

Retiring SSA Director Reflects on Career

After 27 years with the County of Orange, Ingrid Harita says it is remarkable to look back at how the Social Services Agency (SSA) has evolved over the years.

Mrs. Harita retired July 29 after five years as Director of SSA, an agency she first joined in 1983 as a supervisor in Children Services. During her career with the Agency, she worked in every one of SSA's divisions, which was definitely a big help when she took over the leadership of the County's largest department in July 2005. Through her service in Contracts, followed by positions with the GAIN Program (now CalWORKS) and Adult Services, Ingrid learned the importance of getting exposure to all of the Agency's divisions. With over 3,800 employees serving more than 300,000 clients, SSA's responsibilities provide daily challenges for its employees and leadership alike.

One of the big changes over the years has been the development of best practices in the field. "SSA has been at the forefront of developing best practices," Ingrid proudly noted. She considers SSA's efforts to meet national performance standards for Child Welfare outcomes as one of the major achievements during her tenure. "Orange County SSA, proportional to the population, removes fewer children from their parents and returns them home faster and safer than other jurisdictions. This has resulted in a reduction in children in foster care and group homes and a low recurrence of maltreatment."

Another major accomplishment was the establishment of an Elder Abuse Forensic Center in conjunction with UCI Medical Center's Department of Geriatrics, a first of its kind in the nation. Orange County is nationally recognized for the quality of work and development of best practices in the area of elder abuse and Adult Protective Services.

She also points to the development of the Tustin Family Campus, which came in on schedule and under budget. The campus now houses a variety of programs including an innovative Mother/Baby program where mothers are able to keep their babies and/or young children with



Former SSA Director Ingrid Harita (center) accepted a retirement resolution from the Board of Supervisors on July 20. The resolution was presented by Board Chair Janet Nguyen (right) with assistance from Second District Supervisor John M.W. Moorlach.

them in a protective environment while they receive intensive residential treatment.

Ingrid is quick to note the achievements of SSA staff, who despite the economic downturn and increase in applications for assistance, remained focused on customer service and issued accurate and timely benefits. Food Stamp accuracy is over 99% and 98% of Medi-Cal applications are processed within the mandated time frames. During the recognition of her retirement during a Board of Supervisors' meeting, Ingrid paused to thank the staff of the Social Services Agency for their dedication and hard work. "They do a wonderful job each and every day for the residents of Orange County. Because of their work, the children are safer and healthier and for that, I'm very proud."

In retirement, Ingrid says she is looking forward to "taking it easy," travelling and spending time with her family, especially her granddaughter. Succeeding her as SSA Director will be Dr. Michael Riley, formerly the Agency's Chief Deputy Director, whose appointment was approved by the Board of Supervisors on July 20th. ■

HCA Employee Mark Odom Instrumental in Helping Hoarders

About a year into his position supervising Behavioral Health's Older Adult Services team, Mark Odom with the Health Care Agency began noticing a growing trend. It seemed the mental health clinicians with whom he worked to help chronically and persistently mentally ill individuals were encountering more and more seniors experiencing problems with hoarding behaviors.



Mark Odom's primary responsibilities include supervising three Older Adult Services programs: the AMHS Senior Health Outreach & Prevention Program, the Older Adult Substance Abuse Resource Team, and the Older Adult Recovery Services Program.

"I started looking into this phenomenon and located an expert in the disorder who came and taught our clinicians about compulsive hoarding," said Mark, who was vital in forming and serving as the first chairperson of an organization called the Orange County Task Force on Hoarding.

Hoarding is a complicated disorder involving both cognitive and emotional issues that can negatively impact the health and safety of the person who hoards as well as others who live in or around the hoarded residence. Mark explains that Gail Steketee and Randy Frost, two pre-eminent researchers of hoarding disorder, have identified certain vulnerability factors that may contribute to hoarding behaviors: a family history of hoarding behaviors, co-occurring mental health disorders like major depression, and anxiety disorders including social phobias and obsessive compulsive disorder.

"Older adults who hoard are at greater risk of the consequences of hoarding due to more time to collect possessions and age related frailty," said Mark.

A key component in the effectiveness of the task force, which today is transitioning under the direction of the non-profit Mental Health Association of Orange County, is its collaborate approach toward addressing the multifaceted problem of hoarding. It includes many groups in its efforts to educate and serve, including adult protective services, code enforcement departments, animal services, fire departments, vector control, senior and legal services, community based organizations, and more.

Mark joined the County family in 1984 and has worked in various roles within the Probation department, Social Services Agency, Public Administrator/Public Guardian and Health Care Agency since. He enjoys hearing stories from his division's clinicians about how their clients are recovering and learning to cope with mental illnesses.

To learn more about Behavioral Health's Older Adult Services, please visit

<http://ochealthinfo.com/oas>.

To learn more about the Orange County Task Force on Hoarding, please visit

<http://www.mhaoc.org/hoarding>.

Mark has provided the following tips for those concerned about a friend or relative who may be exhibiting hoarding behavior:

- First, resist the urge to clean-up for the individual, and don't do any "surprise" cleanings. This strategy often backfires and results in further animosity and alienation, particularly among family members.
- Keep in mind that the accumulated belongings are not the problem. Just as taking a

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bottle away from an alcoholic won't cure the alcoholism, removing the belongings from the hoarder's home will not resolve his or her hoarding disorder.

- Know that people who hoard need to learn how to deal with the compulsive acquiring and their inability to organize and discard – three key issues that contribute to the clutter that exemplifies hoarding behavior.
- Pick up the book ***Digging Out*** by Michael Tompkins and Tamara Hartl, two psychologists who have written an excellent guide to helping friends and family suffering from hoarding disorder that advocates a harm reduction approach. ■



An example of what the inside of a residence may look like that is occupied by someone suffering from hoarding disorder.

Health Care Agency is First in Nation to Use Rapid Water Testing Project

For eight weeks this summer, the Health Care Agency's Water Quality team is undergoing a demonstration project to test for bacteria in ocean water using a new rapid water quality monitoring method. The new testing method yields results within a mere two - three hours after sample collection as opposed to 24 hours with the traditional method.

This means faster, more meaningful water quality advisories to keep surfers, swimmers and all other beach-goers better informed of water conditions.

"We are very excited to be the first in the nation to use the rapid water quality testing method because it is one step further in protecting public health," said Environmental Health Director Richard Sanchez. "Since Orange County is known for its beaches and its water quality research, we are motivated to stay abreast of the latest technology possible in keeping the public safe."

The water samples are collected around 7 a.m. from nine sampling sites along Orange County's coast and bay areas. At each site three liter samples are taken and then dropped off at the closest water quality lab by 8:30 a.m. and testing results are sent to public health officials by 11 a.m. Public notices typically go out around noon of the same day the sample was collected.

The new water quality method is a quantitative

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HCA SLIDESHOW: [CLICK HERE](#)



Joseph Guzman, Director for HCA's Ocean Water Quality Lab, collects a water sample from the Newport Dunes RV Park in Newport's Upper Back Bay.

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polymerase chain reaction (qPCR) that measures the presence of DNA from specific bacteria through a rapid heating and cooling process that enables bacteria to multiply exponentially within minutes. The qPCR machine then feeds the data to a computer for an almost-instant analysis. In contrast, the currently used method requires bacteria to grow overnight in an incubator. The traditional 24 hour growth method is still being performed daily alongside the new rapid method for comparison throughout the demonstration period.

If bacteria levels are over existing regulatory thresholds set by public health officials, notices are then posted on HCA's beach information web site at www.ocbeachinfo.com as well as on a Twitter feed at www.Twitter.com/ocbeachinfo.

In addition, any warnings or closure information is remotely sent to five new video display monitors at major beach locations, including Doheny State Beach entry, Huntington State Beach Magnolia Street entry, Newport Pier and the Fuji Grill at Big Corona State Beach. The electronic monitors were provided by the Miocean Foundation and show results as red flags for closures, yellow for warnings and green for open.

The rapid testing project is a possibility thanks to a collaborative partnership between the US Environmental Protection Agency and the Southern California Coastal Water Research Project, which provided the equipment and training. In addition, the Orange County Sanitation District and South Orange County Wastewater Authority are participating in the demonstration. ■

"The Beat Goes On" at the 2010 OC Fair

Visitors to the OC Fair, underway now through August 15th in Costa Mesa, can admire food sculptures and other culinary creations in the new *Artful Fare* exhibit; stroll through the organization's 120-year history inside the archival *Forever Fair!* gallery, and much more.

County of Orange representatives are on hand throughout the duration of the event to greet community members inside the East Breezeway Building and provide information about the many services available to our residents.

Included are employees, volunteers, and informational materials from Assessor, Child Support Services, Clerk-Recorder, OC Community Resources, Health Care Agency, Human Resources, John Wayne Airport, OC Public Works, Registrar of Voters, Sheriff-Coroner, Social Services Agency, and OC Waste & Recycling.

To learn more about the 2010 OC Fair, which is open Wednesday through Sunday, please visit <http://www.ocfair.com/2010/>. ■



County Receives 11 NACo Awards

Eleven County programs received 2010 Achievement Awards by the National Association of Counties (NACo). The annual Achievement Award Program recognizes the creative spirit of county government programs. The eleven Orange County programs to receive the distinction are:

- County Community Service Center (First District) - A multi-agency office bringing together major social service agencies in the county and acting as an integrated and responsive service delivery system.
- Multi-County Electronic Recording Delivery System (Clerk-Recorder) – A joint venture with Los Angeles, San Diego and Riverside Counties to revolutionize electronic recording of property documents via a single portal allowing the real estate industry to record property documents in multiple counties from a single point of origin.
- Habitat Improvement Program (OC Community Resources) – Youths from a nearby detention center help recovery efforts at a wilderness park badly damaged by the Santiago wildfire in 2007.
- READ Jr. (OC Community Resources)– A family literacy program in which volunteer tutors work with parents and children to help break the intergenerational cycle of illiteracy.
- Police Community Reconciliation Program (OC Community Resources)– The program resolves police complaints, avoiding the high cost of Internal Affairs investigations and facilitating relations among complainants and law enforcement.
- Business Watch Program (Sheriff-Coroner) – The anti-terrorism effort educates citizens on the current threat of terrorism, as well as developing an active awareness of suspicious activity.
- Airport Professional Services Responders (Sheriff-Coroner) – Assists, expands and enhances the services provided by the Sheriff's Department to all patrons of John Wayne Airport.
- Performance Excellence in Operations & Management (Performance Audit) – Through its audit findings and recommendations, the office provides policymakers with analyses to make sound business decisions while ensuring transparency and accountability.
- Integrated Case Management System (Probation) – The program unifies the handling of common cases by the Probation Department and Superior Court, which reduces crime with a coordinated management of offenders.
- Corporate Sponsorship Program (Registrar of Voters) – Provides businesses the opportunity to strengthen their ties to the community while providing election poll workers, locations for polling places, and assistance in exposing the critical need for volunteers on Election Day.
- Online Voter Information Program (Registrar of Voters) – Extensive additions to the department's website, including video blogs, podcasts, newsfeeds, RSS, newsletters, live streaming video, and live election night results have changed the way the office communicates with the public.

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"In spite of the difficult challenges this tough economy has presented us with, County departments and agencies have sought creative and more efficient ways to do business," said Supervisor Janet Nguyen, Chair of the Orange County Board of Supervisors. "This type of innovation is what keeps Orange County moving forward." ■

NACO AWARDS SLIDESHOW: [CLICK HERE](#)



Residents line up outside of the County Community Service Center to receive the vaccine for the H1N1 flu.

County's Chief Probation Officer

Steve Sentman, accompanied by his wife and daughters, is sworn in by Presiding Judge Kim Dunning to serve as the County's Chief Probation Officer. Sentman is the 13th Chief Probation Officer in the history of Orange County and took the oath of office on July 30 in a ceremony held at the Central Justice Center in Santa Ana.



Thirteenth Class of OCLA Recognized by Board

The Orange County Leadership Academy (OCLA) has proudly graduated the latest crop of County managers who have invested their time and efforts towards learning about servant leadership. There was nothing unlucky about the thirteenth session of OCLA as the managers trekked through the seven session course led by Dr. Mark Maier and Lori Zucchini of Chapman University.

commitment to the principles of leading others through empathic service, Chair Janet Nguyen recognized the group at the July 20th Board Meeting. To date, the number of OCLA alumni count as high as 390. The OCLA Alumni committee has taken great strides to ensure the concepts of the program are taken to the next level and put into every day practice, including the creation of the Leadership Lessons series.

To congratulate the group on their individual

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"I am only one, but still I am one. I cannot do everything, but still I can do something. And just because I cannot do everything, I will not refuse to do the something I can do."

~ Edward Everett Hale

OCLA XIII Participants:

Harjinder Kamboj
Assessor Dept.

Leslie Doberneck
CEO/Administration

John Tzeng
OC Waste & Recycling

Robert Stack
Assessor Dept.

David Souleles
Health Care Agency

Brian Johnson
Probation

Megan Nguyen
Auditor-Controller

Barbara Voelkel
Human Resources

Marjorie Taylor
Probation

Kathy Moran
Board of Supervisors, District 2

Robert Holden
John Wayne Airport

Mitch Cross
Probation

Kristen Thornton
Board of Supervisors, District 5

David Kim
OC Community Resources

Sheryl Beasley
Offices of the Public Defender

Judie Solis
Child Support Services

Julie Elizondo
OC Community Resources

Mary Ngayan
Sheriff-Coroner

Aja Tucker
Clerk-Recorder

Kirk Holland
OC Community Resources

Bruce Houlihan
Sheriff-Coroner

Geoff Hunt
County Counsel

Phillip Cook
OC Public Works

Anne Bloxom
Social Services Agency

Jay Wong
CEO/Legislative Affairs

Kevin Onuma
OC Public Works

Carol Mitchell
Social Services Agency

Melva Gipson
CEO/Procurement

Rick LeFeuvre
OC Public Works



The 13th class of the Orange County Leadership Academy

County Employees Fight Hunger

Hoping to surpass last year's success, the County of Orange will team with Community Action Partnership of Orange County and the Second Harvest Food Bank for the annual Employee's Food Drive from August 9th – September 10th.

Exceeding last year's total will be quite a challenge, since County of Orange employees contributed over 6.5 tons of food, enough to provide 10,301 meals. Employees also donated \$541 through a virtual food drive, providing another 1,163 meals for those in need. The needs are great and the picture of hunger in Orange County is quite diverse, with children, seniors, single parents, the working poor, the disabled and the homeless among those who are in need of assistance in obtaining nutritious foods.

The theme of the 2010 drive is **OC CAN – Our Community, Our Commitment**, echoing the County's slogan and reflecting the efforts of Orange County employees to make the County a better place to live, work and play. Collection barrels will be delivered to County work locations during the week of August 2nd, with employees encouraged to donate items including:

- High protein foods such as canned meat, tuna, peanut butter, macaroni and cheese, and beans
- Dry goods such as rice, pasta and dry cereals
- Canned goods including fruit, juices, vegetables, soups and spaghetti sauce
- Ready to eat items, and
- Personal care items including toothpaste, toothbrushes, toilet tissue, deodorant and sunscreen



For more information about the Food Drive or the opportunity to donate online, please check out this [flier](#). At the conclusion of the drive, the Board of Supervisors will recognize those agencies and departments with the highest levels of participation. ■





ATTENTION ALL COUNTY EMPLOYEES!
YOU ARE INVITED TO PARTICIPATE IN THE
2010
COUNTY OF ORANGE EMPLOYEE'S
"OC CAN-Our Community-Our Commitment"
FOOD DRIVE
August 9, 2010 THROUGH September 10, 2010

WHAT TO BRING:

- High protein foods such as canned meat, tuna, beef stew, peanut butter, macaroni and cheese, beans, and lentils
- Staple dry goods such as rice, pastas, and dry cereals
- Canned goods including fruit, juices, vegetables, soups and spaghetti sauce
- Baby food, formula, cereal, diapers and other baby care products
- Ready to eat items for the homeless such as individually packaged products
- Personal care items such as sunscreen, toothpaste, toothbrushes, toilet tissue, and deodorant

BARRELS WILL BE LOCATED AT MANY COUNTY LOCATIONS
OR YOU MAY DONATE ONLINE* AT
 Community Action Partnership: <http://vad.aidmatrix.org/vadxml.cfm?driveid=3383>
 Or
 Second Harvest Food Bank: <http://vad.aidmatrix.org/vadxml.cfm?driveid=3341>

Please Note: In order to track employee donations and ensure proper credit to your agency for participation, please indicate your agency name in the donation form (ex. HCA, SSA, etc.) in the same box as your last name and select "County of Orange" in the drop down menu

HELP MAKE THIS YEAR'S FOOD DRIVE A HUGE SUCCESS!
FOR QUESTIONS CONTACT RICKI PARKER WITH THE HOMELESS PREVENTION DIVISION AT 714-480-2761 OR RICKI.PARKER@OCOR.OCGOV.COM

Get the 411 On OC Clerk-Recorder Department

1. The Clerk-Recorder Department provided customers with 87,999 copies of birth certificates in the fiscal year ending June 30th. The most popular baby names: Andrew overtook Anthony as the top boy's name, while Isabella replaced Emily, which had been the top girl's name for four years in a row.
2. The department issued 20,292 marriage licenses in the fiscal year and performed 8,329 civil marriage ceremonies. In June, couples traveled from as far away as Australia, Taiwan, China and Germany to be married at special Clerk-Recorder wedding facilities in Santa Ana at the Old County Courthouse, in historic downtown Fullerton and Laguna Hills.
3. SECURE, the department's ground-breaking multi-county system for electronically recording property documents, was awarded a 2010 Achievement Award in June by the National Association of Counties. The system allows title and escrow companies, financial institutions and others to record property documents in a single action with every participating county using the system.
4. The Orange County Archives' repository of historical photos on Flickr posted 614 images by the end of June, with a cumulative 102,443 image views from around the world. The Archives, a division of the Clerk-Recorder Department, has about 10,000 digital images chronicling the history of the county, which formed in 1889.

To get more of the 411, visit www.ocrecorder.com.



Service Awards

For the Month of July

30 YEARS

Leticia Monsivais
OC Community Resources

Edward Anderson
Sheriff-Coroner

Steven Booth
Sheriff-Coroner

Gary Byerley
Sheriff-Coroner

Christina Gonzalez
Sheriff-Coroner

Wayne Moorehead
Sheriff-Coroner

Richard A. White
Sheriff-Coroner

Ronald White
Sheriff-Coroner

Donna Garbarino Henderson
Social Services Agency

Lisa Jones
Social Services Agency

25 YEARS

Sharon Furfaro
Assessor

Nguyet-Minh Surget
Auditor-Controller

Hope Snyder
County Counsel

Jim Tanizaki
District Attorney

Cheryl Lowes
Health Care Agency

Karen Newe
Health Care Agency

Gloria Zamarripa
Health Care Agency

Kris Beard
OC Community Resources

Michael Rees
OC Community Resources

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25 YEARS CONTINUED

Nadeem Majaj
OC Public Works

James Avant
Sheriff-Coroner

William Chaffin
Sheriff-Coroner

Carlos Contreras
Sheriff-Coroner

Gayle Harp
Sheriff-Coroner

Michael Jansen
Sheriff-Coroner

Mark Long
Sheriff-Coroner

Lois Schoenthal
Sheriff-Coroner

Robert Szewczyk
Sheriff-Coroner

Christopher Thompson
Sheriff-Coroner

Sherrie Thompson
Sheriff-Coroner

Manuela Bolton
Social Services Agency

Dolores Delgado
Social Services Agency

Cheryl Wallace
Social Services Agency

Sergio Gabaldon
Treasurer-Tax Collector

20 YEARS

Diane Tran
Auditor-Controller

Paul Cordova
Child Support Services

Roberta Machado
Child Support Services

Susie Sullivan
Clerk-Recorder

Kathleen Trudell
District Attorney

Thomas Ballard
Health Care Agency

Susan Johnson
Health Care Agency

Gregory Pantenberg
Health Care Agency

Diana Perez
Health Care Agency

Marilyn Pritchard
Health Care Agency

Rosalia Reyes
Health Care Agency

Karlyn Sailele
Health Care Agency

Juanita Martinez
OC Community Resources

Susan Miller
OC Community Resources

Barbara Oliver
OC Community Resources

Andrea Purdy
OC Community Resources

Deborah Reynolds
OC Public Works

Craig Whaley
OC Public Works

Ann Osorio
OC Waste & Recycling

Ann Barlow
Public Administrator/
Public Guardian

Nirvana Valle
Public Defender

David Barnes
Sheriff-Coroner

Cynthia Delgadillo
Sheriff-Coroner

Jeoffrey Gardner
Sheriff-Coroner

Werner Hartman
Sheriff-Coroner

Charles Ivec
Sheriff-Coroner

Samnang Kong
Sheriff-Coroner

Frank Liu
Sheriff-Coroner

Jeffrey Manning
Sheriff-Coroner

Ivan Nelson
Sheriff-Coroner

Khue Nguyen
Sheriff-Coroner

Alicia Smith
Sheriff-Coroner

Robert Stammerjohan
Sheriff-Coroner

Tawnya Stammerjohan
Sheriff-Coroner

Teresa Bruner
Social Services Agency

James Deming
Social Services Agency

Margaret Di Vall
Social Services Agency

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20 YEARS CONTINUED

Dianne Didio
Social Services Agency

Monalisa Dudoit
Social Services Agency

Gina Everly
Social Services Agency

Jeanne Garrison
Social Services Agency

Theresa Garson
Social Services Agency

James Gotico
Social Services Agency

Patricia Laurent
Social Services Agency

Khuyen Le
Social Services Agency

Patricia Lee
Social Services Agency

Trina Lephram
Social Services Agency

Norma Martinez-Barrett
Social Services Agency

Sally Meler
Social Services Agency

Rosalind Munoz
Social Services Agency

Lan Nguyen
Social Services Agency

David O'Meara
Social Services Agency

Mavy Ornelas
Social Services Agency

Sharrie Peterson
Social Services Agency

Gustavo Preciado
Social Services Agency

Tho Quach
Social Services Agency

Bernard Rivera
Social Services Agency

Melissa Saldana
Social Services Agency

Candy Schmitt
Social Services Agency

Rachel Silva
Social Services Agency

Leticia Tellez
Social Services Agency

Cindy Tisler
Social Services Agency

Teresa Vuu
Social Services Agency



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