

CEO's Message



Time Flies!

The holidays are here and the start of a New Year is less than a month away. Usually at this time of the year, things slow down a little bit and we have time to catch up on projects that have been waiting for our attention. This year, that doesn't seem to be the case!

I've been reminded that the long list of projects currently underway is not typical for this time of the year. That list includes:

- Implementing a new State retirement (pension) law
- Human Resource Services recentralization

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Registrar of Voters Website Wins Award

Not only did the Orange County Registrar of Voters (ROV) department conduct successful Presidential Primary and General Elections this year, it received a prestigious award for its website.



In October, the National Digital Government Achievement Award was presented to ROV for its website, ocvote.com, which was recognized for its ease of accessibility, unique features, overall information and design. The new website, which debuted in April 2012, allows voters to access all of their election information through a "voter portal." This includes voter registration information, ballot tracking and polling place information. ROV is responsible for conducting elections in the fifth largest voting jurisdiction in the United States with 1.6 million registered voters.

ROV was recognized in the Government-to-Citizen Local Government category of the competition. The Digital Government Achievement Awards recognize outstanding agency and departmental websites and projects. "Digital technology has fundamentally changed the way people interact with their government and we are seeing it demonstrated through everything from full service portals to special purpose mobile apps," said Todd Sander, Executive Director of the Center for Digital Government. "We're excited about the opportunities governments are creating to make new things possible and to do the old things faster and more efficiently." ■

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- Labor negotiations, including the winding up of negotiations with the Manager's Association
- Negotiations with the IT Sourcing vendors
- Strategic planning – County priorities
- Budget contingency planning for worst case scenario (i.e. State lawsuit against the County)
- Several critical real estate issues
- Recruitment of a new County Executive Officer

These important projects affect all of our departments in one way or another. It's important that they are completed in a timely manner and in a way that best positions the County for an ever-challenging future.

While there's important business to be completed, we also hope you have time to enjoy the start of the holidays. All of you are important to us, so be safe, take time to experience holiday traditions and enjoy the company of co-workers, family and friends at this special time of year.

Bob Franz

Interim County Executive Officer

Headache-Free Travel at John Wayne Airport

CEO Intern Katie Stolting Shares her Observations

As the holidays approach and plans to visit family begin to form, we all start thinking of the looming travel days. It's no secret that traveling during the winter holidays can be a hassle, but this year – with proper preparation - it doesn't have to be.

John Wayne Airport (JWA) is home to eleven airlines traveling to twenty-two direct destinations. Customer Service Supervisor Kim Brown and her staff work to ensure all 9 million travelers who pass through JWA annually have a positive experience. She shared some tips for how to make your holiday travel headache-free.

Travelers are encouraged to arrive at the airport at least 90 minutes before their scheduled flight departure. If your flight leaves earlier in the morning, it is encouraged that you allow extra time, as there is more traffic. The heaviest travel days are Monday and Tuesday, as JWA is largely a commuter airport.

If you have time to spare, you can take advantage of the numerous restaurants and stores in the terminals of JWA. With offerings such as California Pizza Kitchen, Anaheim Ducks Breakaway Bar & Grill, and Ruby's Diner To-Go, spending time in the airport is easier than ever. Travelers can see artwork from Orange County artists and take advantage of the numerous work stations with power outlets and free Wi-Fi throughout the Terminals.

If you're looking for a quiet place to wait for your departure time, venture down to the very end of Terminal A. Kim showed me what they call the "commuter terminal," because it's where many of the commuter aircraft depart in the morning. In the afternoon, however, this part of the airport is a nice, quiet place to wait out your flight.

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JWA SLIDESHOW: [CLICK HERE](#)



Customer Relations Assistant (CRA) Mayra Martinez is one of the many friendly employees who help the nearly 9 million travelers per year who pass through John Wayne Airport.

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One of the biggest complaints Kim's team receives is about the time it takes to get through security. The holiday season brings the most travelers to any airport. It's important to remember that TSA security processes are standard – they do not change with the high volume of travelers. Here are some tips to keep in mind before going through the security screening:

- Have your government-issued photo ID and boarding pass ready at the entrance to the screening area. Travelers younger than 18 are not required to show identification.
- All wrapped gifts are subject to search, even if they're in checked bags. Save the wrapping for when you arrive at your destination.
- Pack liquids in your checked luggage. If you're only traveling with carry-on luggage, remember the 3-1-1 rule (3 ounce liquid bottles may be carried in a 1-quart bag, only 1 bag per traveler).

- Never leave your luggage unattended in the terminal, and report unattended baggage to security personnel.

Remember to keep track of your belongings! The last department of the airport anyone wants to find themselves in is lost and found. JWA's lost and found is located in Terminal A by the baggage claim area. If a traveler loses an item in the airport, this is where it ends up. However, if something is lost on an airplane, each airline has individual policies for lost articles.

If you should find yourself traveling through John Wayne this holiday season, feel free to stop by any of the customer service outlets and Kim's team will be able to help you.

For more travel tips and information on John Wayne Airport, visit www.ocair.com ■

DA's Office and Partners Provide Thanksgiving Dinners for At-Risk Youth

DA SLIDESHOW: [CLICK HERE](#)



475 students were awarded hope for a gang-free future and a turkey dinner as a direct result of an OC GRIP initiative

For the third year, at-risk students who succeeded in an Orange County Gang Reduction Intervention Partnership (OC GRIP) challenge to improve their attendance, behavior, and grades were awarded a complete turkey dinner.

The dinners, donated by Ralph's, Food 4 Less, and Saddleback Church, came complete with turkey, dressing, and all the staples of a traditional holiday meal. Volunteers from the sponsoring partners were on hand to assemble approximately 475 dinners, each large enough for a family of 10.

Through the efforts of volunteers from Saddleback Church and Ralph's grocery, the bags were packed and the food was ready for delivery in just a few hours. Volunteers took the meals to various Orange County elementary and middle schools where students were able to pick them up for their families. As families received the bags of groceries, each student's eyes lit up with pride for their ability to provide for their family.

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"I am truly humbled and grateful to Saddleback Church, Ralphs, and Food 4 Less for bringing Thanksgiving to so many needy and deserving children," said District Attorney Tony Rackauckas. "I am thrilled for the opportunity for these children to do something good for their families and praise them for learning that there are rewards for good behavior."

The OC GRIP program gives at-risk youth hope to succeed, as Orange Police Chief Robert Gustafson stated in an address to volunteers. The program has seen a dramatic improvement in attendance at participating schools. In the

past, participants have seen many incentives such as the turkey dinners and Angels baseball tickets.

OC GRIP currently operates in eight cities and is run by the Orange County District Attorney's Office, Orange County Probation Department, Orange County Sheriff's Department, Buena Park Police Department, Garden Grove Police Department, Orange Police Department, Santa Ana Police Department, and the Santa Ana Unified School District Police. The program has over 400 community partners. ■

Donate or Volunteer to Give the Gift of Hope this Holiday Season

Operation Santa Claus and Senior Santa & Friends

Operation Santa Claus is a County of Orange program that provides nearly 45,000 toys and gifts annually to local kids and teens in foster care, group homes, and in transition who have been homeless, abused, neglected, or who are physically or mentally challenged. The program, approved by our Board of Supervisors and administered by the Social Services Agency (SSA), has received critical support from County employees and community partners since its inception in 1962.

Senior Santa & Friends distributes special request items and gifts to low-income individuals who are elderly or severely disabled adults and clients of SSA and the Health Care Agency. Each year, staff identifies clients who would benefit from receiving household appliances, special medical equipment, nutritional supplements, or clothing. In 2011, over 2,600 folks received items through the program – helping them to become more comfortable or independent.



You Can Donate!

New unwrapped toys, gifts, gift certificates and monetary donations help Operation Santa Claus and Senior Santa and Friends fulfill holiday wishes for less fortunate members of our community.

You Can Volunteer!

Help at our Santa Ana location by unpacking, sorting and preparing donated gifts and toys for distribution.

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To learn more about either program, please click [here](#). For questions about Operation Santa Claus, please call (714) 679-2438 or e-mail to OperationSantaClaus@ssa.ocgov.com. For those related to Senior Santa & Friends, please call (714) 825-3111 or e-mail Senior.Santa@ssa.ocgov.com.

Holiday Hope 2012: Food for Families

Holiday Hope is a Health Care Agency (HCA) holiday assistance program that began in 1985 to provide food for the agency's neediest clients during the holiday season. HCA staff works with a variety of clients ranging in age from infants through senior citizens, many of whom have serious medical and nutritional problems. Each year, employees refer their most impoverished clients to Holiday Hope to help these families receive food.

The Holiday Hope program is solely supported through the generosity of County employees. Volunteer to feed a family by making a cash donation to purchase grocery gift certificates.

For further information or to share in this season of giving, please call Amber Alford at (714) 834-4144 or e-mail aalford@ochca.com. To send a cash donation, please complete the [donation form](#) located online, make your gift payable to Holiday Hope, and mail to:

Holiday Hope – HCA/Volunteer Services
405 W. Fifth Street, Suite 300
Santa Ana, CA 92701

Donations need to be received no later than December 21, 2012. ■

Three County Agencies Earn CSAC Awards

Special honors were presented during the October 30 Board of Supervisors meeting to staff from three County of Orange departments who played a role in their agency's winning entries in the 2012 California State Association of Counties (CSAC) Challenge Awards program.

The Social Services Agency received CSAC's highest honors, the Challenge Award, for its Doing More with Less in Orange County program. This program was designed to efficiently address increased workloads and decreased resources by transitioning from case-based to task-based service delivery. The Health Care Agency received a Merit Award for its Leadership Development Program, a three-track training approach that provides employees with ongoing personal and professional development opportunities. Finally, the Office of the Performance Audit Director received a Merit Award for Excellence through Performance Auditing. Orange County established the first county

CSAC AWARDS SLIDESHOW: [CLICK HERE](#)



Staff from the Social Services Agency are recognized at the October 30 Board of Supervisors meeting for their winning entry in the 2012 California State Association of Counties Challenge Awards competition.

Performance Audit department in California that reports directly to the Board of Supervisors.

CSAC Interim Executive Director Steve Keil was on hand to present the awards and join the Board of Supervisors in recognizing these innovative County programs. ■

The OC's Olympic Connection

Orange County's rich Olympic Games history, which spans 100 years, was celebrated October 30th during a special reception and recognition held in conjunction with the Board of Supervisors meeting.



2012 Olympic Gold Medalists Kelly Rulon, Courtney Mathewson and Elsie Windes along with coaches Adam Krikorian, Heather Moody, and Dan Klatt were recognized for their efforts in London. USA Men's Assistant Coach Marco Palazzo was on hand to represent the U.S. Olympic Men's Water Polo Team along with USA Water Polo CEO Christopher Ramsey. Swimmer Jason Lezak of Irvine, who competed in the 2000, 2004, 2008 and 2012 Olympics, was also honored.

Orange County was represented by 79 athletes during the 2012 Summer Games in London. The recognition was co-hosted by the Orange County Leadership Academy Alumni Association and OC Parks on behalf of the Board of Supervisors. Board Chairman John M.W. Moorlach presented certificates to the athletes, coaches, team support staff and parents of athletes who were present, while recognizing Orange County's unique qualities that make it perfect for preparing elite athletes for competition. ■

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. ■



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:**
 Fraud Documentation
 12 Civic Center Plaza, Room 232
 Santa Ana, CA 92701

Other Hotline Numbers:

Child Abuse
714.940.1000

Pawliday Adoption



Pawliday Adoption Event
Saturday, December 22nd
10 am - 2 pm
OC Animal Care • 561 The City Dr. • Orange

Sponsored By: The Desperate Paws of Orange County Dog Club

\$50 Discount to the First 20 Dogs Adopted!
 A Big Thanks to the Desperate Paws of Orange County Dog Club for making this event possible!

For more information, please visit our website at ocpetinfo.com or call (714) 935-6848

Photo with Santa!



Bring your Pet to OC Animal Care for a...

Photo with Santa!

Saturday, December 1st: 10 am - 2 pm
 Saturday, December 8th: 10 am - 2 pm
 Saturday, December 15th: 10 am - 2 pm
 Saturday, December 22nd: 10 am - 2 pm
 Sunday, December 23rd: 10 am - 2 pm

OC Animal Care • 561 The City Dr. • Orange • 92868

Bring your pet to OC Animal Care for a Photo with Santa! All participants will receive a festive holiday frame with your pet's photo. We will also email you a digital copy to share with your friends and family! All donations will benefit the animals of OC Animal Care!

Donations received will benefit shelter pets!
 Thank you to Noble Friends Foundation for OC Animal Care for their support!

Stay Connected!
 (714) 935-6848 • www.ocpetinfo.com
facebook.com/ocanimalcare
twitter.com/ocanimalcare

Get the 411 on Housing and Community Development/ Homeless Prevention

1. Housing and Community Development/Homeless Prevention is a Division of OC Community Services that administers the County's affordable housing development, community development and homeless prevention programs and activities.
2. Since 1999, over 2,500 units of affordable rental housing have been approved by the Board of Supervisors through the Affordable Rental Housing Program. This program provides loans to developers in exchange for long-term affordability restrictions.
3. Homeless Prevention coordinates the federally required Point in Time Count that occurs every other January to count sheltered and unsheltered homeless persons. If you would like to volunteer to help with the 2013 Point in Time Count, please visit www.pointintimeoc.org.
4. Homeless Prevention is responsible for the completion of a Federal grant for Continuum of Care Homeless Assistance funding which results in \$16 million annually awarded to local agencies to provide homeless services and housing.

For more information, visit [http://egov.ocgov.com/ocgov/Info/OC/Departments & Agencies/OC Community Services/Housing & Community Development/Homeless/](http://egov.ocgov.com/ocgov/Info/OC/Departments%20&%20Agencies/OCCommunity%20Services/Housing%20&%20Community%20Development/Homeless/).



40 YEARS

Edny Tabesh
Social Services Agency

35 YEARS

Thomas Martinez
OC Community Resources

Lillian Avila
Probation

Elia Silva
Probation

30 YEARS

Mark McDorman
Health Care Agency

Loralee Page-Ortez
Health Care Agency

Judy Khoutsavanh
Social Services Agency

25 YEARS

Joseph Machuga
Airport Operations

Yolanda Armendariz
Child Support Services

Fina Cruz
Health Care Agency

Denise Fennessy
Health Care Agency

Julie Koga
Health Care Agency

Linda Price
Health Care Agency

Dorothy Ryan
Health Care Agency

Bruce Scott
Health Care Agency

Tuoi Tran
Health Care Agency

Marilyn Beltran
OC Public Works

Jana Gibbs
OC Public Works

Jon Hornecker
OC Public Works

Denis Whitfill
OC Public Works

Luke Wukawitz
OC Public Works

Greg Dayak
OC Waste and Recycling

Douglas Miller
Probation

Christine Vu
Probation

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25 YEARS CONTINUED

Norma Castillo
Registrar of Voters

Debbie Braun
Sheriff-Coroner

Robert Long
Sheriff-Coroner

Judith Gonzalez
Social Services Agency

20 YEARS

Sylvia Mendez
District Attorney

Gena Arzaga
Health Care Agency

Diane Holley
Health Care Agency

Cindy Sterkel
Health Care Agency

Fei-Ching Lin
OC Community Resources

Lyle Rossow
OC Public Works

Evelyn Grechuta
OC Waste and Recycling

Moraima Walkingstick
Probation

Ronald Bahra
Sheriff-Coroner

Steven Breaton
Sheriff-Coroner

Jon Briggs
Sheriff-Coroner

Bertrand Copeland
Sheriff-Coroner

Ionel Danciulescu
Sheriff-Coroner

Michael Gallegos
Sheriff-Coroner

David McCormick
Sheriff-Coroner

Shannon Meier
Sheriff-Coroner

Betsy Mitchell
Sheriff-Coroner

Maria Whittaker
Sheriff-Coroner

Dan Lan
Social Services Agency

Katherin Lujan
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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