

CEO's Message



Updating Our Progress

Last month, I identified some of the priorities facing the County and I'm pleased to say we are making progress. We are continuing to implement changes in the Public Works department. A developer has been selected to perform a further feasibility study on the replacement of Building 16 in the Civic Center. The building that currently serves as the Social Services Agency (SSA) headquarters has been sold to a private party, with SSA staff to continue occupying the building in the near term. Also in the near future, we will be asking the Board of Supervisors to approve transferring the responsibilities for Corporate Real Estate back to the

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Three County Programs Receive 2012 CSAC Awards



Congratulations to the three County of Orange departments – the Social Services Agency, Health Care Agency, and Office of the Performance Audit Director – that were selected to be honored by the California State Association of Counties (CSAC) for innovation and cost-effectiveness as part of the 2012 Challenge Awards program.

- **The Social Services Agency** will receive a Challenge Award for its Doing More with Less in Orange County Program, designed to efficiently address increased workloads and decreased resources by transitioning from case-based to task-based service delivery. Click [here](#) to learn more.
- **The Health Care Agency** will receive a Merit Award for its Leadership Development Program, a three-track training approach that provides employees with ongoing personal and professional development opportunities. Click [here](#) to learn more.
- **The Office of the Performance Audit Director** will receive a Merit Award for Excellence through Performance Auditing. Orange County established the first county Performance Audit department in California that reports directly to the Board of Supervisors to enhance transparency, accountability, and effectiveness. Click [here](#) to learn more.

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County Executive Office. The County is continuing its efforts to reach agreements with employee bargaining units. Finally, a hearing in the lawsuit with the State of California over Vehicle License Fees is currently scheduled for January 28, 2013.

I've abbreviated my update on these issues to focus on the reporting of concerns to the County's Fraud Hotline. You may have heard that calls to the hotline have been increasing. As we increase our efforts to be more open and transparent, and as media attention on these issues is heightened, the increase in the number of concerns reported is not unexpected. A process is in place to triage issues as they are reported, to refer them to the appropriate place for investigation and to utilize outside investigative resources as needed. Internal Audit periodically reports to the Board of Supervisors on hotline calls and while specific details about the calls cannot be made public, information is reported on the types of complaints received and how many of the issues reported were substantiated. The most recent hotline report, which went to the Board of Supervisors on Oct. 5, and information about the Fraud Hotline can be found on the Internal Audit website at <http://egov.ocgov.com/ocgov/InternalAudit>.

Thank you for your continued focus on the County's on-going responsibilities and for your efforts to remain responsive to the needs of our community.

Bob Franz
Interim County Executive Officer

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"We are very proud that our programs have been selected from among 220 nominees statewide and recognized for using creativity to better serve Orange County residents," said Chairman John M.W. Moorlach.

To learn more about the 2012 CSAC Challenge Awards, please visit <http://www.csac.counties.org/article/2012-award-recipients>. ■

Health Care Agency Launches Employee Wellness Initiative

In mid-December of 2011, a handful of Health Care Agency (HCA) staff gathered together to discuss the desire for clearer policies, practices and programs that support employee wellness. This group of volunteers declared itself the Workplace Wellness Workgroup and expanded to include 14 members with broad representation across multiple service areas.

This collaboration resulted in the development of a new employee wellness initiative – "workingWELL – A Healthy OC Starts with Us" – which will provide a foundation for the agency to protect and promote the health of staff. The kickoff event took place on September 5, 2012 on the patio of HCA's 17th St. Clinic in Santa Ana. Over 300 employees participated and more than 60 completed a 1.9 mile organized walk led by David Souleles, Deputy Agency Director for Public Health Services.

The event featured resources, activities and healthy snacks, including:

- Free fresh produce provided by Orange County Produce LLC, which is owned by former Secretary of the California Department of Food and Agriculture A.G. Kawamura
- Information about benefits, assessment and incentives offered through health insurance providers Blue Shield, CIGNA and Kaiser

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- Healthy snacks such as black bean and corn pitas, fruit smoothies and spring rolls
- Physical activity demonstrations
- Flu shots
- Viewings and discussion surrounding HBO's Weight of the Nation's bonus clip entitled: "Overweight in the Workplace: How Wellness Programs Can Help the American Workforce"



At the kickoff event celebrating HCA's new employee wellness initiative, 60 employees completed a 1.9 mile organized walk.

To keep the momentum moving forward, HCA is launching a new workingWELL intranet page which includes a wide variety of resources and information related to HCA employees' wellness. The site will feature information about the initiative, interactive blogs, poll questions and practical resources for visitors to enjoy. ■

Orange County in the News

Orange County's Office of the Performance Audit Director has been recognized as an innovative government initiative by the Bright Ideas program of the Ash Center for Democratic Governance and Innovation at the John F. Kennedy School of Government, Harvard University. The Bright Idea designation for the Office of the Performance Audit Director is one of 111 conferred this year to programs from all levels of government across the United States that demonstrate creative solutions to today's issues. Orange County's Performance Audit function, established in 2008 by the Board of Supervisors, is designed to assess the efficiency and effectiveness of County operations. For more information on the Bright Ideas program and the other 2012 honorees, visit <http://www.ash.harvard.edu/ash/Home/News-Events/Press-Releases/Innovations/Harvard-s-Ash-Center-Announces-111-Bright-Ideas-in-Government/2012-Bright-Ideas>.



County Treasurer Shari Freidenrich is now serving as the 48th President of the Association of Public Treasurers of the United States and Canada (APTUSC). Shari has been a member of APTUSC since 1996 and has been a member of the Board of Directors for the past six years. The mission of APTUSC is to provide quality treasury management education and training, professional certifications, peer interaction, and professional connection opportunities for public treasury and financial officials. APTUSC has over 1,200 active members and was started by local municipal treasurers in California who saw a need for a national treasurers association.

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The efforts of staff at the Orange County Crime Lab to improve the efficiency of the process of screening property crime DNA evidence were highlighted in a recent article in Forensic magazine. The Property Crime Triage System was cooperatively developed and implemented by the Crime Lab and the Orange County District Attorney's Office. The implementation of a new case submission process, the Triage System, and the Property Crime High Volume DNA Platform has reduced the average turn-around-time from submission of a work request until completion of the lab report on the analysis of DNA evidence in both property crime and violent/major offense cases. More information is available on the magazine website at <http://www.forensicmag.com/print/6601>.

On September 13, Ethan Brown from the Orange County Sheriff's Department Emergency Management Bureau accepted the California Emergency Services Association (CESA) Silver Award on behalf of the Orange County Disabilities Access and Functional Needs Working Group. Orange County has been engaged with local jurisdictions, disability service providers, law enforcement agencies, and community members to ensure we are integrating the whole community into our emergency planning efforts. The Working Group has been extremely successful in encouraging and fostering partnerships between governmental agencies and non-governmental organizations for the improvement of emergency planning for people with disabilities and access and functional needs. ■

Probation Department Prepares for ShakeOut and Beyond



Deputy Juvenile Correctional Officer II Brandon Corral leads youths in an earthquake drill exercise at Juvenile Hall.

For many County employees, participating in the Great California ShakeOut earthquake drill at 10:18 a.m. on October 18th will mean dropping, covering, and holding on for three minutes. Emergency preparedness doesn't stop there for staff inside the Probation department, which operates 24/7 facilities like Juvenile Hall and must be able to care for the youths in custody should disaster strike.

Safety Coordinator Michael Redwood maintains a set of plans for almost any emergency to ensure that employees at every Probation location are trained and ready to respond. "To prepare most effectively, it is vital that we work with our partners like the Health Care Agency and the Department of Education throughout the planning process," he said.

Supervising Juvenile Correctional Officer Rick Hook is responsible for identifying earthquake hazards at Juvenile Hall. "Every month, we make sure our generators are functioning and we inspect our emergency water storage tanks," he said. Hook also checks to ensure that objects heavy enough to hurt someone are secured against falls, and that each housing unit conducts fire and evacuation drills regularly.

These drills happen consistently at the Joplin Youth Center as well, where Office Supervisor Orkideh Vakilian keeps the supply room fully stocked to support her staff and minors alike. "I am impressed with how seriously both staff and kids take preparedness," she said. "We have

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enough clean laundry to last at least three days, plus another two days down in the dorm. We don't just plan for earthquakes – we're ready for wildfires and floods, too."

Staff Specialist Cindy Boggs handles disaster supplies for the entire department and attends Building Safety meetings, listening to the new ideas and challenges posed and experienced by her colleagues as part of drill de-briefing exercises. "We have emergency food and water for our staff, those in our care, plus enough to cover anyone who might be visiting us," Boggs said. "In addition, we have extra equipment like gloves, goggles, caution tape and pry bars for elevators or office doors."

Kitchens at the juvenile institutions serve over 2,000 meals for teenagers daily. So what would happen if an emergency prevented food delivery trucks from reaching Probation facilities? "Well, we maintain a pantry and cold storage with enough fresh food to last four days and rations for another five days after that," said Food Services Manager Pete Lagunas. "We also have a three-day menu plan that would enable any staff member to feed employees and youths without using stoves or dirtying dishes."

You can get ready to ShakeOut with Probation by visiting www.ShakeOut.org. ■

Leadership Breakfast Inspires United Way Campaigners

The County of Orange marked its 33rd year in partnership with the United Way of Orange County at the annual Leadership Breakfast held September 26 at the Phoenix Club in Anaheim.

This year's Campaign Chairman is Dr. Michael Riley, Director of the Social Services Agency, who challenged those in attendance to donate just one dollar more per pay period this year to allow United Way to utilize its extensive network to assist those in need. Dr. Riley noted that while we may not be able to help everyone in need, we should do whatever we can to give families an opportunity to be successful.

Orange County United Way President Max Gardner thanked County employees for giving more than \$500,000 to last year's campaign and focused on the role of education in giving individuals and families a chance to succeed. Last year's County Campaign Chairman, Public Defender Frank Ospino, was saluted for his successful efforts and the spirit with which he accepted the challenge.

UNITED WAY SLIDESHOW: [CLICK HERE](#)



Among those participating in this year's Leadership Breakfast were (l-r) Frank Ospino, 2011 United Way Campaign Chair; former County Supervisor Bill Steiner; Judge Yvette Verastegui of the Los Angeles Superior Court; Board Chairman John M.W. Moorlach, and Third District Supervisor Bill Campbell.

Ospino also had the honor of introducing the keynote speaker for the event, The Honorable Yvette Verastegui, a Judge with the Superior Court of Los Angeles County. In his introduc-

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tion, Ospino called Judge Verastegui “our greatest success” and it was easy to see why after she related her own life’s story. Judge Verastegui, who grew up in Santa Ana, entered the foster care system at age 13 and was the beneficiary of many of the public assistance programs administered by the County. She also spoke of the impact on her life of former County Supervisor Bill Steiner, who she met in his role as Director of the Albert Sitton Home. “Mr. Bill,” as she lovingly referred to him, served as her mentor as she emancipated from the foster care system and went on to graduate from UC Irvine before attending law school at UC Berkeley. Through her service with the Public Defender’s offices in Orange and Los Angeles Counties, Judge Verastegui said she learned the principles that serve her so well as a Superior Court Judge today. She also called education “the great equalizer,” noting that nothing predicts future success better than a good education and nothing guarantees failure better than the lack of one.

Beginning with this year’s campaign, those County employees who give to the United Way will be required to fill out a pledge form each year and those who direct their donations to a specific nonprofit agency will be required to give a minimum of \$2.31 per pay period or \$60 per year. ■

County Conducts Regional Test of Mass Notification System

CEO Intern Katie Stolting Shares Her Observations

ALERTOC SLIDESHOW: [CLICK HERE](#)



Chip Yost of KTLA interviews Raymond Cheung about how AlertOC can contact up to 3 million people in the event of an emergency. Click here to view more photos from the AlertOC test call.

AlertOC is a mass notification system used by the County of Orange and participating local cities to issue important messages to residents and businesses. On the morning of September 20th, the County performed a regional test of the system.

The test call went out to a total of 23 cities and numerous unincorporated areas. Folks who had previously registered their contact information received calls, text messages and e-mails to confirm the alert system was functional. AlertOC also acquired landline numbers from both AT&T and Verizon.

I arrived at the Sheriff’s Emergency Operations Center (EOC) around 9 a.m. the day of the call to find a bustling support center full of about 15 volunteers. They represented local Community Emergency Response Teams from Garden Grove, Huntington Beach, Laguna Beach and Dana Point, and were ready to staff the EOC’s hotline and answer any questions community members might have once the test began.

When 10 a.m. rolled around, an anticipatory hush fell over the room as the test went out and the AlertOC system started to contact more than 2 million residents. At 10:01 a.m., the first calls began to roll into the EOC hotline. Volunteers typed the inquiries received into a database,

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tracking the city from which each call originated. Before twenty minutes had passed, 100 calls had been logged.

The majority of the callers had the same question, “I had a missed call from this number, what’s going on?” Volunteers answered more than 500 calls from residents, informing them of the test and encouraging them to register their alternative numbers at www.AlertOC.com. Callers interested in learning about how they can better prepare themselves for an emergency were referred to www.ReadyOC.com.

Raymond Cheung, Assistant Manager of the Emergency Management Bureau, coordinated the test call. “We’ll reach about 2.2 million residents,” he said. “The system has the capability to send out 3 million calls, text messages, and e-mails at the same time.”

Chip Yost, a reporter from KTLA, arrived at approximately 11 a.m. to observe the operation. Cheung provided an interview and Senior Emergency Management Coordinator Brooke Duthoy demonstrated the ease of registering contact information in the AlertOC database.

The most recent use of AlertOC was by the City of Laguna Beach on September 16th. The city used the system to communicate with residents during a fire emergency.

Prior to this exercise, I had never heard of AlertOC. As a young adult living in Orange County, I have known my whole life we have to be ready for anything – be it a wildfire or an earthquake. After seeing the emergency management bureau in action, I was inspired to sign up for alerts. You never know where you’ll be during an emergency, and having advance notice can be the difference that saves a life.

To register for the AlertOC system, simply visit www.AlertOC.com and click on your city. Within just a few minutes of visiting the site, you can input all of your contact information and be better prepared. ■

Health Care Agency Offers Free Flu Shots

The Orange County Health Care Agency’s (HCA) seventh annual Point of Dispensing (POD) exercise will test the ability of Orange County cities to efficiently and effectively provide seasonal influenza vaccines to the public as part of a series of exercise events.

The POD Exercise Series will begin on Tuesday, October 9th as HCA will conduct a communication and coordination exercise designed to test the ability of HCA’s Emergency Operations Center (HEOC) to receive, process, and allocate resources, as well as share information regarding a public health event with key response agencies.

On Thursday, October 11th, the Local Distribution Center (LDC), or Health Warehouse, will be activated to process those resource requests and test the ability to deliver those supplies to the POD sites in an accurate and secure manner.



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And finally, on Friday, October 19th, five mass vaccination POD sites will be activated in order to test the ability to dispense large quantities of medications, vaccines and/or medical supplies to the community in a timely fashion. Free flu shots will be offered at the following five Orange County locations from 11:30 a.m. to 1:30 p.m.:

Anaheim

Anaheim First Christian Church
520 W. South St., Anaheim, CA 92805

Laguna Niguel

St. Timothy Catholic Church
29102 Crown Valley Pkwy.,
Laguna Niguel, CA, 92677

Placentia

Champions Sports Complex
505 Jefferson St., Placentia CA 92870

Stanton

City of Stanton Corporate Yard
8100 Pacific Ave.,
Stanton, CA 90680

Westminster

Community Service Center
8200 Westminster Blvd.,
Westminster, CA 92683

Planning for this exercise series is led by HCA's Health Disaster Management (HDM) Division, began in February, and involves over 30 response agencies including the cities of Anaheim, Laguna Niguel, Placentia, Stanton, and Westminster.

To learn more, please visit www.ochealthinfo.com/freeflushot. ■

OC Parks Hosts Seasonal Events

Irvine Regional Park's Pumpkin Patch opened September 22 and runs through October 31. This year's Pumpkin Patch activities include train rides, hay rides, panning for gold, carnival games, cookie decorating, a haunted house and great food. The Pumpkin Patch is open weekdays from 10 a.m. - 5 p.m. and until 6 p.m. on the weekends. Admission into the Pumpkin Patch is free, but prices for all other activities vary. Parking at Irvine Regional Park is \$3 during the week and \$5 on the weekend.

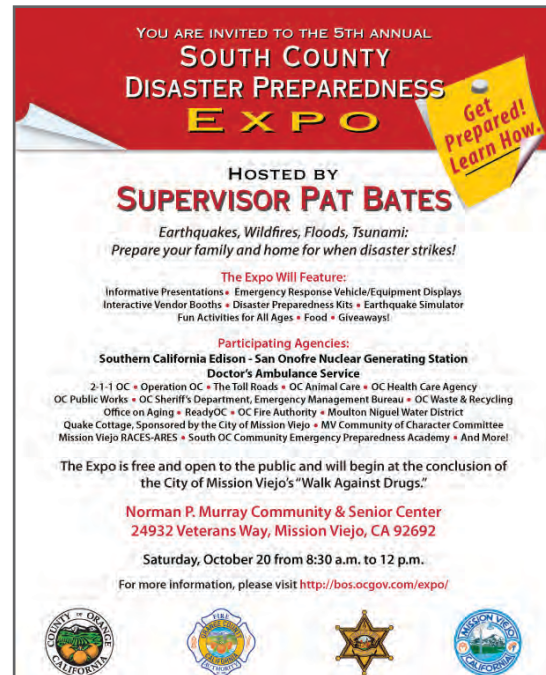


Other OC Parks events during the month of October include two at Heritage Hill Historic Park in Lake Forest. The Haunt at Heritage Hill will be held on Friday, October 19 from 5 p.m. – 10 p.m., and the Autumn Harvest Festival is scheduled for Saturday, October 20 from 4 p.m. – 9 p.m. Back at Irvine Regional Park, the OC Zoo's Halloween Zoo-tacular will be held on Saturday, October 27 from 10 a.m. – 4 p.m. Throughout the day, zoo animals will receive treat-filled pumpkins. Visit www.ocparks.com for more information about these and other upcoming events. ■

OC Animal Care MVP Event



Disaster Preparedness Expo Event



Get the 411 on Clerk of the Board

- The Clerk of the Board is responsible for the receipt, processing and scheduling of hearings for all property value appeals filed by Orange County property owners. With the decline in housing prices, the number of appeals filed each year has tripled. Under California statutes, the County has 2 years to hear and decide the appeals.
- Orange County's Clerk of the Board was one of three counties in California to get approval of legislation to spearhead a pilot project allowing the electronic preparation and filing of Form 700s – Conflicts of Interest. The department receives approximately 4,000 filings a year from designated officials and employees.
- The Clerk of the Board processes approximately 1,500 agenda items each year for Board of Supervisors meetings, spread over an average of 35 meetings per year.
- Each year, the Clerk of the Board (COB) receives and processes approximately 600 claims for refunds of penalties for late payment or overpayment of property taxes.
- The Clerk of the Board maintains the official records of the Board of Supervisors going back to 1889 when the County of Orange was formed. They receive approximately 600 requests each year to research and locate records.

To learn more about the Clerk of the Board, please visit:
<http://egov.ocgov.com/ocgov/Info OC/Departments & Agencies/Clerk of the Board>

Internal Audit Fraud Hotline

If you suspect fraud, waste or abuse of County resources, contact the OC Internal Audit Department Fraud Hotline at (714) 834-3608 or visit www.ocgov.com/audit. Messages are accepted any day or time and can be made anonymously. In addition, employees are provided protection under the California Whistleblower Law. ■



Orange County's Internal Audit
Fraud Hotline
24/7 Whistleblower Hotline

24/7 Fraud Hotline
"Because Our Vigilance Never Sleeps!"

The Board of Supervisors Independent Internal Audit Department
2005 Recipient of the Institute of Internal Auditor's Award for
Recognition of Commitment to Professional Excellence, Quality and Outreach

- ☎ Call us 714.834.3608 and remain anonymous.
- 🕒 Call anytime, anyplace, day or night.
- 🔍 Report questionable behavior, waste, and abuse involving County vendors, employees, and processes.

➔ **Hotline Website Information:** <http://www.ocgov.com/audit>
➔ **Hotline Phone Number:** 714.834.3608
➔ **Online Submission:** <http://www.ocgov.com/audit>
➔ **Address to send documentation:**

Other Hotline



Service Awards

For the Month of September

35 YEARS

Yolanda Valverde
District Attorney

Rich Adler
OC Community Resources

30 YEARS

Rebecca Delgado
Assessor

Priscilla Cloud
District Attorney

Howard Snitowsky
Health Care Agency

LoAn T. Adams
OC Public Works

Henry Sanchez
OC Public Works

Mathew Garner
Sheriff-Coroner

Karen McDaniel
Sheriff-Coroner

25 YEARS

Ping Shing Ho
Clerk-Recorder

Deborah Kwang
Health Care Agency

Eric Freed
John Wayne Airport

Mercedes McCarthy
OC Community Resources

Deborah LaFleur
OC Public Works

Kyle Soldan
OC Public Works

Mario Castillo
OC Waste & Recycling

Valerie Amezcua
Probation

Rhonda Bennett
Probation

Rafael Serret
Probation

David Haldeman
Sheriff-Coroner

Sussan Armstrong
Social Services Agency

Anh Ngo
Social Services Agency

Eric Pittman
Social Services Agency

Kamaljeet Singh
Treasurer-Tax Collector

20 YEARS

Joseph Vargas
Health Care Agency

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20 YEARS CONTINUED

Jorge Lopez
Health Care Agency

Shaghayegh Rashidi-Fard
Health Care Agency

Guillermina Navarro
Health Care Agency

Stephanie Weckerle
Health Care Agency

Patricia Wang
Health Care Agency

Marilyn Bernaudo
Health Care Agency

Paula Bruce
OC Community Resources

Leticia L. Hernandez
OC Community Resources

Sandra Silverthorn
Probation

Mario Gabaldon
Probation

Arlene Speiser
Public Defender

Mitchell Caldwell
Sheriff-Coroner

Christa Monika Early
Sheriff-Coroner

Mark Lee
Sheriff-Coroner

Catherine Borchardt
Sheriff-Coroner

Timothy Gutierrez
Sheriff-Coroner

Craig Lang
Sheriff-Coroner

Mauro Loera
Sheriff-Coroner

Suzanne Seamon
Sheriff-Coroner

Jacqueline Han
Sheriff-Coroner

Kelly Daynard-Rieder
Sheriff-Coroner

Julio Banderas
Social Services Agency

Melissa Say
Social Services Agency

Terry Cox
Social Services Agency

Kelley Martinez
Social Services Agency

Ngan Phan
Social Services Agency

Kimberly Trujillo
Social Services Agency

Romelia Harrison
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 Office and 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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