and highly effective response to the challenge put forth by this “100 year storm.” ■

OC PUBLIC WORKS SLIDESHOW: [CLICK HERE](#)



After the rains, Public Works crews dig out a culvert, opening up a vital drainage area.

County Employees Raise \$590,000 in 2010 United Way Campaign

Employees and volunteers throughout the County tirelessly raised funds for Orange County United Way during last year’s annual employee giving season. Through special events, kick-off rallies, a leadership breakfast, a golf tournament, and payroll deductions, nearly \$590,000 was raised across all agencies and departments.

“The 2010 United Way Campaign was challenging due to budget cuts, layoffs and furloughs, but County employees worked hard – in rain and shine – to raise funds to help those in need,” said OC Community Resources Director and United Way Campaign Chair Steve Franks. “The effort put forth by so many County workers reminds me of a well-known commercial that could be restated as, ‘Coffee for fundraiser - \$10, pastries for fundraiser - \$25, feeling you get from helping those in need – priceless.’ Therefore, I want to personally thank everyone who participated this past year.”

The funds collected by United Way are distributed to numerous local nonprofit organizations that help needy individuals and families in Orange County who are struggling to meet their basic needs of food, shelter and healthcare. For more information on the United Way campaign, visit <http://intra2k3.ocgov.com/unitedway10/>. ■

Tustin Library Named Project of the Year

The OC Public Libraries' (OCPL) Tustin branch was recently named "2010 Project of the Year" by the Southern California Chapter of the American Public Works Association.

The Tustin Library, built in 1974 to serve a then-population of 20,000 residents, was completely renovated in November of 2009. Although the library is a member of the OCPL system and is staffed by County employees, the City of Tustin funded the celebrated new design of the building project and was honored in the category for cities with populations of 40,000 to 80,000.

Here are some of the reasons the branch received the recognition:

- The architectural position of the building promotes natural light, reducing the amount of electricity needed for lighting, and utilizes daylight sensors. A state-of-the-art HVAC system with an under-floor plenum has been installed for air distribution, concentrating the conditioned air in the occupied areas of the space.
- New plumbing and irrigation systems conserve water, and many of the other materials used in construction were recycled or renewable. For example, the carpet tile system used throughout the majority of the library was fabricated from recycled materials.
- The Tustin Library is the largest and most technologically-advanced branch in the OC



Public Libraries system. Its construction completed the vision of the Tustin Civic Center, which links the new library to the existing city hall. The plaza, fully equipped with wireless Internet access, provides a large open and shaded public "great room" for outdoor events.

"We commend the City's efforts to create such a beautifully designed building that provides its citizens with a state of the art library," said County Librarian Helen Fried. "It is truly one of the treasures in our library system."

To learn more about the Tustin Library, please visit <http://egov.ocgov.com/ocgov/OC%20Public%20Libraries/Library%20Locator/Tustin>. ■

Child Support Services Documents History Hollywood-style

How do you communicate how an agency has changed over its more than 50 year history? For Child Support Services, the answer was easy – you go "Back to the Future"!

The creative staff at Child Support Services (CSS) adopted imagery from the popular 1980s movie "Back to the Future" for a striking visual display that helps staff and visitors alike see how far the agency has come since the 1950s, when it was known as the District Attorney's Family Support Division. Using two display cases in the first floor lobby of the CSS headquarters building on Main Street in Santa Ana, staff showed how changes in technology and systems, as well as changes in society, have resulted in an in-

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crease in collections from \$152,591 dollars in 1954 to over \$181 million in 2010.

CSS Director Steven Eldred says as the agency approaches its ten year anniversary as a separate department, the “Back to the Future” theme provided the perfect vehicle to contrast the past with the present. From typewriters to terminals to computers, CSS has come a long way in its use of technology to fulfill its mission of providing families with the resources needed to provide children with the necessities of life.

The display has been a hit with CSS employees, who seem to notice something new each time they take a moment to review the information. While various CSS staff contributed props and pictures used to tell the story, those who actively participated in creating the display include Robin Vann, Vanessa Bernal, Diane Choske, Nancy Krescanko, Valerie Cortez, Rita Jimenez, Lorena Palma, Alma Sweeney, Lisa Schultz and Monica Gonzalez. Both the creative display and the documented accomplishments of CSS over the years can be summed up in one quote from Marty McFly in “Back to the Future” – “If you put your mind to it, you can accomplish anything.” ■

CHILD SUPPORT SERVICES SLIDESHOW: [CLICK HERE](#)



Child Support Services Director Steven Eldred and Chief Deputy Director Winnie Hewitt admire the display depicting the department's beginnings.

“Strong” Passwords Provide On-line Protection

Recently, several County employees have experienced incidents in which their personal e-mail accounts have been compromised. The most common cause of such incidents is the use of a “weak” password.

When an e-mail account is compromised, the attacker can use your e-mail contact address book and send out e-mails. Those who may receive the e-mail think it is coming from you - a trusted individual. These e-mails may contain malware or viruses and can compromise the computer systems of your friends or business associates. This activity may also put you at risk for identity theft as you may have stored information, including passwords, for social media accounts, bank accounts, credit cards, PayPal accounts and medical information.

What you can proactively do to protect your personal e-mail accounts:

- Choose a very strong password which is difficult to guess.

- Consider a password that does not contain common words found in the dictionary. For example, a password like NOM29BK.
- Include both numbers and letters in your password. It would be even better if you include symbols and special characters.
- Never use your phone number, family name or credit card number as your e-mail account password.
- Choose a long password – one with 10 or more characters.
- Never share or write down your password on paper or save it as a text document in your computer.
- When using password recovery questions – use “fake” information that is not available to others such as your mother’s maiden name or where you went to school.
- When you receive any e-mails asking you to change your account password or enter login credentials, STOP. Do not ever click on any

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- suspicious links from your inbox.
- Validate a suspicious e-mail that appears to have been sent from a trusted authority or friend. Check the legitimacy with a follow-up e-mail or call.
- Validate account settings and filters which can be used to set rules in your e-mail to automatically forward specific e-mails to another EMAIL account.
- Regularly monitor account activity and change passwords
- Always check the URL before logging into personal e-mail accounts.

What to do if you're e-mail has been compromised:

- Immediately change your password.
- Inform your friends and contact list of possible non-trusted party e-mails sent "from" you.
- Verify that bank and credit card accounts have not been tampered with and change those passwords.
- If you feel other accounts have been compromised, notify the issuer and freeze credit cards if necessary.
- If you have been defrauded – contact IC3, the Internet Crime Complaint Center. They accept online Internet crime complaints at <http://www.ic3.gov/default.aspx>. IC3 is a partnership between the FBI, the National White Collar Crime Center and the Bureau of Justice Assistance. ■

Fourteenth Class of OCLA Graduates

Servant leadership is the ability to guide, build and manage teams through, first and foremost, serving the needs of the team. Last month, the 14th class of the Orange County Leadership Academy graduated the five month, seven-session program that is dedicated to teaching the values of servant leadership to managers across the County.

The graduation of the 14th class means that nearly 430 County managers have attended the program since the Academy was instituted in 2004. Hands-on exercises are designed to push the participants outside of standard managing responses or decisions in the areas of communication, teamwork, collaboration and leadership.

Congratulations to the latest round of graduates!

"The success of any organization depends on the character of its citizens."

William Bennet

OCLA XIV Graduates:

Kris Prowse
Assessor Department

Ray Grangoff
Board of Supervisors, District 5

Dana Stits
County Counsel

Robert Gomez
Assessor Department

Jeannette Miller
Child Support Services

Bryan Berea
County Executive Office

Win Swe
Auditor-Controller

Maria Arzola
Child Support Services

Teara LeBlanc
County Executive Office

Lisa Kawashima
Auditor-Controller

Veronica Moreno
Clerk-Recorder

Rob Richardson
County Executive Office

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(Continued from page 7)

Terre Duensing
Health Care Agency

Lisa Bauer
Health Care Agency

Paula Alvarez
Human Resources

Roger Yee
John Wayne Airport

Teresa Romero
OC Community Resources

Donna Perez
OC Community Resources

Chris Hutchinson
OC Community Resources

Bill Kirk
OC Community Resources

Cynthia Corderman
OC Community Resources

Ignacio Ochoa
OC Public Works

Fred Neroni
OC Public Works

Joseph Edwards
OC Public Works

Ray Mathe
OC Public Works

Cymantha Atkinson
OC Waste & Recycling

Chris Bieber
Probation

Catherine Stiver
Probation

Daniel Cook
Public Defender

Michael James
Sheriff-Coroner

Kirk Wilkerson
Sheriff-Coroner

Jorge Sole
Social Services Agency

Elaine Pauley
Social Services Agency

Robert Malmberg
Social Services Agency



The 14th class of OCLA graduated last month after completing the servant leadership program.

Get the 411 On OC OC Public Libraries

1. The team at OC Public Libraries (OCPL), a division of the OC Community Resources department, operates 34 branches throughout Orange County that were visited by nearly 7 million people last year.
2. Patrons borrowed 6,785,693 items in 2010. That's a lot of books, magazines, music, and DVDs to meet the educational, entertainment and information needs of our community.
3. Over 100,000 eBooks and eAudiobooks were downloaded last year from OCPL's website, www.ocpl.org.
4. OCPL's internet workstations were used by guests 883,829 hours in 2010 for a variety of activities; like submitting resumes, researching term papers, and sharing pictures with family and friends.

To get more of the 411, visit www.ocpl.org.



Service Awards

For the Month of January

35 YEARS

Joanne Aguinaga
District Attorney

30 YEARS

Susana Umali
OC Public Works

Hector Chaparro
Public Defender

Judy Ray
Public Defender

Sheryl Caspersen
Sheriff-Coroner

Blanca Ramos
Sheriff-Coroner

Lyly Tran
Social Services Agency

Oanh Tran
Social Services Agency

25 YEARS

Tonya Burnett
Auditor-Controller

Richard Biggs
District Attorney

Susan Cabrera
Health Care Agency

Adee Cohen
Health Care Agency

Villia Simpkins
Health Care Agency

Steven Siemion
John Wayne Airport

Gregory Aardema
OC Community Resources

Lisa Cibellis
OC Public Works

Patrick Dowley
OC Public Works

Lyndon Dyer
OC Public Works

Salvador Gutierrez
OC Public Works

Sylvia Sanchez
Probation

Steven Sentman
Probation

Stanley Blaszk
Sheriff-Coroner

David Chewiwe
Sheriff-Coroner

Dan Daniels
Sheriff-Coroner

Daryl Deutsche
Sheriff-Coroner

Dianne Devargas
Sheriff-Coroner

Khushru Dubash
Sheriff-Coroner

Edward Gardea
Sheriff-Coroner

Michael Gavin
Sheriff-Coroner

Richard Hassett
Sheriff-Coroner

Michael La Russa
Sheriff-Coroner

Kirk Lapean
Sheriff-Coroner

Lynda Laster
Sheriff-Coroner

Thomas Lucas
Sheriff-Coroner

William MacDonald
Sheriff-Coroner

Nam Nguyen
Sheriff-Coroner

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25 YEARS CONTINUED

Jeffrey Passalacqua
Sheriff-Coroner

Kathleen Raley
Sheriff-Coroner

Aaron Richard
Sheriff-Coroner

Yvonne Shull
Sheriff-Coroner

Stephen Torres
Sheriff-Coroner

Warren Beacom
Social Services Agency

Irene Briggs
Social Services Agency

Rosa Serna
Social Services Agency

20 YEARS

Harold Shirley
Assessor

Sylvia Lozano
Auditor-Controller

Wayne Ellis
County Executive Office

Steve Otting
County Executive Office

Mai Chiem
Health Care Agency

Kathleen Doan
Health Care Agency

Janet Hinkston
Health Care Agency

Joyce Lim
Health Care Agency

Deborah Miller
Health Care Agency

Carol Swe
Internal Audit

Marty Merck
John Wayne Airport

Maria Cabrera
OC Community Resources

John Dunham
OC Community Resources

Candice Gallette
OC Community Resources

Linda Gallivan
OC Community Resources

Mary Ann Hutton
OC Community Resources

Emily Jackson-Yano
OC Waste & Recycling

Vicki Pedrin
Probation

Shawn Small
Probation

Ka Sandra Williams
Probation

Kay Campbell
Public Administrator/
Public Guardian

Heidi Aguirre
Sheriff-Coroner

Jason Keller
Sheriff-Coroner

Ramiro Trujillo
Sheriff-Coroner

Carole Butzke
Sheriff-Coroner

Colleen Erwin
Social Services Agency

Mae Jorgensen
Treasurer-Tax Collector



**Our Community
Our Commitment**
ORANGE COUNTY, CALIFORNIA

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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