



# COUNTY CONNECTION

A digital magazine for and about  
County of Orange employees

OCTOBER 2017





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# FRANKLY SPEAKING

a message from CEO Frank Kim



**FRANK KIM**

With fall officially upon us, we are reminded each month as we enjoy another edition of County Connection that the end of 2017 is coming closer.

It seems that every month we are celebrating recognition awarded to the County of Orange, and October is no exception. I'm proud to share with you that John Wayne Airport, owned and operated by the County of Orange, has received the J.D. Power Award for Best Large Airport in the 2017 North America Airport Satisfaction Survey. When compared to last year's survey results, John Wayne Airport significantly improved in every category, an exceptional achievement. Congratulations to Airport Director Barry Rondinella and the entire airport staff on this incredible honor. Read more about the award [here](#). The Orange County Procurement Office has also gained national recognition, receiving the Achievement of Excellence in Procurement for the fourth year in a row. Read about the OC Procurement award [here](#).

Our very own County Connection magazine was recently honored by the Orange County chapter of the Public Relations Society of America (PRSA) receiving the Award of Excellence in the Internal Communications Materials category. This award is exceptionally prestigious as County Connection was up against internal communications materials from both public and private sector competition across the County. I'd like to ask that as an avid reader of County Connection, please join me in taking the annual County Connection survey [here](#). This will help us continue to improve. Thank you in advance.

Solving homelessness continues to be one of the County's main priorities, and almost every County Department is contributing in a variety of ways. Our Director of Care Coordination, Susan Price, is at the helm of our efforts, and she is featured in this month's informative Q&A [here](#).

As we approach the end of the year, and the busy holiday season is upon us, I hope you'll take the time to enjoy the many holiday activities and ways to give back offered by the County. With our United Way campaign beginning soon, Operation Santa Claus coming in November and many activities at OC Parks, there is no shortage of opportunities to donate and celebrate.

A stylized, handwritten signature of Frank Kim in white ink, set against a dark blue background that features a faint image of a building and trees.



# JIM SIMKINS

*Supervising Park Ranger - OC Parks*

"I was driving on Santiago Canyon Road in Silverado Canyon on August 31. A light misty rain caused a rainbow as the sun was beginning to go down behind the cloudy sky."

SUBMIT PHOTOS TO [TRAVIS.LARIVIERE@OCGOV.COM](mailto:TRAVIS.LARIVIERE@OCGOV.COM)



# PLEDGE TO RIDE

PLEDGE TO WIN AN IPAD!

**GO GREEN. SAVE GREEN.**



## SAVE THE PLANET & YOUR WALLET!



### TAKE THE PLEDGE

Pledge to take alternative transportation and enter to win an iPad plus other great instant win prizes like bus passes, bike coupons and more!



### MORE CHANCES TO WIN

Want to earn more entries into the iPad drawing? Register on **Ridematch.info** and track your green trips on the calendar. Each green trip logged is an additional entry!

Get more info and pledge now at **OCTA.net/RideshareWeek!**





You are Invited to Attend

# 7<sup>th</sup> Annual Orange County Financial Planning Day

**SATURDAY, OCTOBER 14, 2017**

**8:30 AM - 1:00 PM**

**Vanguard University**

55 Fair Drive, Costa Mesa, CA 92626

**EVERYONE IS INVITED!**

For registration, information, and the schedule, go to

**[www.OCFinancialPlanningDay.org](http://www.OCFinancialPlanningDay.org)**

or call 877-622-3729



**FREE One-On-One Personalized Financial Advice** from  
CERTIFIED FINANCIAL PLANNER™ Professionals

**FREE Financial Workshops** on Budgeting,  
Social Security, Medicare, Retirement,  
Estate Planning, and More!

**FREE Financial Educational Materials**



Don't miss this annual opportunity for a **free, private consultation** with experts from the Financial Planning Association and highly qualified CERTIFIED FINANCIAL PLANNER™ professionals. It's our day to give back to Orange County. It's all free; no selling occurs. Stay as little or as long as you'd like. Bring friends and family! Walk-ups are welcome.



FOUNDATION FOR  
FINANCIAL  
PLANNING





## EMPLOYEE PROFILE



"I just love putting solutions together  
that people use."

**-ALEX THOMAS**

# ALEX THOMAS

## *Senior Application Developer*

*OCIT Application Development Enterprise Team*

### *In recognition of Orange County Innovation Month*

**E**xpediter and HR Data Portal are systems that County employees use on a regular basis that, in many ways, keep County operations running smoothly.

As employees process purchase requests through Expediter and review reports using the Human Resources (HR) Data Portal, people like Alex Thomas are hard at work behind the scenes designing and maintaining those types of online systems.

Alex is a Senior Application Developer with the Orange County Information Technology (OCIT) Application Development Enterprise Team. He works as a software architect and has served as the architect for Expediter and the HR Data Portal.

“In my role as Senior Application Developer, I wear many hats. I code, I design and I also do maintenance and support,” Alex said.

Alex came to the County in 1998, when he started working as a contractor for what was then named the Planning and Development Services Department (PDSD), which is now OC Public Works. As a contractor with PDSD, Alex built the Automated Permitting and Planning System (APPS) – a system that is only now being replaced after almost two decades.

“APPS has been resilient enough to support the needs of OCPW for nearly 20 years,” Alex said. “It’s nice knowing that the systems you build are used and

provide value. That’s what I enjoy.”

In 2006, Alex became a County employee doing IT work for OC Public Works, and about a year and a half ago he became a part of OCIT with the launch of Shared Services.

Now that Alex is part of the Application Development Enterprise Team, he enjoys looking at issues from a Countywide enterprise perspective rather than from the perspective of a single department.

“You just have a single vision when you have a single agency, but when you’re looking across an enterprise you see the vision of all the agencies,” Alex said. “When you can bring it all together, you have a winning combination.”

Alex’s cross-departmental mindset is evident in the work he’s done on systems such as Expediter.

“Expediter is one project I’m proud of. It was the first County application hosted on the recently established OC Cloud, and now we’re expanding Expediter’s use across departments,” he said. “As new departments start using Expediter, they often have suggestions for new features that make the system better for everyone. Expediter is really an example of ‘enterprise’ done right.”

Alex was also part of implementing a single sign-on method for several online systems, enabling



County employees to use the same logon credentials to access systems like VTI and Expeditor.

Alex's passion for information technology and designing solutions began at an early age. In fact, he built and sold his first application in the early 1980s when he was just 17.

"I've always been an engineer at heart," he said.

Alex put his problem-solving skills and knowledge of technology to use when he joined the U.S. Air Force in the 1980s and served as an avionics sensor system specialist, working on reconnaissance aircraft such as the SR-71 and the U-2. Alex served in the Air Force for a total of six years and went on to get his bachelor's degree in Electrical Engineering and his master's in Computer Engineering.

Alex also worked in the aerospace industry before coming to the County of Orange, working with Boeing and McDonnell Douglas on aircraft such as the C-17 military transport aircraft.

Looking back on his diverse career so far in technology and software development, Alex is excited about the technological advances he has seen.

"Now we get to see the synergy of all different technologies," Alex said, describing advancements

in geographic information system (GIS) capabilities, analytic dashboard software and the use of the cloud. "The future is going to be great."

For Alex, whatever the future may hold, he is likely to be engaged in developing solutions to complex problems. Whether developing apps as a teen, trouble-shooting spy cameras as an Airman, or building user-friendly enterprise systems for the County – problem-solving has been a constant in Alex's life.

"I just love putting solutions together that people use," Alex said. "It feeds my sense of accomplishment."

For information on OCIT and their award-winning systems, visit [www.ocgov.com/gov/ceo/cio](http://www.ocgov.com/gov/ceo/cio).

### PLEASE SEND PROFILE SUBJECTS FOR COUNTY CONNECTION!

Do you know someone who would make a good employee profile? We're looking for staff-level employees who love their job and carry the flag with enthusiasm both for their agency and the County as a whole. Send submissions to [jennifer.nentwig@ocgov.com](mailto:jennifer.nentwig@ocgov.com).

## LEARN MORE ABOUT A FEW SYSTEMS THAT SENIOR APPLICATION DEVELOPER ALEX THOMAS PLAYED A KEY ROLE IN BUILDING:

### HR DATA PORTAL

The County of Orange HR Data Portal is an enterprise personnel data warehouse developed by Orange County Information Technology (OCIT) in collaboration with the County's Human Resource Services (HRS) department. The portal has drastically improved the County's ability to gain insights into workforce transactions, practices, and historical trends while increasing accuracy and significantly reducing staff time on manual data processing.

On April 28, 2017, the National Association of Counties (NACo) recognized the HR Data Portal with a 2017 Achievement Award in the Information Technology category.

PHOTOGRAPH BY TRAVIS LARIVIERE / CEO COMMUNICATIONS

# IT IS NOT THE MOUNTAIN WE CONQUER, BUT OURSELVES.

sir edmund hillary



▲ Alex Thomas standing proud near one of the many inspirational quotes at the OCIT building.

## OC EXPEDITER

OC Expediter is enterprise procurement application that was developed over a nine-month period with participation from CEO Procurement and OCIT's Business Analysis, Project Management, and Enterprise and Multi-Agency Applications teams. End users praise OC Expediter's intuitive user interface and overall usability. Replacing a previously manual process, the application's ease-of-use has helped to speed adoption and ensure customer satisfaction. Starting with its first deployment, OC Expediter has reduced requisition time for goods and services at participating agencies/departments by at least 75 percent.

OC Expediter has received multiple awards, including the the 2016 Golden Hub of Innovation for Technology/eGovernment from the Association of California Cities – Orange County (ACC-OC), the 2016 Achievement Award in Information Technology from the National Association of Counties (NACo) and the Best of California Awards 2016 sponsored by the Center for Digital Government.





# ANDREA SINGLETON

*Maintenance Eligibility Technician - Social Services Agency*

“This is a picture of an early morning sunrise that I took on Garden Grove on Tuesday, Sept 5. I love sunrises, sunsets and clouds and thought that this was too beautiful not to capture and share.”

# STEVE SOBODOS - SUBMITTED BY ROBERT STOFFEL

*Telecommunications Engineer III - Sheriff's Department*

"The photo is Loma Ridge at sunset. Loma Ridge is home for the Sheriff's 9-1-1 Dispatch Center as well as the County Emergency Operations Center and electronic hub for our public safety radio systems."

SUBMIT PHOTOS TO [TRAVIS.LARIVIERE@OCGOV.COM](mailto:TRAVIS.LARIVIERE@OCGOV.COM)



# Autumn Harvest Festival

Saturday, October 7th, 2017  
4:30pm-8:30pm

🦇 Games

🦇 Attractions

🕷 Face Painting

👻 Trick or Treat Stations

🦇 Costume Parade

👻 Comedy Magic Show

👻 Movie Screening



Heritage Hill Historic Park  
25151 Serrano Road, Lake Forest  
949.273.6960

Facebook.com/LakeForestSpecialEvents





# 2017 HAUNT AT HERITAGE HILL

OCTOBER 13TH  
&

OCTOBER 14TH

6:30pm-10:30pm

DARE TO BE A PART OF THE TENTH ANNUAL HAUNT AT HERITAGE HILL AS THE PARK IS ONCE AGAIN TRANSFORMED INTO A HAUNTED ADVENTURE! THIS HALLOWEEN TEEN/ADULT EVENT WILL INCLUDE MAZES, SCREAM ZONES, FORTUNE TELLING, PHOTO BOOTH, DJ, AND SCARY SURPRISES.

**DARE TO BE SCARED.**





# Whiting Ranch Wilderness Park

ocparks.com

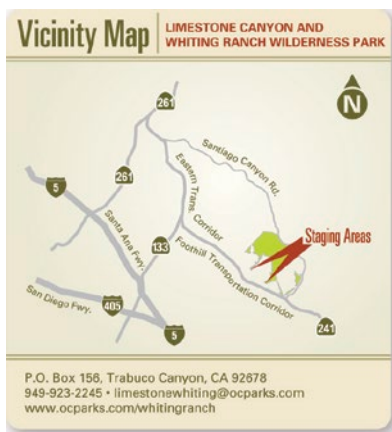
## Whiting Ranch Poker Ride

Ride the trails  
and test your luck!

Saturday, October 14  
9 a.m. to 1 p.m.

Whiting Ranch Wilderness Park  
Park at Oakley Headquarters  
1 Icon  
Foothill Ranch, CA 92610

For pre-registration, visit:  
[letsgooutside.de/pokermountainbiking2017](https://letsgooutside.de/pokermountainbiking2017)



Event and parking are free.  
Rain will cancel event.

OC Parks invites you to ride the trails and test your luck at the Whiting Ranch Poker Ride!

Participants will ride their mountain bike through an adventurous course of trails, navigating their way through checkpoints along the way.

After hitting all of the checkpoints, riders will be dealt a poker hand that will allow them to compete for various prizes.

Following the ride, various mountain bike exhibits will be set up at the Glenn Ranch staging area. Food will also be available for purchase.

Limited space available, pre-registration is required. Visit [letsgooutside.de/pokermountainbiking2017](https://letsgooutside.de/pokermountainbiking2017) for free pre-registration.



[www.facebook.com/OrangeCountyParks](https://www.facebook.com/OrangeCountyParks)



[twitter.com/OC Parks](https://twitter.com/OC Parks)



# FITNESS WITH FRANK



On Saturday, September 23, an estimated 75 County employees joined CEO Frank Kim for the final Fitness with Frank event of 2017. The group went on a 4-mile, moderate strenuous hike at O'Neill Regional Park in Trabuco Canyon. The hike started at the oak-tree-clustered canyon bottom, and hikers made their way up Live Oak Trail to Vista Point, the highest point in the park at 1,492 ft. While at Vista Point, the participants were greeted with a magnificent 360-degree view of the surrounding communities, Santa Ana Mountain range and Oso Reservoir.

Can't wait until 2018 for another Fitness with Frank hike? Be sure to visit [ocparks.com](http://ocparks.com) for more information on OC Parks facilities, as well as trail maps that you can use to plan your next adventure.



# ORANGE COUNTY COMMUNITY SERVICE CENTER MARKS 10 YEARS OF HELPING THE COUNTY'S MOST VULNERABLE

This October, the Orange County Community Service Center (CCSC), located in Westminster, is celebrating its 10-year anniversary. Established in 2007, the CCSC once served as a satellite office for Medi-Cal and CalFresh services and was founded to meet the needs of constituents of in that area. Now, the center helps more than 2,000 constituents per month through a wide variety of programs and services. After the center was established, employees working at the CCSC began to realize the need for a greater, more collaborative experience for citizens requesting help. Over the past 10 years, the proud employees of the community center have created a new philosophy for service while expanding easily-accessible service offerings to citizens. In addition to customized focuses for the surrounding community, employees at the CCSC speak English, Spanish and Vietnamese.

"As the Supervisor representing Central Orange County, I'm committed to making County services easily

accessible and readily available for our community," said Vice Chair Andrew Do, First District Supervisor. "It has been exciting to see the Community Service Center in Westminster expand its service offerings and to know our County employees have helped hundreds of thousands of residents over the past 10 years."

As more and more constituents began to rely on the center for assistance, clients would come in with a grocery-list of questions such as how to apply for Social Security or questions on the housing authority waiting lists. CCSC employees adopted a service philosophy of "No Wrong Door," and began collecting frequently asked questions in order to master the art of referring citizens to the exact office they would need to get the help they required. What was originally designed as a mindset became a motto for the CCSC that in turn, ultimately became a training and service delivery model for the entire Social Services Agency under the premise that "No Wrong Door" is a philosophy designed to empower



# County Community Service Center



PHOTOGRAPH COURTESY OF OC COMMUNITY SERVICES

▲ Pictured from left to right: Colleen Danh (Clerk Recorder), BaoNgoc Nikki Nguyen (Social Services Agency), Anh Thu Phan (Social Services Agency), DiemChau Trinh (Social Services Agency), Sophia Huynh (Social Services Agency), Beneranda Nunez (Social Services Agency), Hanh Truong (Orange County Housing Authority), Betty Nguyen (Social Services Agency), Lisa Vo (Social Services Agency), Kimmie Tran (Social Services Agency), Christine Nguyen (Health Care Agency), Tom Vu (Social Services Agency), Francina Anderson (Social Services Agency), Van Nguyen (Social Services Agency)

staff to take initiative and find creative solutions to address client inquiries.

Today, the CCSC houses nine **Social Services Agency** employees, a CalOptima specialist, a Clerk-Recorder employee (for marriages and passports), two representatives from the OC Health Care Agency to provide public health and mental health services, and three experts from OC Community Resources to assist clients on housing inquiries and services for older adults.

In September of 2016, the CCSC outgrew its old workplace and added an additional 2,000 square feet of space. The center can now offer more educational workshops to more constituents without the disruption of regular business. Trainings and workshops offered include health information clinics, helmet safety, social service resource information, and much more.

As the CCSC takes a moment to celebrate 10 years of amazing work, we also recognize the work of community centers around the county representing the front lines

in efforts to address homelessness, drug abuse, poverty and much more. Though it may be easy to dismiss the work done at service centers as small, their employees perform the most important work of all, helping those in need. With their incredible patience, the employees at the CCSC truly embody public service: a chance to make a difference in people's lives and improve the world.



# LAURA'S HOUSE HOLDS BRIEFINGS AT OCSD TO FURTHER HELP VICTIMS OF DOMESTIC ABUSE

ARTICLE BY LOU PONSI, BEHIND THE BADGE

When it comes to domestic violence, the Orange County Sheriff's Department and the nonprofit Laura's House share a top priority: the safety and protection of domestic abuse victims.

And while OCSD deputies who respond to domestic violence calls have made victims aware of the emergency shelter for some time, educational briefings held recently are providing deputies with a deeper layer of empowerment.

"We definitely try to support law enforcement when they are intervening in a domestic violence case to try to help break the cycle of violence so hopefully law enforcement doesn't have to keep going back to the same home over and over again," said Adam Dodge, Laura's House legal director.

Laura's House recently reached out to the OCSD to let the agency know it wanted to hold periodic briefing sessions with deputies.

"We just want to be a good partner to the Sheriff's Department," Dodge said. "So, we come to briefings like this and explain what we do."

Deputies now are being made aware of all the services provided by Laura's House and given informational material to pass along to victims, which includes the shelter's hotline number.

Adam Dodge, legal director for Laura's House, talks to OCSD deputies about the agency's domestic violence service and shelter. Photo by Steven Georges/Behind the Badge OC

"If our card can get into the hands of a victim and they can call our hotline and get life-saving services or shelter or just some kind of intervention, we are happy to do that," said Dodge after a recent briefing.

Deputies can transport victims to the safety of an emergency shelter, even if the suspected abuser has fled before they arrive.

"That one or two days might be what it takes in investigations to track that person down and arrest him," said Sgt. Don Voght of OCSD's Family Protection Detail. "Now he or she can go back home and feel safe."

Named after a domestic abuse victim who was murdered by her husband, Laura's House was started in 1994 by a group of women from the South Orange County Domestic Violence Action Committee.

The women wanted to establish a shelter for battered women in South County.

Laura had gone to the hospital several times and sustained multiple injuries at the hands of her abuser before ultimately dying from the injuries.

Laura's mother contacted the committee, telling representatives her daughter had nowhere to turn for help.

Laura's House has expanded from a small community organization to a full-service operation with 70 staff members and two locations. It offers emergency shelter, transitional housing, a 24-hour crisis hotline, children's programs, counseling, legal services, and prevention and education outreach training.

"We're very busy and we just keep growing exponentially," Dodge said.

Laura's House can help victims pursue restraining orders. The nonprofit processes close to 1,000 domestic violence restraining orders annually, Dodge said.

"We're both looking for the same outcome," Voght said of the briefings with OCSD personnel. "The goal with Laura's House and with law enforcement is for the safety of the victim. The goal is for us to work together to insure the victim and the victim's children aren't victimized in the future."

He added: "Hopefully, it will be one of those things that one, two or three years down the road, it will just be an automatic option."



PHOTOGRAPH COURTESY OF SHERIFF'S DEPARTMENT



PHOTOGRAPH COURTESY OF SHERIFF'S DEPARTMENT

- ▲ OCSD Deputies Liz Escobar and Alex Queano attend a recent briefing that included a talk from a representative of Laura's House, a domestic violence service and shelter. Photo by Steven Georges/Behind the Badge OC
- ▲ Adam Dodge, legal director for Laura's House, talks to OCSD deputies about the agency's domestic violence service and shelter. Photo by Steven Georges/Behind the Badge OC





## Acorn Day

Get back to nature  
with family fun for all!

**Saturday, October 7**  
**10 a.m. to 2 p.m.**

O'Neill Regional Park  
30892 Trabuco Canyon Road  
Trabuco Canyon, CA 92678

For more information:  
**(949) 923-2260** or email  
[oneillpark@ocparks.com](mailto:oneillpark@ocparks.com)



Event and parking are free.

Acorn Day returns to O'Neill Regional Park! This free, family-friendly day of excitement and learning offers activities for every age including free crafts for kids, a live butterfly enclosure, active games, and acorn and oak tree planting.

Other activities include storytelling, live animal demonstrations, nature activities, face painting, book signing of "How to Draw 60 Native California Plants and Animals: A Field Guide," and live music from Shadybrook Bluegrass. Refreshments available for purchase.

Additional participants include Orange County Bird of Prey Center, Orange County Fire Watch, Tucker Wildlife Sanctuary, Orange County Animal Care, Southern California Bluebird Society, Inside the Outdoors, The Cooper Center and more.



[www.facebook.com/OrangeCountyParks](https://www.facebook.com/OrangeCountyParks)



[twitter.com/OC Parks](https://twitter.com/OC Parks)





and



# PREHISTORIC OC

An Annual Family Festival Celebrating Local Archaeology, Paleontology, History, Culture and Science

## SATURDAY, OCTOBER 14, 2017

10 AM – 3 PM

Ralph B. Clark Regional Park  
8800 Rosecrans Ave.  
Buena Park, CA



Fossils & Artifacts  
Native American culture  
Demonstrations  
Storytelling  
Rocky the T Rex  
Hands-on Activities  
Food  
Fun for the whole family!  
**FREE!**



The Dr. John D. Cooper Archaeological and Paleontological Center is a Partnership of:



CALIFORNIA STATE UNIVERSITY  
**FULLERTON**™





# Are You Ready to ShakeOut?

On October 19 at 10:19 a.m. millions of people will practice “Drop, Cover and Hold On” as they participate in the largest earthquake drill and preparedness event in world history. The goal of the annual drill is to prevent disasters from becoming catastrophes by increasing the probability for survival and community resiliency. The drill is held annually on the third Thursday of October. You can join millions of participants at 10:19 a.m. on October 19 who want to practice earthquake-safe action when seconds count.

What you do now, before a big earthquake, will determine how well you survive and recover. The ShakeOut drill serves as a reminder to conduct a “self-assessment” of individual readiness at home. Have open discussions with family and loved ones about preparing for large scale emergencies that can adversely impact our daily lives.

Take this opportunity to prepare and plan for any event that may cause you to go for an extended duration of time without electricity, water service, access to a supermarket or other local services. It is a time to prepare yourself, your family and your loved ones for any emergency. Just follow these three steps:

1. **Get a Kit:** Keep enough emergency supplies on hand for you and those in your care, including water, non-perishable food, first aid, prescriptions, flashlights and a battery-powered radio. For a complete checklist of supplies, visit [www.ReadyOC.org](http://www.ReadyOC.org).
2. **Make a Plan:** Discuss, agree on, and document an emergency plan with those in your care. For sample plans, see [www.ReadyOC.org](http://www.ReadyOC.org). Work with your neighbors, colleagues and others to build a community network of resilience.
3. **Be Informed:** During an emergency, information will be made available from local officials. You can sign up for emergency alerts and notifications at [www.AlertOC.com](http://www.AlertOC.com).
4. **Get Involved:** Programs such as the Community Emergency Response Team (CERT) are designed to help you protect yourself, your family, your neighbors, and your neighborhood in an emergency situation. Check your city’s website for more information.

Additional resources are available for people with disabilities and others with access and functional needs:

- o [www.readyoc.org/prepare/disabilities.html](http://www.readyoc.org/prepare/disabilities.html)
- o [www.ready.gov/individuals-access-functional-needs](http://www.ready.gov/individuals-access-functional-needs)
- o [www.cdc.gov/ncbddd/disabilityandhealth/emergencypreparedness.html](http://www.cdc.gov/ncbddd/disabilityandhealth/emergencypreparedness.html)
- o [www.caloes.ca.gov/cal-oes-divisions/access-functional-needs](http://www.caloes.ca.gov/cal-oes-divisions/access-functional-needs)

Now is the time to train, practice and prepare for the next major earthquake. Visit [www.shakeout.org](http://www.shakeout.org) to learn more.

# Shake Out



# JOHN WAYNE AIRPORT NAMED BEST LARGE AIRPORT IN J.D. POWER SATISFACTION SURVEY

**John Wayne Airport** has received the J.D. Power Award for Best Large Airport in the 2017 North America Airport Satisfaction Survey.

"The County of Orange Board of Supervisors is very proud of John Wayne Airport and the great customer service provided to both our residents and our visitors," said Chairwoman Michelle Steel, Second District Supervisor. "We strive to offer a convenient and stress-free travel experience, even during the busiest travel periods."

The 2017 North America Airport Satisfaction Study measures overall traveler satisfaction with mega, large, and medium North American airports by examining six factors (in order of importance): terminal facilities; airport accessibility; security check; baggage claim; check-in/baggage check; food, beverage and retail. John Wayne Airport, the only commercial service airport in Orange County, Calif., ranks highest among large airports with a score of 796. When compared to last year's survey results, John Wayne Airport significantly improved in every category, an exceptional achievement.

"This award is an acknowledgement of the excellent experience provided at John Wayne Airport," said Vice Chair Andrew Do, First District Supervisor. "We will continue to find innovative ways to exceed the expectations of our guests."

Now in its 12th year, the North America Airport Satisfaction Study is based on responses from 34,695 North American travelers who traveled through at least one domestic airport with both departure and arrival experiences (including connecting airports) during the past three months. Travelers evaluated either a departing or arriving airport from their round-trip experience. The study was fielded from January through August 2017.

"Safety for the public and passengers at JWA is our top priority," said Supervisor Todd Spitzer, Third District. "To ensure top-flight security at the airport with comfort and convenience for travelers is a testament to this award."

John Wayne Airport (JWA) is owned by the County of Orange and is operated as a self-supporting enterprise that receives no general fund tax revenue. Located approximately 35 miles south of Los Angeles, between the cities of Costa Mesa, Irvine and Newport Beach on unincorporated county land, JWA is the only commercial service Airport in the County. The service area includes over three million people within the 34 cities and unincorporated areas of Orange County.

"John Wayne Airport is truly one of the best airports in the country, and this recognition solidifies that distinction," said Supervisor Shawn Nelson, Fourth District Supervisor.

"We continually look for ways to improve the airport, whether it's through state-of-the-art technology, adding comfortable and private areas for nursing mothers, or new pet relief areas," said Supervisor Lisa Bartlett, Fifth District. "We are always thinking ahead and putting our guests and their needs first."

John Wayne Airport serves more than 10 million passengers annually and reaches more than 20 nonstop destinations in the United States, Canada and Mexico. John Wayne Airport's Federal Aviation Administration designated call sign is SNA. More information can be found at [www.ocair.com](http://www.ocair.com).

"We are grateful to the Orange County Board of Supervisors for granting us the authority to operate the airport in an effective and efficient manner," said Barry Rondinella, Airport Director at John Wayne Airport. "Their leadership and support have enabled us to provide a superior guest experience in a world-class airport."

For more information about the North America Airport Satisfaction Study, visit [www.jdpower.com/resource/north-america-airport-satisfaction-study](http://www.jdpower.com/resource/north-america-airport-satisfaction-study).



▲ Chairwoman Michelle Steel, Second District Supervisor; Eric Freed, Deputy Airport Director-Public Affairs; Barry Rondinella, JWA Airport Director; Michael Taylor from J.D. Power; Mariane Teschner, Deputy Airport Director-Finance and Administration, and Rick Francis, Assistant Airport Director (from left to right) pose with the J.D. Power award JWA received after being named the Best Large Airport in the 2017 North America Airport Satisfaction Survey.



# HUMAN RESOURCE SERVICES NEWS YOU CAN USE

A section for news regarding wellness, benefits and other employee services

## WALKT BER™

### ***Fall Wellness Challenge – Walktober!***

Walktober is an eight-week walking program designed to inspire everyone to make walking a priority. It is designed for everyone — from inactive individuals to those already making great strides toward better health.

How does it work? Individuals track their steps (using a step counter) or minutes (dedicated walking minutes), aiming for 6,000-10,000 steps or 30-60 minutes a day. The goal is to accumulate five or more leaves a week by recording daily minutes or steps and to obtain 40 leaves by the end of the challenge.

Participants who enter their steps or minutes each week will be entered into weekly opportunity drawings to win various prizes. At the end of the challenge, there will be drawings for prizes such as FitBits and FitBit scales, provided by our County Health Plan vendors, for employees who complete the challenge by earning a minimum of 40 leaves.

Walktober runs from October 2 - November 26, 2017. All activity must be logged in by December 1, 2017. To learn more and enroll in the challenge, visit the OC Healthy Steps website at [ochealthysteps.staywell.com](http://ochealthysteps.staywell.com).

### ***Benefits Open Enrollment is coming soon!***

Benefits Open Enrollment for 2018 will be from October 27 - November 17, 2017. Watch your home mailbox during October for the Open Enrollment newsletter and your Open Enrollment package. This is your only opportunity to review the 2018 rates and options and make changes for next year, so be sure to review the information carefully and make any changes before the deadline.

### ***2018 Rates and Wellness Results!***

Employee commitment to health and wellness is having a positive impact on the 2018 health plan rates. County employee health plan rate changes for 2018 will be much better than what most other employers are seeing in part because of improvement in health risk factors and better medical claims experience; in fact, Kaiser HMO rates are actually going down for 2018. A letter was recently sent to the homes of all employees with information on wellness program results and the 2018 rate changes in advance of the upcoming Open Enrollment. If you didn't receive it, you can get a copy by visiting [ocgov.com/gov/hr/eb/2018\\_rates\\_n\\_open\\_enroll](http://ocgov.com/gov/hr/eb/2018_rates_n_open_enroll).

# PROCUREMENT POINTERS

Last month, the new Contract Policy Manual (CPM) adopted by the Board of Supervisors on June 6, 2017, was discussed in Procurement Pointers.

This month, Procurement Pointers will focus on the recently approved Deputy Purchasing Agent (DPA) Training Policy. The revision reflects adding one additional hour of training on a biannual basis and can be found here: [intra2k3.ocgov.com/procurement/docs/Deputy%20Purchasing%20Agent%20Training.pdf](https://intra2k3.ocgov.com/procurement/docs/Deputy%20Purchasing%20Agent%20Training.pdf).

All DPAs must receive a minimum of 10 hours of procurement training annually. Half of the training hours must be earned in County Procurement Office training while the balance can be earned in sessions provided by the Californian Association of Public Procurement Officials (CAPPO), the National Institute for Government Procurement (NIGP), or other professional procurement organization training. The 'Ethics in Procurement' training will be designed around the framework established in the Procurement Ethics Manual which can be found at [intra2k3.ocgov.com/procurement/docs/procurement\\_ethics/Ethics%20Guide%20Aug.%202017.pdf](https://intra2k3.ocgov.com/procurement/docs/procurement_ethics/Ethics%20Guide%20Aug.%202017.pdf)

All Deputy Purchasing Agents will be required to attend the one hour 'Ethics in Procurement' sessions during the next two years which will be offered several times each calendar year beginning on January 1, 2018.

## How does an individual become a DPA?

Individuals within the County are selected by their Department Head to become Deputy Purchasing Agents. This status is delegated by the County Procurement Officer when the candidate has completed 32 hours of procurement related training that includes an introduction to procurement theory and practice, a CPM review session, along with passing an exam on the CPM.

For more information, go to [olb.ocgov.com/](https://olb.ocgov.com/) or contact [CPO@ocgov.com](mailto:CPO@ocgov.com).



**THE COUNTY OF ORANGE**  
County Executive Office  
County Procurement Office

## Procurement Ethics Guide



**Frank Kim**  
County Executive Officer

**Rob Richardson**  
County Purchasing Agent/County Procurement Officer

*Issue Date: August 2017*



# Q&A

## QUESTIONS & ANSWERS

## Susan Price

### Director of Care Coordination

#### **Q CAN YOU TELL ME ABOUT YOUR POSITION AND ITS RESPONSIBILITIES?**

**A** As the Director of Care Coordination, my focus is on creating a more responsive system of care to address homelessness across Orange County. That includes finding ways to work together across County departments, across the Orange County's 34 cities, and across all the other stakeholders that participate in this work, such as nonprofits, businesses and faith-based groups.

#### **Q WHAT IS YOUR PROFESSIONAL BACKGROUND?**

**A** I'm a social worker by training, and I've spent more than 20 years in related positions that intersect with homelessness. Before working for the County of Orange, I oversaw the Continuum of Care as part of Long Beach's Health and Human Services. My background also includes working in a youth shelter in Los Alamitos and serving as a medical social worker at Hoag Hospital's emergency room.

#### **Q WHAT ARE SOME OF THE EFFORTS YOU HAVE BEEN A PART OF SINCE STARTING TO WORK FOR THE COUNTY?**

**A** The effort that I think will have the broadest impact has been creating a regional approach to homelessness through the Service Planning Areas. We've grouped cities and communities into three SPAs – north, central and south – that now meet regularly across Orange County to promote localized collaboratives to address homelessness issues.

The County has also opened two shelters in the past year. The Courtyard Transitional Center opened on Oct. 5, 2016, and it will celebrate one year of operation this week. Bridges at Kraemer Place, the first year-round homeless shelter in Anaheim, opened in May 2017. Through the Courtyard and Bridges, the County provides beds to about 500 people each night, and so far, more than 160 people have transitioned from those shelters to permanent housing.

#### **Q WHAT DO YOU WISH OTHERS KNEW ABOUT YOUR WORK OR ABOUT THE COUNTY'S EFFORTS IN GENERAL TO ADDRESS HOMELESSNESS?**

**A** It's been a very courageous and impactful few years for the County of Orange. I hope people can appreciate that the Board of Supervisors laid significant groundwork before I came to the County, and a lot of this work was in motion when I arrived. Some of those efforts go back years, such as purchasing the building for the Courtyard Transitional Center and getting the north OC cities' support and the building for the shelter in Anaheim. The timing on creating the Director of Care Coordination position really was to cultivate that momentum into a responsive system of care.



I think that the narrative needs to change, too. We know what's possible, and we know homelessness is an issue that responds to resources. We are building a system of care that is responsive to more than just housing and income; it also addresses issues like mental health, substance abuse and correctional system reentry. The County is being proactive in pursuing the things we need to build an effective and responsive system, but it takes time. It's incremental progress, and there's room for everybody at the table to be part sitting and implementing these solutions.

#### **Q IF COUNTY EMPLOYEES OR OTHERS WANT TO BE PART OF EFFORTS TO ADDRESS HOMELESSNESS, WHAT CAN THEY DO TO HELP?**

**A** Volunteer your time or donate to one of the Regional HUB programs: the Courtyard Transitional Center, Bridges at Kraemer Place or the Armory. You can find information about them here: [www.occommunityservices.org/gov/occr/occs/hcd/homeless/shelter\\_programs/](http://www.occommunityservices.org/gov/occr/occs/hcd/homeless/shelter_programs/)

You can also help educate the community about what the County is doing, and about what has been achieved. We're all having conversations with neighbors and friends, and County employees can help dispel myths and increase understanding to support solutions in our communities.

#### **Q WHERE CAN PEOPLE GO TO FIND INFORMATION ABOUT THE COUNTY'S EFFORTS TO ADDRESS HOMELESSNESS?**

**A** Go to [www.ocgov.com/homelessness](http://www.ocgov.com/homelessness), and you can review up-to-date information, including my Assessment of Homeless Services in Orange County, information from the Point in Time count, and a link to monthly newsletters that my office distributes (available directly at [www.ocgov.com/gov/ceo/care/newsletters](http://www.ocgov.com/gov/ceo/care/newsletters)). You can also be added to a distribution list to automatically receive our Office of Care Coordination newsletter by emailing [carecoordination@ocgov.com](mailto:carecoordination@ocgov.com).

# COUNTY CONNECTION READERSHIP SURVEY

You have a chance between now and Nov. 10, 2017, to take a quick survey and share your feedback and input about County Connection!

**CEO Communications wants to hear from you** via a quick and easy readership survey, to help make the monthly County Connection publication as engaging, informative and useful to you as possible.

Thank you in advance for your participation. We need your input to make county connection the best it can be. Here is the link to the survey:



[www.surveymonkey.com/r/ccdn2017](http://www.surveymonkey.com/r/ccdn2017)





# Orange County Zoo

ocparks.com

## Halloween Zoo-tacular!

Saturday, October 28  
10 a.m. to 4:00 p.m.

OC Zoo  
1 Irvine Park Road  
Orange, CA 92869

For more information  
call (714) 973-6846  
or visit [www.ocparks.com/oczoo](http://www.ocparks.com/oczoo)



### Vicinity Map ORANGE COUNTY ZOO



1 Irvine Park Rd. Orange, CA 92862  
(714) 973-6847  
[www.ocparks.com/oczoo](http://www.ocparks.com/oczoo)

Parking is \$5 per vehicle.

Join us for Halloween fun at the OC Zoo!  
Activities include trick-or-treating\*, spooky kids  
crafts, a scavenger hunt\*, and fun games!

The first 100 children in costume will  
receive a free gift!\*

Come see the zoo animals receive treat-filled  
pumpkins throughout the day!

Reservations are not needed.

Activities are free with paid zoo admission  
(\$2 per person, ages 2 & under free).

\*Zoo coupons/free passes are not valid for this event.

\*Children ages 12 & under.

Don't miss Irvine Park Railroad's Pumpkin Patch  
while inside the park! [www.irvineparkrailroad.com](http://www.irvineparkrailroad.com)

[www.facebook.com/OrangeCountyParks](https://www.facebook.com/OrangeCountyParks)

[twitter.com/OC Parks](https://twitter.com/OC Parks)

# Fall in LOVE

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

Saturday, October 21st from 11 am to 5 pm

*\*Free  
Adoptions*

*\*not including licensing (dogs only),  
microchip, leash or carrier*



www.ocpetinfo.com • (714)935-6848



/OCAAnimalCare





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## County Procurement Receives Excellence Award for Fourth Consecutive Year

The Orange County Procurement Office (OC Procurement) recently received the 2017 Achievement of Excellence in Procurement (AEP) Award from the National Procurement Institute, Inc.

OC Procurement is one of only 45 agencies in California and represents one of only 48 counties in the United States and Canada to receive the award. This is the fourth year OC Procurement won the AEP Award consecutively – having received the award in 2014, 2015, 2016 and 2017. They also earned the AEP Award in 2007.

The AEP Award recognizes organizational excellence in public and non-profit procurement. Award criteria are designed to measure innovation, professionalism, e-procurement, productivity and leadership attributes of the procurement function.

For additional information on OC Procurement, visit [olb.ocgov.com/](http://olb.ocgov.com/).



▲ County of Orange Procurement team with 2017 award



## Breastfeeding Moms and Their Families Find Comfort at the OC Fair

Away from the sweltering heat and sun-drenched rays of summer, families found shade and solace to breastfeed and change their babies while visiting the **OC Fair** this year thanks to nursing and changing stations available for the first time.

“We wanted to offer a convenience on-site so parents can nurse their babies without having to leave the fairgrounds,” said Michele Richards, OC Fair and Events Vice President of Business Development. “Breastfeeding is the most natural way to feed a baby and we’re excited to share this message with all families who visit us at the OC Fair.”

Each station featured an inviting area with comfortable couches, a coffee table for belongings and baby items, as well as a changing table. One mom who used the station expressed her gratitude and said, “I appreciate that there was a place for me, my husband and baby to feed in private, away from the busy crowd and heat.”



Public Health Services’ Nutrition Services program partnered with the OC Fair to promote the message that breastfeeding support goes beyond community programs and clinics. Breastfeeding promotion posters were developed and hung inside the nursing and changing station pop-up tents located in the Fair’s Family Fairway section.

“We should find ways for moms to breastfeed where they eat, work, play and shop,” said Maridet Ibañez, Nutrition Services Program. “We’re thankful for partners like the OC Fair that are willing to sustain our breastfeeding outreach and education efforts.”



Nutrition Services promotes public health efforts to make breastfeeding the normal method of infant feeding and nutrition for at least the first six months of life and offers breastfeeding support and resources to new and expecting moms through the Women, Infants and Children (WIC) program. To learn more, click [here](#).



# HEALTH CARE AGENCY

## Teachers and Students Learn How to Better Cope With Stress

The saying that children learn by example is the motto that drives a school-based stress management program that trains teachers how to become healthy role models of stress, who then use these techniques to teach their students healthy social and emotional coping skills.

Through a contract with Behavioral Health Services, the Orange County Department of Education (OCDE) offers this Mindful Learning training to their teachers that adopts a “tool box” approach allowing them to select from a variety of age-appropriate strategies that can easily be integrated into their daily kindergarten through 12th grade academic curriculum. OCDE shares more about the successful program [here](#).

“The training is an evidence-based, trauma-informed approach that’s taught to teachers so they can support students to better manage their stress and increase their ability to identify stress triggers, recognize distress and utilize coping skills like the use of mindful breathing exercises to help calm themselves down,” said Mark Lawrenz, Prevention & Intervention Administrative Manager III.

Applying what he/she learned into action and seeing its positive results, a first grade teacher shared, “I have a little girl in my class who’s diagnosed with Attention-Deficit/Hyperactivity Disorder and struggles with self-regulation. When she’s upset, she cries loudly and has a hard time calming down. By utilizing what I learned in the training, I had the tools to help her



recognize how her body feels when she’s going to be upset and how she can use calming breaths to help her relax. This little girl told me that she now recognizes that her body gets hot when she’s going to be upset and uses the breathing tips I taught her to calm herself down. At that point, I realized that I hadn’t seen her cry in weeks!”

After learning coping skills from his/her teacher, a third grader said, “I am more relaxed on the playground. When I used to get mad, I’d get into fights. Now, when I get mad, I breathe.”

Since its launch last year, teachers from 27 schools within 14 OCDE school districts have been trained thus far. This training is part of a number of school-based programs funded by the [Mental Health Services Act](#) (Prop. 63) that supports mental health in schools as well as a healthy school environment. To learn more about Behavioral Health Services Prevention & Early Intervention, click [here](#).

# JOHN WAYNE AIRPORT

## John Wayne Airport Invites Orange County Students to Enter the 28th Annual Student Art Contest.

John Wayne Airport’s (JWA) 28th annual Student Art Contest is underway. All Orange County public and private school students, including home-schooled students, in grades kindergarten through 12 are encouraged to submit artwork inspired by this year’s theme, “Flying in the Future.” Entries should be submitted to the Orange County Department of Education, any Orange County Public Library Branch or participating city libraries, no later than 4 p.m., Thursday, November 9, 2017.

“John Wayne Airport’s Student Art Contest is an opportunity for the young artists of Orange County to be recognized for their creativity,” said Board of Supervisors Chairwoman Michelle Steel. “Airport guests will be able to view our community’s great talent at the Student Art Contest Exhibition from December to January.”

Selected by sponsors of the International Aviation Art Contest, the contest theme differs each year. Artworks that best depict this year’s contest theme are selected for exhibition



and prizes. Winners and honorable mentions from grades K-12 will be exhibited from December 6, 2017 until January 8, 2018, on the Arrival (lower) Level adjacent to Baggage Carousels 1 and 4.

Each entrant will receive a certificate of participation from the Airport, and select winners will be awarded prizes donated by sponsors.

For more information about entering the Student Art Contest, visit [bit.ly/2wPIVml](http://bit.ly/2wPIVml) or contact Arts Program Coordinator Jeffrey Frisch at [JFrsich@ocair.com](mailto:JFrsich@ocair.com).



Hugh Nguyen  
Orange County Clerk-Recorder  
**Special Saturday Opening**

Saturday, October 21, 2017  
10:00am - 3:00pm



**North County  
Branch Office**

201 N. Harbor Blvd.  
Fullerton, CA 92832

**Services Available:**

Copies of property records  
Birth, death, and marriage  
certificates  
Marriage licenses and ceremonies



**Old Orange County  
Courthouse**

211 W. Santa Ana Blvd.  
Santa Ana, CA 92701

**Services Available:**

Marriage licenses and ceremonies  
Passport application processing  
Archives  
*\*Passport photos available for \$10*



**South County  
Branch Office**

24031 El Toro Rd., Suite #150  
Laguna Hills, CA 92653

**Services Available:**

Marriage licenses and ceremonies,  
Copies of property records  
Birth, death, and marriage  
certificates,  
Passport application processing  
*\*Passport photos available for \$10*

Reservations for civil wedding ceremonies and passports are recommended due to limited space. Please call (714) 834-2500 for more information.

**Free parking will be available at all three locations!**

For more information regarding our services and fees, please visit our website at:

**[www.ocrecorder.com](http://www.ocrecorder.com)**





# DEEPA SHANADI

*Research Analyst IV - Health Care Agency*

Deepa provided us with this beautiful photo of the Orange County Great Park with its iconic orange balloon attraction in the back, all set and ready to fly sky high again.

SUBMIT PHOTOS TO [TRAVIS.LARIVIERE@OCGOV.COM](mailto:TRAVIS.LARIVIERE@OCGOV.COM)



## Canstruction OC Commences 10th Design-Build Event, Engineers Thousands of Dollars for the Hungry

Thirteen local architectural, construction, engineering, planning, and design teams recently gathered for the annual Canstruction® design-build competition, in partnership with South Coast Plaza, OC Food Bank, the City of Anaheim, Anaheim Regional Transportation Intermodal Center (ARTIC), the Festival of Children and **John Wayne Airport**.

Teams had just 12 hours, beginning at 11 p.m. on August 31, to create phenomenal structures built entirely out of canned food, all of which was donated to the OC Food Bank when the structures were “deCANstructed” on Sept. 24.

For the first time, John Wayne Airport hosted three structures. “It is an exciting opportunity for John Wayne Airport guests to admire creative architectural designs and participate in the voting process during the 10th Anniversary of Canstruction OC,” said Chairwoman Michelle Steel.

John Wayne Airport had an estimated 800,000 travelers pass through during the month of September, most of which had the opportunity to see the three structures that the airport hosted.

Southern California Edison was one of the teams contributing to this important cause by building a structure at John Wayne Airport. “SCE has been a longtime supporter of the Orange County Food Bank and Canstruction is a wonderful opportunity for us to showcase how our engineering talent is working to build a better energy future while helping address

hunger in our community,” said Janet Clayton, SCE senior vice president of Corporate Communications

For the tenth year, Fluor was both a designer/builder of a structure, and a Platinum Sponsor of Canstruction Orange County. “Canstruction Orange County has become a Fluor Cares tradition as we celebrate 10 years of participation in this inspiring and effective project that supports the OC Food Bank. More than 44,000 cans of food, countless volunteer hours and immeasurable awareness of hunger in the community since 2008 means we are making a difference in the lives of the one in five children who struggle with hunger every day. Fluor is proud to continue its support as a Platinum Sponsor in 2017 and we thank our volunteers for their creativity, dedication and competitive spirit!” said DeeDee Rosenthal, Community Relations Manager.

“This is the tenth year that the best design minds in Orange County are generously donating their time, and most importantly for the event, their creativity to help put on an impressive visual display that feeds the hungry, and raises awareness of those in need” said Betsy Nickless,” Canstruction Orange County Co-Chair.

Canstruction OC starts with just one can to feed the hungry, lift the spirit and change the world. Together with the OC Food Bank, this year’s 10th Annual Canstruction event will put an end to hunger, one can at a time.



▲ JWA Director Barry Rondinella & Chairwoman Michelle Steel

# OC ANIMAL CARE

## OC Animal Care Holds Rabies Awareness Event

OC Animal Care (OCAC) held their annual Rabies Awareness Event on Tuesday, Sept. 5. This event is held each year to help educate the community on the rabies virus and its impact on Orange County. The most common mode of rabies transmission is through the bite of an infected animal and the saliva that contains the virus. Prevention and education are the keys to keeping you and your family safe from the disease. You can help prevent the rabies virus from being passed by staying up to date on your pets' vaccinations, as well as teaching your family and friends to respect and to always keep a safe distance from wildlife.

The first 100 attendees at this event received a free rabies immunization for their cat or dog. Orange County Emergency Pet Clinic, Vector Control and the OCAC Emergency Management Program joined the shelter on this occasion, hosted informational booths and passed out giveaways to event goers. Thank you Noble Friends Foundation for OC

Animal Care for sponsoring this event. OC Animal Care would also like to thank everyone who attended and came together to learn about rabies prevention in the community.



PHOTOGRAPH COURTESY OF OC ANIMAL CARE

▲ Volunteer tables at the Rabies Awareness Event

# OC PUBLIC LIBRARIES

## The Future is Now: OC Public Libraries Rolls Out Virtual Reality Equipment



PHOTOGRAPH COURTESY OF OC PUBLIC LIBRARIES

▲ A young library patron trying out the virtual reality equipment

OC Public Libraries recently received a grant for Virtual Reality equipment from the U.S. Institute of Museum and Library Services under the provisions of the Library Services and Technology Act.

Starting in August, the librarians from the Aliso Viejo and Rancho Santa Margarita branches have been offering patrons a chance to dive under the sea, battle aliens, paint and sculpt in 3-D, and travel around the world.

"It is an immersive experience where patrons can put on the Virtual Reality equipment and enter another world to explore, play and learn," said Matthew Patsel, OC Public Libraries Public Information Officer. "It exposes patrons to new and emerging technologies, and each system also includes a computer with pre-loaded educational programs."

The grant was not monetary, but gave the libraries the VR-enabled systems. Each system includes a computer with educational programs, plus Oculus Rift and HTC VIVE head gear.

Middle school students in the Rancho Santa Margarita area will get to try this amazing technology to augment their studies about ancient Rome and vicariously walk through the city at the time.

Here is a video demonstrating the technology: [www.youtube.com/watch?v=SiUBzO9JGMI&feature=youtu.b](http://www.youtube.com/watch?v=SiUBzO9JGMI&feature=youtu.b)



# SHERIFF'S DEPARTMENT

## *OCSD Honored by the Justice Department*

The U.S. Justice Department for the Central District of California honored six of **Orange County Sheriff's Department** personnel for their distinguished service at the 16th Annual Law Enforcement Awards.

Congratulations Sgt. Timothy Horner (pictured), Sgt. Michael Few (pictured), Sgt. Brent Jasper, Investigator Jeffrey Brown, Investigator Craig Goldsmith and Investigator Brian Sutton.



## *OCSD Women's Trigger Team*



The **Orange County Sheriff's Department** Ladies' Trigger Team made an impressive showing at the recent Law Enforcement Association of Asian Pacifics 5th annual shooting competition.

The team took 3rd place in the Women's Team Category, edging out teams from Los Angeles Police Department, the San Bernardino Sheriff's Department, Immigration and Customs Enforcement (ICE) and Customs and Border Protection.

Sheriff's Special Officer Katie Olson out-aimed her competition to be named Top Female Shooter.

Congratulations to the Ladies' Trigger Team!

# OC WASTE & RECYCLING

## *Not Quite Like a New Car Smell, but OCWR's New Landfill Heavy Equipment Shines*

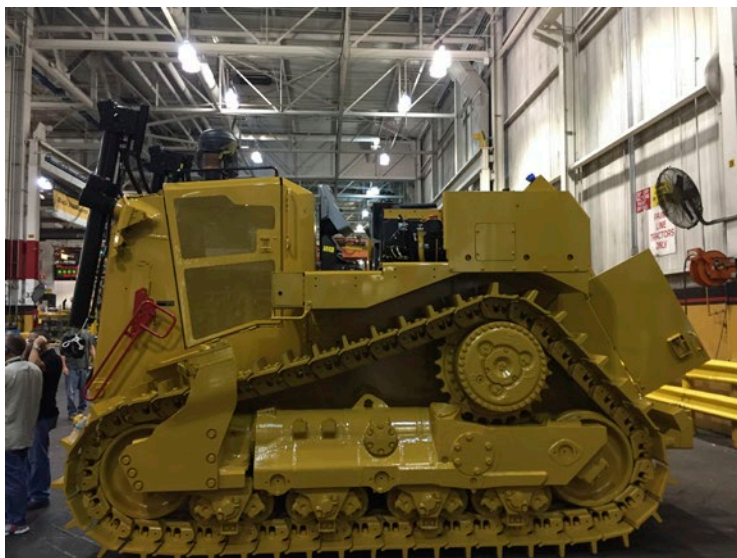
Eight new additions to the **OC Waste & Recycling (OCWR)** heavy equipment fleet are serving two key purposes: compliance with state emissions requirements and replacing aging machinery. But, as OCWR Landfill Equipment Program Manager John Benson says, "It's also just cool and fun to have new stuff!"

All the new machines are expected to arrive before the end of this year. Each piece of equipment will have all the latest emissions and safety devices. Here's what makes these machines totally state-of-the-art:

- Tier 4 final engines – better emission, more power
- Back-up cameras – for safety and better vision
- Cat Detect system – notifies the operator in the cab and ground personnel that they are close to one another
- Machine security system – each operator will get their own Smart Key, which identifies the user of the machine and serves as an anti-theft feature.
- PS system – to control the grade of the trash (Cat Vision Link and with Grade Control)
- A/C environmental cabs – to protect the operators from the effects of heat



▲ The new equipment, all made by Caterpillar and nicknamed "cats," will include two trash compactors, two dirt cats and four trash cats.



▲ All the new heavy equipment will find homes at the County's landfills before the end of the year. Ever-changing emission standards make older equipment obsolete.

### **SOME LANDFILL HEAVY EQUIPMENT FAST FACTS:**

- The OCWR heavy equipment fleet is built on these three main pieces of equipment
  - o Trash Cats are used to push the trash and place it in a trash cell. A trash cell the term is for an area constructed to place, compact and cover landfill trash.
  - o Compactors compact the trash so the cell space can be maximized.
  - o Dirt Cats push dirt to cover the trash cell every day to stay in compliance with regulations.
- Bowerman Landfill (Irvine) and Olinda Landfill (Brea) use two compactors and three or four Trash Cats every day, 10 hours a day to process some 7,000 tons of trash per day each.
- Prima Landfill (San Juan Capistrano) uses one compactor and one to two Trash Cats every day, 10 hours a day to process about 1,500 tons of trash per day.
- Heavy equipment does mean heavy. The new "Cats" range in weight from 110,000 to 123,000 pounds.



**Saturday**  
**October 21, 2017**  
 10 a.m. – 2 p.m.



**Walk, Bike,  
and Roll to Redefine  
Hazard Avenue!**

Join us on Hazard Avenue as we demonstrate future street improvements that make walking and biking in our community safer and more enjoyable. Ride your bike on a separated bike lane or walk in the neighborhood, while enjoying family-friendly activities, a free children's bike rodeo, community resource booths, giveaways, and more!

#GoHumanSoCal  
[GoHumanSoCal.org/RedefineHazard](http://GoHumanSoCal.org/RedefineHazard)

For more information, please contact Regina Hu, OC Public Works, at (714) 647-3927 or [Regina.Hu@ocpw.ocgov.com](mailto:Regina.Hu@ocpw.ocgov.com).



**James Irvine Intermediate School**  
 10552 W Hazard Ave.  
 Garden Grove, CA 92843

- Bike Lane Demo
- Neighborhood Greenway Demo
- Buffered Bike Lane Demo
- Activity Hub
- Go Human Challenge Station
- Event Parking







**YVONNE HERRELL**

*Admin Manager II - Assessor*

"This is a photo that was taken on September 12th at the OCEA Health Fair of Heidi Kuzara with 2 "spooky clowns."



# CAREER PAGES

## AVAILABLE JOB OPPORTUNITIES AT THE COUNTY OF ORANGE

See below for this month's highlighted career opportunities with the County. Please check out the County's website at [www.ocgov.com/jobs](http://www.ocgov.com/jobs) for details on all current opportunities or follow us on social media.



*Dates included below refer to closing deadlines as of publication date. Please refer to the job announcement for specific details.*

## OPPORTUNITY AWAITS

*Don't miss these career opportunities*

### OPEN NOW

Assistant Emergency Medical Services  
Administrator – ASAP

Carpenter - ASAP

Fleet Technician – ASAP

Physician II/III – ASAP

Research Analyst II – ASAP

Supervising Public Health Microbiologist –  
ASAP

Senior Agricultural/Standards Inspector –  
10/06/17

Contract Services Manager – 10/10/17

Power Equipment Operator II – 10/13/17

Human Resources Analyst – 10/16/17

Housing Development Administrator –  
10/18/17

### PROMOTIONAL

District Attorney  
Staff Specialist, Research – ASAP

**Be sure to check the website often for any career  
opportunities that may be listed!**



YOU ARE INVITED TO THE 10TH ANNUAL  
**SOUTH COUNTY  
DISASTER PREPAREDNESS  
EXPO**

**Get  
Prepared!  
Learn How**

Hosted by

**Orange County Supervisor Lisa Bartlett,  
Orange County Sheriff's Department,  
Orange County Fire Authority and  
The City of Mission Viejo**



**Wildfires, Storms, Floods, Earthquakes, Tsunamis:**  
*Prepare your family, home and business for when disaster strikes!*

**The Expo will feature:**

State-of-the-Art Emergency Response Vehicle and Equipment Displays  
Informative Presentations • Interactive Vendor Booths • Disaster Preparedness Kits  
Fun Activities for All Ages • Great Food, Music & Entertainment • Free Giveaways!

**The Expo is free and open to the public, beginning at the  
conclusion of the City of Mission Viejo's "Walk Against Drugs"**

**Saturday, October 21 from 9 AM to 12 PM**

**Village Green at the  
Norman P. Murray Community & Senior Center  
24932 Veterans Way, Mission Viejo, CA 92692**

**For more information, contact Paul Catsimanes at:  
(949) 470-3017 or [PCatsimanes@cityofmissionviejo.org](mailto:PCatsimanes@cityofmissionviejo.org)**



# OC HISTORY

JOURNEY THROUGH ORANGE COUNTY'S  
ORIGINS, OBSTACLES AND OPPORTUNITIES

PHOTO COURTESY OF OC ARCHIVES



PHOTO COURTESY OF OC ARCHIVES



▲ Looking north on Olinda St. in Yorba Linda, circa 1920

▼ The Yorba Linda Parent Teacher Association poses on the steps of the elementary school, circa 1953

# YORBA LINDA: LAND OF GRACIOUS LIVING

## BY CHRIS JEPSEN

**Y**orba Linda was once part of Don Bernardo Yorba's 13,000-acre Rancho Cañon de Santa Ana, granted to him by the Mexican government in 1834. Twenty-four years earlier, the King of Spain had granted grazing rights to Bernardo's father, retired soldier Jose Antonio Yorba, and cousin, Juan Pablo Peralta, to the nearby lands they called Rancho Santiago de Santa Ana. Bernardo had grown up on their family hacienda at what later became known as Olive.

Bernardo's own large hacienda, called San Antonio, was located along what's now Esperanza Rd. north of the Santa Ana River and was for many years one of the few outposts of civilization to be found between Los Angeles and San Juan Capistrano. With his large family, servants, craftsmen, laborers and vaqueros, San Antonio was more like a town than a home. (State Historic Landmark plaque 226 marks the site.) A chapel and cemetery were established nearby shortly after Don Bernardo's death in 1858, and the Yorba Cemetery still survives as a County park.

In 1907, seeing opportunity with the planned expansion of the Pacific Electric Railway into the area, Fullerton businessman Jacob Stern purchased some of the Yorba family's land. He named the area Yorba Linda ("linda" is Spanish for "beautiful") and subdivided it. However, the first settlers didn't arrive until 1909, after the Janss Investment Co. took over sales and development. The new residents found the land ideal for growing numerous crops, including avocados. But as in much of Orange County, the most lucrative crop proved to be Valencia oranges. The town featured two citrus packing houses and a number of avocado packing houses. The 1929 incarnation of the Yorba Linda Citrus Association packing house still stands at 18200 Yorba Linda Blvd., although it's now used as part of a shopping center.

The freight from the packing houses traveled on the tracks that came with the arrival of the Pacific Electric's "Red Cars."

Between the opening of the P.E. depot (now a Polly's Pies restaurant) in 1912 and the beginning of World War I, most of downtown Yorba Linda took shape: from the post office, to the drug store, to the fledgling library, to the office of the Yorba Linda Star newspaper. No bars or liquor stores, however, as Yorba Linda was founded as a "dry" town. This may have been one of the factors that appealed to the many temperance-minded Quakers and Methodists who settled in the area.

Among those Quakers were President Richard M. Nixon, who was born, raised and eventually buried in Yorba Linda; and his cousin, author Jessamyn West (*The Friendly Persuasion*), who spent much of her childhood in Yorba Linda and later used it as a setting for her books *Cress Delahanty* and *South of the Angels*. A city park is named for West, and Nixon's presidential library and museum is located next to the small house in which he was born.

Like much of Orange County, Yorba Linda's population grew in the decades following World War II. Groves gave way to housing tracts. In 1967, after 11 years of petition drives, takeover bids by neighboring cities, and legal battles that went all the way to the State Supreme Court, Yorba Linda was finally able to incorporate and become a city. Over time, the city also annexed adjacent unincorporated territory into its boundaries. In 1960, Yorba Linda covered about 4.5 square miles and had 1,198 residents. Today, it is almost 20 square miles with more than 68,000 residents.

CHRIS JEPSEN is the Assistant Archivist at the Orange County Archives, a function under the office of Clerk-Recorder Hugh Nguyen.

Reach him at [Chris.Jepsen@rec.ocgov.com](mailto:Chris.Jepsen@rec.ocgov.com) or 714-834-4771 if you have questions about the Archives.



## Remote Access to Your Agency/Department Network

If you access your agency/department network from a remote location, you need to do so in a way that ensures the data and information you access remain secure. The County has a system in place for remote network access that enables information security through a Virtual Private Network (VPN). A VPN is a connection between two or more devices that is secure, private and encrypted. In the past, this has typically required that users carry a hard token or “fob” that produced a new, secure, access code each time it is used (also known as a “one-time password”) and displays the code on a built-in LCD display.

OC Information Technology (OCIT) recently completed the migration of the County’s remote access technologies to updated solutions. We transitioned from a Juniper/SafeWord Virtual Private Network (VPN) environment to Pulse Secure/Microsoft MFA VPN. Users now have the option of using phone, text or app-based communications instead of a hard token to enable secure access.

- Microsoft Multi-Factor Authentication (MFA) enables secure remote access to County information networks and data. MFA can be enabled for use via landline, smartphone or compatible hard token.
- Pulse Secure enables anywhere/anytime secure connectivity over SSL VPN to County applications and data. Via the Pulse Secure dashboard, users can connect securely to networked data and applications. Users access the Pulse Secure dashboard using Microsoft Multi-Factor Authentication (MFA).

Use of MFA requires that you complete a self-registration process on the [MFA User Portal](#) before attempting remote access. Depending on your agency/department, you will access the portal and the Pulse Secure dashboard using either your email address or your network user ID. In addition, every agency/department has a unique URL at which to access its Pulse Secure dashboard.

You can find the URL for your agency/department Pulse Secure dashboard and the type of ID you’ll use to login to MFA and Pulse Secure in the list below.

AGENCY/DEPARTMENT	ABBRV	PULSE SECURE URL	LOGIN ID
Auditor-Controller	AC	<a href="https://vpn.ocgov.com/ac">https://vpn.ocgov.com/ac</a>	Email
CEO/Information Technology	CEO/IT	<a href="https://vpn.ocgov.com/ceoit">https://vpn.ocgov.com/ceoit</a>	Email
Child Support Services	CSS	<a href="https://vpn.ocgov.com/css">https://vpn.ocgov.com/css</a>	Email
Children & Families Commission of Orange County	CFCOC	<a href="https://vpn.ocgov.com/cfc">https://vpn.ocgov.com/cfc</a>	Email
Clerk of the Board	COB	<a href="https://vpn.ocgov.com/hoa">https://vpn.ocgov.com/hoa</a>	Email
Clerk-Recorder	CR	<a href="https://vpn.ocgov.com/cr">https://vpn.ocgov.com/cr</a>	Network ID
Child Support Services	CSS	<a href="https://vpn.ocgov.com/css">https://vpn.ocgov.com/css</a>	Email
County Counsel	COCO	<a href="https://vpn.ocgov.com/coco">https://vpn.ocgov.com/coco</a>	Email
District Attorney	DA	<a href="https://vpn.ocgov.com/da">https://vpn.ocgov.com/da</a>	Email
Hall of Administration (BOS, CEO, HRS, OPAD)	HOA	<a href="https://vpn.ocgov.com/hoa">https://vpn.ocgov.com/hoa</a>	Email
Health Care Agency	HCA	<a href="https://vpn.ocgov.com/hca">https://vpn.ocgov.com/hca</a>	Email

AGENCY/DEPARTMENT	ABBRV	PULSE SECURE URL	LOGIN ID
Local Agency Formation Commission	LAFCO	<a href="https://vpn.ocgov.com/lafco">https://vpn.ocgov.com/lafco</a>	Email
OC Community Resources	OCCR	<a href="https://vpn.ocgov.com/occr">https://vpn.ocgov.com/occr</a>	Email
OC Crime Labs	OCCL	<a href="https://vpn.ocgov.com/occl">https://vpn.ocgov.com/occl</a>	Email
OC Grand Jury	OCGJ	<a href="https://vpn.ocgov.com/ocgi">https://vpn.ocgov.com/ocgi</a>	Email
OC Public Law Library	OCPLL	<a href="https://vpn.ocgov.com/ocpll">https://vpn.ocgov.com/ocpll</a>	Email
OC Public Works	OCPW	<a href="https://vpn.ocgov.com/ocpw">https://vpn.ocgov.com/ocpw</a>	Network ID
OC Waste & Recycling	OCWR	<a href="https://vpn.ocgov.com/ocwr">https://vpn.ocgov.com/ocwr</a>	Email
OCERS	OCERS	<a href="https://vpn.ocgov.com/ocers">https://vpn.ocgov.com/ocers</a>	Email
Probation	PROB	<a href="https://vpn.ocgov.com/prob">https://vpn.ocgov.com/prob</a>	Email
Public Defender	PUBDEF	<a href="https://vpn.ocgov.com/pubdef">https://vpn.ocgov.com/pubdef</a>	Email
Registrar of Voters	ROV	<a href="https://vpn.ocgov.com/rov">https://vpn.ocgov.com/rov</a>	Email
Social Services Agency	SSA	<a href="https://vpn.ocgov.com/ssa">https://vpn.ocgov.com/ssa</a>	Network ID
Treasurer-Tax Collector	TTC	<a href="https://vpn.ocgov.com/ttc">https://vpn.ocgov.com/ttc</a>	Email

For additional information, including FAQs and user guides for MFA registration and Pulse Secure access, visit the OCIT Intranet [Token/Juniper Transition](#) site.

Remote access to the County network is for official County business only. Data and information accessed via the network may not be saved to personal devices. Hourly employees may not use the County’s network via remote access outside of work hours without their supervisor’s authorization.

If you have questions about appropriate use of remote access, contact your supervisor. If you need to have remote access enabled (with your supervisor’s authorization) or have issues with your remote access, contact your local help desk or the Central IT Service Desk at 844-834-2449.

## Workplace Fire Prevention

October is Fire Prevention Month, and the primary concept of fire protection is recognizing the three elements of “The Fire Triangle” that must be present for a fire to exist. The elements are **Oxygen** to sustain combustion, **Heat** to raise the material to its ignition temperature, **Fuel** to support the combustion and a **Chain Reaction** between the other three elements. Remove any one of these three elements and the fire is extinguished.

Not all fires are the same, and different fuels create different fires. **Class A** fires involve ordinary combustibles such as wood, paper, cloth, trash and plastics. **Class B** fires involve flammable liquids such as gasoline, petroleum oil and paint. **Class C** fires involve energized electrical equipment – motors, transformers and appliances. Also, fire types can result from cooking oils and greases (such as animal fats and vegetable fats).

Various fire extinguishers are used to stop heat, fuel, oxygen and the chemical reaction of the fire triangle. Water and foam extinguishers are rated for Class A fires only. Carbon dioxide extinguishers are rated for Class B and C fires but not Class A. Dry chemical extinguishers can be used for Class A, B and C fires and therefore are considered to be the all-purpose fire extinguisher.

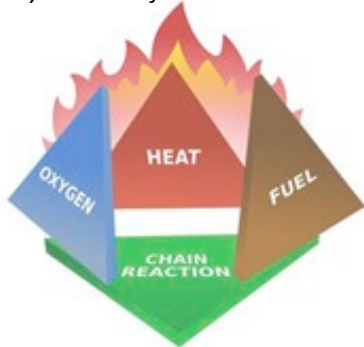
Test your knowledge and take the following Fire Quiz.

1. What is the most commonly found type of fire extinguisher in office buildings?

- A. Water and Foam
- B. Carbon Dioxide
- C. Dry Chemical

2. What elements are necessary to start a fire?

- A. Oxygen
- B. Heat
- C. Fuel
- D. All of the above



3. What class fire is an example of a burning extension cord from a shorted appliance?

- A. Class A
- B. Class B
- C. Class C
- D. All of the above
- E. None of the above

*To prevent a fire emergency in the workplace, employees should be aware of these Safety Tips:*

- Practice good workplace housekeeping. Clutter contributes to fires by providing fuel and can block access to exits and emergency equipment.
- Know the location of fire extinguishers and how to properly use them.
- Never put oil-soaked/paint-soaked rags into a regular trash container. Use a covered metal container.
- Properly clean and store tools, and maintain machines by following routine cleaning and maintenance procedures.
- When using or storing chemicals, provide adequate ventilation and read the Safety Data Sheet (SDS) to determine flammability and other fire hazards.
- Keep ALL fire doors closed, and keep exits, stairs, fire lanes and fire-fighting equipment clear of obstructions.
- Post Emergency Exit diagrams in facilities, and ensure that exits have electrically illuminated signs.

Remember, it's best to avoid a catastrophe and fires can strike anytime and anywhere, so report any observed fire hazards beyond your control immediately to your supervisor (especially electrical hazards).

**Quiz answers: 1. C, 2. D, 3. C**

**For additional information concerning resources and training -**

**Contact the Safety and Loss Prevention Program at:  
714-285-5500 or email [Safety@ocgov.com](mailto:Safety@ocgov.com)**



## SAFETY SPOTLIGHT

### What's Up With the Blue Light Poles?

Around Santa Ana, you may have noticed the addition of “Code Blue Help Points.” There are seven in the downtown area, including at 5th and Broadway and 4th and Main. The City of Santa Ana has installed the lights as part of their safety enhancement program for the downtown area.

The cameras provide high-level, real-time video of the area and are used for proactive law enforcement, live monitoring, management of resources and investigations. Each has a “Help/911” button that when pushed activates a bright blue flashing light and calls Santa Ana Police Dispatch immediately. The poles also have a “help” button that connect to downtown security guards and a public address system that can be used to communicate in real time.

These “Code Blue Help Points” have been very successful in providing assistance to our employees and the community, and there are plans in place to install two more in the Civic Center soon.



Recognizing our long-serving employees and their years of dedication to the County of Orange.

## 35 YEARS

**Health Care Agency**  
CONCEPCION MUNGUIA

**OC Waste & Recycling**  
ROBERT MILLER

**Probation**  
DARLA SALCIDO

**Social Services Agency**  
THELMA AVILA  
SOUPHITH SENGSOURICHANH

**Public Defender**  
DENISE OROZCO

**Sheriff-Coroner**  
KEN CHEA  
GARY FISHER  
ANITA FORNASERI

**Social Services Agency**  
SILVIU ARDELEANU  
DEBRA BAETZ  
THOMAS NGU  
IRMA SALAZER-ALLEN  
CYNTHIA SANTINI

**Sheriff-Coroner**  
ARTIN BARON  
KELLY BRYANT  
ROBERT DAVIS  
EDNA EUSEBIO  
BETTY FENTON  
GRANT FINLAY  
BARBARA GALICIA  
KHANH HONG  
CHAD KAJFASZ  
ADAM KOLIHA  
SCOTT MERRILL  
THUAN NGUYEN  
ANDY REYES  
TIMOTHY WAYNE

## 30 YEARS

**Auditor-Controller**  
JULIE PERRY

**OC Community Resources**  
ALEXANDRA ADAMS WERNER

**Probation**  
RONALD DE LA RIVA

**Sheriff-Coroner**  
HENRY LEBER  
ROBERT PETERSON

**Social Services Agency**  
BEVERLEE MITSCH  
JANICE MURGUIA  
SUSAN STYGAR

## 20 YEARS

**Assessor**  
GRACE COALSON

**Child Support Services**  
SUZY BRISSETTE  
ROSA JUNIO

**County Executive Office**  
STEPHANIE VU

**District Attorney**  
KENNETH BROCKBANK  
MELISSA TORRES

**Health Care Agency**  
CLAUDIA CUIEL  
JOSEPH HARRISON  
PATRICIA HIKIDA  
SHANNON JACKSON  
CAROLINA LIM  
ARLENE MARTEN  
DAVID STUMP

**Social Services Agency**  
GINA BOGLINO  
LISA CELAYA  
EILEEN DE LUCA  
BRIAN ESTRADA  
LYNDA JIMENEZ  
KIMBERLY LAGOW  
STACEY LINDBERG  
ELSA MARTINEZ  
JACOB MICHEL  
GUSTAVO OLIVAS  
GILBERT QUINTERO  
ANGELO RAMOS  
FELICIA REVERS  
RAUL REYES  
ANGELICA SALDANA  
ILAN WOLF

## 25 YEARS

**Auditor-Controller**  
MAY VONG

**Child Support Services**  
DELIA CASTILLO  
MARTHA GUTIERREZ  
JULIA LANDES  
ADRIANA LAZARIN

**County Executive Office**  
LINDA CRATER

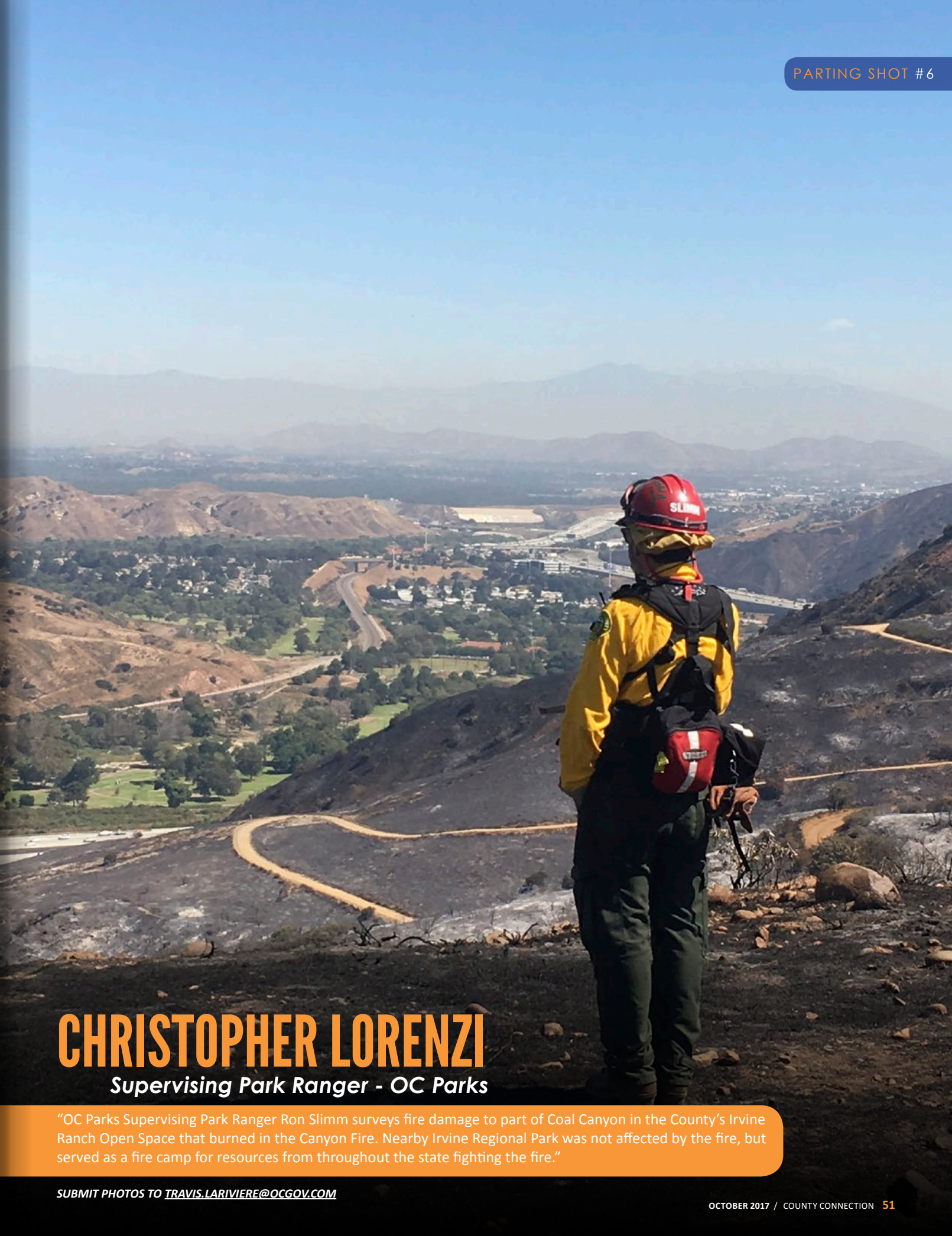
**District Attorney**  
EDWARD MARTINEZ

**Probation**  
JESUS CABRERA

**Public Defender**  
CHRISTOPHER CORBETT  
JACQUELINE FREEMAN  
LAURA JOSE

Service Awards are announced in each edition of County Connection in the month immediately following work anniversaries, not in the month of the anniversary. If you believe there has been an error or omission in reporting your years of service, please email [Navminder.Kaur@ocgov.com](mailto:Navminder.Kaur@ocgov.com).

To view the October list in its entirety, which also includes recipients of 5, 10 and 15-year Service Awards, please click [here](#).



# CHRISTOPHER LORENZI

*Supervising Park Ranger - OC Parks*

"OC Parks Supervising Park Ranger Ron Slimm surveys fire damage to part of Coal Canyon in the County's Irvine Ranch Open Space that burned in the Canyon Fire. Nearby Irvine Regional Park was not affected by the fire, but served as a fire camp for resources from throughout the state fighting the fire."



# 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.**



THANK YOU FOR READING

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