

CEO'S MESSAGE



There are a lot of questions circulating about ongoing labor negotiations with our employee bargaining groups. I can't discuss specifics of the discussions with any particular group. I do, however, want to address some of the more pointed questions out there and share my perspective.

Q: Why is there not more of an effort to give pay raises when most employees haven't had raises for years?

A: We all know that the County is facing tough financial times. We lost money to the State as a result of the VLFAA settlement. We had to give up \$50 million last year and are be-

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Career Grows Alongside Program Expansion for CEO Procurement's Nina Badalamenti

Nina Badalamenti, Staff Assistant with the County Procurement Office, takes pride in both the personal and professional development she has experienced since first joining the team as an Extra Help Office Specialist in 2008.

While majoring in American Studies at California State University, Fullerton, Nina planned to graduate and become a history teacher. "I heard about the Extra Help opportunity with the County of Orange and decided to apply to gain some additional work experience first," she recalls. After just one week on the new job, Nina learned the position was being cut unexpectedly – but was encouraged to apply for a full-time Staff Assistant opening in the coming weeks. She participated in a competitive recruitment and was hired later that summer.

Though Nina's job duties vary, collaboration is the common thread that weaves throughout all of her responsibilities – and what she most enjoys. "Nina is an outstanding member of the County family," said Rob Richardson, County Procurement Officer. "She interacts on a daily basis with folks from throughout the organization. She is detail oriented and has a strong customer service ethic. This trait, along with a knack for problem solving, helps Nina handle the daily demands of her job."

From tracking continuing education hours for the County's approximately 250 Deputy Purchasing Agents, to responding to an average of 60 emails each day, to working with vendors

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Nina Badalamenti, Staff Assistant with the County Procurement Office.

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ing forced to repay \$150 million. We have had serious discussions internally about how we aren't able to offer our employees what we wish we could. It is a constant source of frustration. Meanwhile, our costs are going up – \$14 million more next year in health care costs alone. We've been using one-time money to help balance the budget but we're out of options. Of the cuts needed now, we're only proposing that about 10% be shouldered by employees. And for every 1% salary increase for general employees, it adds \$9.5 million in costs.

Q: The State has withheld money from Orange County, but aren't all Counties in the same boat?

A: No, Orange County's situation is unique – and uniquely bad. The County lost \$50 million last year in annual funding that had been promised by the state Legislature but was taken away. The County's \$150 million repayment starts with \$5 million in FY 2014-15, increasing to \$55 million in FY 18-19. The other dismal reality is that Orange County is dead last among all 58 Counties in the share of property tax money it receives – just 6 cents on the dollar.

Q: County employees work hard every day, but where are the rewards when there are no raises while the costs of living keep going up?

A: We understand the frustration. While we may not be able to reward employees with the raises everyone would like, we are working to improve training opportunities and making sure employees are prepared for promotion to the next level in their work areas. It's also true that working for County government can be a tradeoff – employees may give up some benefits enjoyed by jobs in the private sector but they gain other benefits, including job security, guaranteed pension payments and excellent health-care coverage. There are no guarantees that raises will happen every year or every 10 years, just like in the private sector.

Q: Doesn't this situation just look pretty bad for employees?

A: It's true that this year and next fiscal year will be tough. But there are some bright spots. The County's bankruptcy debt will be repaid at the end of FY 15-16, which will allow us to reallocate up to about \$18 million a year in General Fund revenues. As the economy improves and revenues rebound, we'll be able to revisit our budget with more options. Thank you for all you do to help the residents of Orange County. ■

Mike Giancola
County Executive Officer

(Career Grows alongside Program Expansion for CEO Procurement’s Nina Badalamenti Continued from page 1)

and panel members involved in the buying and bidding process – she is grateful for the time spent getting to know folks from inside our agencies/departments and beyond. “I’ve learned in this role that I’m a social person who loves creating solutions,” she said. “This position has given me confidence to reach out, help others, and find new ways around road-blocks.”

As Nina’s skillset and experience have grown over the years, she has been able to nurture and advance a program she feels passionate about – County Cal-Cards. In order to streamline the process for small dollar purchases, the Board of Supervisors approved and CEO/Procurement and the Auditor-Controller initiated the purchasing card program by participating in the State of California’s Cal-Card program. Cal-Cards streamline the purchasing process by eliminating the purchase orders required to make small dollar purchases that exceed the petty cash limit and simplify the accounts payable process by requiring only one monthly payment to the bank for multiple purchases that previously required individual payments to multiple vendors.

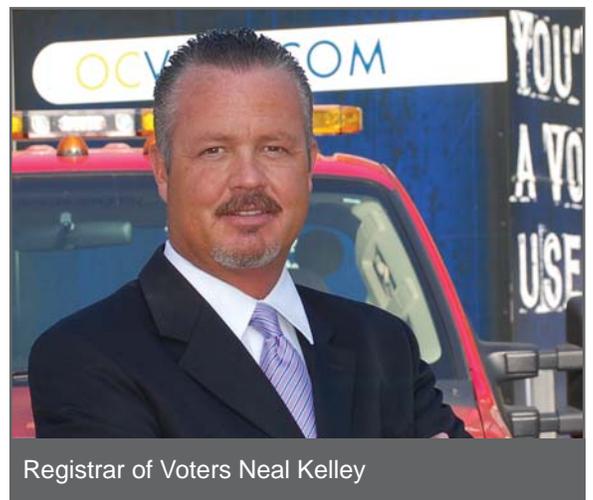
Nina currently provides training and monitoring for new Cal-Card users, and has been instrumental in producing the written instructional materials designed to acquaint them with the system. While the County Executive Office, OC Public Works, OC Community Resources, and OC Waste & Recycling already utilize Procurement’s automated Cal-Card website, the program will be rolling out to all agencies/departments this year. “It enables users to have online access to their accounts and enter billing and purchase data in real-time,” she explained. “It also gives us the ability to process payments more expeditiously – earning the County rebates from U.S. Bank and saving the taxpayers money.”

As for the future, Nina hopes to continue her public service career within the County Procurement Office. “I have a lot of mentors here,” she said. “The management team is awesome, and it is such a nurturing environment. They have so much to share, and I have a lot left to learn. I just want to soak it all up!” ■

OC Acknowledged as National Leader in Elections

Orange County has been recognized by the bipartisan Presidential Commission on Election Administration for best practices, innovation and elections operations in a report recently presented to the White House.

The 122-page report, which examined election operations across the country in 2012, included 19 recommendations for improving the administration of elections nationally. They include expanding voter registration opportunities, improving the accuracy of voter lists, improving access to polling places, employing state-of-the-art techniques for efficient management of polling places and replacing antiquated voting machines.



Registrar of Voters Neal Kelley

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Orange County’s Registrar of Voters operation was among a handful of jurisdictions singled out for praise. The commission highlighted the County’s work on web applications to manage voting lines based on historical turnouts, registration and other factors, and for estimating wait times at polling places. Most of the report’s recommendations are already in use by the County.

“The support of the Board of Supervisors has enabled us to operate in an environment of continual improvement,” said Registrar of Voters Neal Kelley, who was invited to testify before the commission last September. “It is gratifying for our operations to be cited as a model for other jurisdictions.”

Kelley also is one of four elections officials serving on the Future of California Elections, a state-wide consortium of election officials, advocacy groups and academics focused on improving California’s elections. The state panel was mentioned in the commission’s report as an example of state-level commitment to improving voters’ experiences.

For a copy of the commission report, please visit www.supportthevoter.gov. ■

Milestones in Orange County Leadership Celebrated

The Orange County Leadership Academy (OCLA) celebrated its 10th anniversary alongside the graduation of its 20th class with a special ceremony held last month at Chapman University.

Congratulations to Class 20 graduates:



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David Snapperman
Assessor

Jeff Griffin
Human Resource Services

Edward Harrison
Probation

Kimberly Peters
Auditor-Controller

Eduardo Monge
Human Resource Services

Michele Gorey
Public Administrator/Public Guardian

Rosemary Savedra
Child Support Services

David Wiggins
Internal Audit

Michael Hill
Public Defender

Gloria Rivera
Clerk-Recorder

Norman Wohkittel
John Wayne Airport

Sandy Zirtzman
Public Defender

Linda Rachell
County Counsel

Kathy Reza
OC Community Resources

John Coppock
Sheriff-Coroner

Neil Jessen
County Executive Office

Cameron Smith
OC Community Resources

Jennifer Harmon
Sheriff-Coroner

Mark Khanlar
County Executive Office

Alan Young
OC Community Resources

Cathy Irons
Sheriff-Coroner

Rhonda Marshall
County Executive Office

Scott Dessort
OC Public Works

Sharon Tabata
Sheriff-Coroner

Dana Schultz
County Executive Office

Grant Sharp
OC Public Works

Lynda Ross
Social Services Agency

Tamarra Jones
Health Care Agency

Larry Stansifer
OC Public Works

Christine Smith
Social Services Agency

Nicole Stanfield
Health Care Agency

Linh Ly
OC Waste & Recycling

Thu-ha Tran-Nguyen
Social Services Agency

Jamie Crews
Human Resource Services

Philip Cheng
Performance Audit

Jennifer Burkhart
Treasurer-Tax Collector

The County’s slogan – OC: Our Community, Our Commitment – articulates the organization’s dedication to developing outstanding employees and managers to serve our great community. OCLA supports the attainment of this goal by providing communication, teamwork, and collaboration training to participants nominated by their respective agency/department heads.

Orange County Leadership Academy in Action

To date, 675 County of Orange managers have successfully completed the program, which began under the guidance of former County Executive Officer Jim Ruth and has flourished thanks to

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continued support from the Board of Supervisors, CEO Mike Giancola, and Chief Human Resources Officer Steve Danley. Alumni have helped present 51 sessions of the County’s New Employee Orientation and held 8 Annual Leadership Conferences with topics linked to relevant issues such as *Inspiring Leadership in Challenging Times, It’s All About Service, and Integrity in Action.*

The Academy has hosted 12 learning events – including leadership breakfasts, workshops, and lunch & learns – which have been made available to graduates and Orange County Leadership Lessons (OCLL) students alike to support their collective professional development. There have been 4 presentations of the annual David Kurtz Servant Leadership Award to County employees who bring Academy values to life in both the workplace and throughout the community. Alumni have also been regularly active in various service projects, including Operation Gratitude, Paint Your Heart Out, the CHOC Walk, and efforts to make food and school supply donations to deserving children living in local motels.

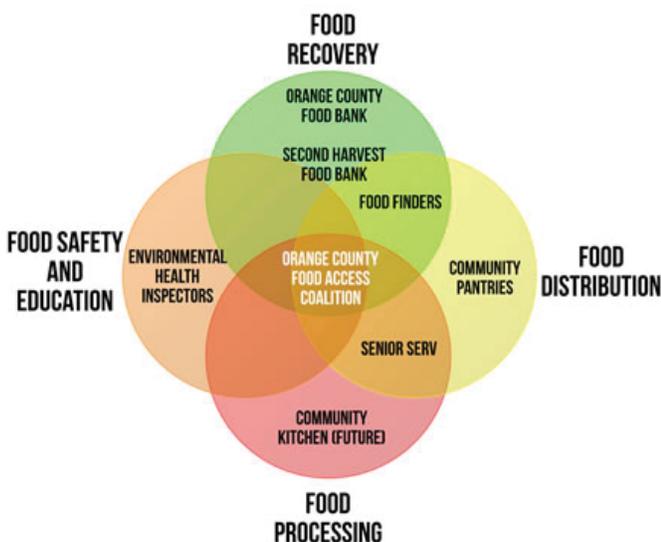
Orange County Leadership Lessons By the Numbers

Launched in 2008, Orange County Leadership Lessons (OCLL) is a training program developed by Leadership Development Associates that brings the core teachings of OCLA to a broader County audience. The program is coordinated by Human Resource Services’ Learning and Organizational Development Division and depends upon volunteer facilitators from among OCLA Alumni and County trainers.

- 3,270 County employees have attended *OCLL: Leading As A Way Of Serving*
- 1,273 County employees have attended *OCLL: Leading In Teams – Communication, Collaboration & Integrity*
- 134 OCLA Alumni and professional trainers have been certified as OCLL facilitators
- 59 active trainers held 54 OCLL classes in 2013

Additional OCLL classes will soon be added to the calendar. Watch for an email update, obtain your supervisor’s support, and enroll via [Training Partner](#). In the meantime, learn more about Orange County Leadership at <http://ocgov.com/gov/ceo/resources/ocla/>. ■

PBS Features “Waste Not OC” Coalition



Public Broadcasting Services (PBS) recently visited Orange County to produce a segment on the Waste Not OC Coalition. The coalition includes a group of representatives from food banks, restaurants, grocers, theme parks, sports venues, manufacturers and educational institutions that is focusing efforts on redirecting potentially usable prepared food from markets, restaurants and other sources to community food pantries rather than local landfills.

County Health Officer Dr. Eric Handler has been instrumental in creating the coalition to

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address hunger in Orange County. PBS profiled the coalition’s efforts to help reduce the number of local residents without adequate food and highlighted the current pilot project in the City of Anaheim. The Coalition’s website at www.wastenotoc.com features information about the Anaheim project and an interactive map that identifies local food pantries acting as a resource for families needing food assistance.

According to the Orange County Food Bank, there are nearly 456,000 people at risk for hunger every month in Orange County and 1 in 5 Orange County children face food insecurity. Requests for emergency assistance have skyrocketed during the economic downturn and product donations to local food banks have decreased during the same period. Simultaneously, Americans discard 40% of their food, valued at \$165 billion annually.

For more information, visit the Orange County Food Bank at www.ocfoodbank.org or the OC Food Access Coalition at www.ocfoodaccess.org.

The full PBS segment can be viewed at <http://www.pbs.org/newshour/bb/health-jan-june14-hunger-01-24/>. PBS additionally featured a segment on “Why Stress and Money Woes May Lead to Weight Gain,” which provides additional information on addressing hunger in the County. ■

Clerk-Recorder Extends Hours for Valentine’s Day Marriages

The Clerk-Recorder will be offering free parking, extended hours, and is now accepting reservations for couples who wish to be married on Valentine’s Day at all three Orange County locations.

Ceremony rooms and marriage services will be available on February 14th at the Old County Courthouse in Santa Ana from 8 a.m. to 5 p.m., and at the department’s branch offices in Laguna Hills and Fullerton from 9 a.m. to 5 p.m.

Appointments are highly recommended for those wishing to have a ceremony on this special occasion since this date continues to be one of the most popular to “tie the knot.” To make an appointment, please visit www.OCRecorder.com and use the online application and appointment system. Walk-ins will be assisted based on the availability of ceremony rooms.

“My staff is dedicated to making this day as convenient and romantic as possible for the



couples,” said Clerk-Recorder Hugh Nguyen.

Valentine’s Day has consistently been one of the busiest days for civil marriages for the Clerk-Recorder. Last year, the department married 170 couples and issued 224 marriage licenses. The all-time record for the office is 173 ceremonies performed on Valentine’s Day in 1997. ■

Sheriff's Regional Training Academy Graduates Full Class



Graduates include recruits from the Orange County Sheriff's Department, as well as the Anaheim, Beverly Hills, Costa Mesa, Covina, Fullerton, Garden Grove, Glendale, Huntington Beach, Irvine, Orange, Pomona, Redondo Beach, Santa Ana, Torrance, University of California, Los Angeles, and Whittier Police Departments.

Basic Academy Class #208 graduated from the Orange County Sheriff's Regional Training Academy on January 16th. The 37 recruits completed 954 hours and 25 weeks of total instruction.

It comes as no surprise that numerous agencies utilize the location for the recruiting and testing of law enforcement candidates. The Academy is located on the former Marine Corps base in Tustin, and was officially opened in September of 2007 to facilitate a minimum of six Basic Academies and two Sheriff's Special Officer Academies each year. The 52,000 square foot

facility includes four classrooms, indoor and outdoor recruit dining areas, an arrest and control techniques training area, a state-of-the-art weight room, dual obstacle courses, an outdoor running trail, formal inspection grounds, and video production offices with a fully-equipped production studio.

Regional Training Academy staff is dedicated to providing the finest law enforcement training available and preparing the next generation of officers to protect and serve. In 2013, 263 men and women graduated from Basic Academy. ■

OC Animal Care Event Adopt a Rescue Rabbit Month

OC Animal Care Event Spay Day USA

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

Adopt a Shelter Rabbit Month!

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

\$20 Off Free Goodie Bag With all rabbit adoptions!



Hop down to OC Animal Care during February to check out all of our cuddly cuties! With all of the adorable rabbits we have available for adoption, you'll be sure to find somebunny to love!



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

OC Animal Care OC Community Resources

Spay Day USA

Saturday, February 22nd
10 am - 2 pm

OC Animal Care • 561 The City Drive South • Orange

FREE Spay/Neuter for All Adopted Dogs, Cats & Bunnies!



Join OC Animal Care in celebrating Spay Day USA! We invite you to come down to the shelter to see all of the wonderful animals we have available for adoption!

For more information, please visit our website at ocpetinfo.com or call (714) 935-6848
Follow us on Facebook • facebook.com/ocanimalcare

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
24/7 Fraud Hotline

24/7
Fraud Hotline
714.834.3608

Our Vigilance Never Sleeps!

-  **Hotline Phone Number: 714.834.3608**
Call us and remain anonymous.
Call anytime, anyplace, day or night.
Report questionable behavior, waste, and abuse involving County vendors, employees, and processes.
-  **Hotline Website Information/ Online Submission:** <http://www.ocgov.com/audit>
-  **Address to send documentation:**
Fraud Documentation
County of Orange Internal Audit Department
12 Civic Center Plaza, Room 232
Santa Ana, CA 92701

Help us keep the County honest, fair, and efficient.

The Orange County Fraud Hotline is intended for the use by County employees, the general public, or vendors reporting suspected waste, fraud, violations of County policy or misuse of County resources by vendors, contractors or County employees. County employees wishing to report complaints are protected under the New Whistleblower Law, California Labor Code 1102.5 and 1106. The California State Attorney General's Whistleblower Hotline number is 1-800-952-5225.

Get the 411 on the Registrar of Voters

- By investing in technology and ongoing staff development, the Registrar of Voters (ROV) generated, printed, and mailed over one million sample ballots on the first day legally allowed by state law (a first for an urban county); managed and trained over 12,000 volunteers; and accurately tracked and processed over 1.5 million ballots (more than half of which were vote-by-mail ballots) to produce a successful and problem-free 2012 election cycle in Orange County that has garnered national recognition.
- To advance the department’s commitment to innovation, the ROV utilized federal grant funds to develop a comprehensive digital auditing system for post-election ballot auditing. The system was successfully piloted in the 2013 Cypress Special Election, as data revealed that the implemented technology reduced errors and expedited the completion of the post-election audit process.
- The capabilities of the department’s website have been significantly enhanced over the past year, including the expansion of filing services that enable candidates to complete the majority of filing requirements online.
- The ROV is dedicated to educating and engaging voters by community outreach and one-of-a-kind education programs. In 2013, the third Election Academy series was successfully completed, increasing the total number of graduates to over 100; additionally, the department participated in over 80 community events to promote voter registration and volunteerism by providing opportunities for community members to serve as poll workers.

To learn more about the Registrar of Voters, please visit <http://www.ocvote.com/>.



Service Awards

For the Month of January

45 YEARS

Charlotte Egan
Health Care Agency

35 YEARS

James Swanek
OC Public Works

Cynthia Eazor
Social Services Agency

30 YEARS

Brian Donovan
Assessor

Joseph Churchin
Health Care Agency

Monique Nilsen
Public Guardian

Dennis Flores
Probation

Jim Appel
Public Defender

Charlotte Taylor
Social Services Agency

25 YEARS

Hau Nguyen
County Executive Office

James Bacin
District Attorney

Gerardo De Jesus
Health Care Agency

Michael Hentzen
OC Community Resources

Josephine Sevilla
OC Community Resources

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25 YEARS CONTINUED

Martin Angel
OC Public Works

David Rocha
OC Public Works

Terri Sargeant
OC Public Works

Merrie Weinstock
OC Public Works

William Edinger
Sheriff-Coroner

Donald Petka
Sheriff-Coroner

20 YEARS

Monica Arencibia
Child Support Services

Laura Zamora
District Attorney

Sandra Chapman
Health Care Agency

Miguel Franco
Health Care Agency

David Horner
Health Care Agency

Mubula Naku
Health Care Agency

James Roser
Health Care Agency

Bernice Youngs
Health Care Agency

Oscar Garza
OC Waste & Recycling

Tatyana Gordin
OC Waste & Recycling

Denise Dilts
Probation

Ana Ferraiz
Probation

Annette Fouste
Probation

John Hernandez
Probation

Brian Johnson
Probation

Sharon McCann
Probation

Danny Medina
Probation

Andrea Price
Probation

Rosalinda Yarbrough
Probation

James Bowman
Sheriff-Coroner

Jeff Maas
Sheriff-Coroner

Keith Mittermeier
Sheriff-Coroner

Richard Nelson
Sheriff-Coroner

Suzanne Birman
Social Services Agency

Thu Bo
Social Services Agency

Elizabeth Canessa
Social Services Agency

Barbara Castillo
Social Services Agency

Cindy Collier
Social Services Agency

Christopher Espinoza
Social Services Agency

Nancy Genovese
Social Services Agency

Adrian George
Social Services Agency

Melinda Howard
Social Services Agency

Maria Manzo
Social Services Agency

Maureen Mutch
Social Services Agency

Joyce Nicholson
Social Services Agency

Adolfo Sierra
Social Services Agency

Gabriela Thatcher
Social Services Agency

Thu Tokihiro
Social Services Agency

MISSION STATEMENT
COUNTY OF ORANGE
"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
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