



## County Auditor-Controller to Serve on National Accounting Standards Board



Congratulations to Orange County Auditor-Controller David E. Sundstrom on his appointment to the Governmental Accounting Standards Board (GASB), a nationwide organization dedicated

to establishing and improving standards of state and local governmental accounting and financial reporting.

"I commend Mr. Sundstrom on receiving this prestigious appointment," said Patricia C. Bates, Chair of the Board of Supervisors. "I'm confident the GASB will benefit from Mr. Sundstrom's knowledge and real-world experience that serves the County of Orange so well."

The five year Board term begins on July 1st. The GASB is an independent, not-for-profit organization formed in 1984 that draws its

membership from professionals who prepare, audit and use government financial statements, as well as from the academic community. Robert Attmore, Chairman of the GASB, stated, "David Sundstrom is an accomplished professional who brings a thorough understanding of the financial and operational workings of government that will benefit the GASB. On behalf of my GASB colleagues, we look forward to having David as a member of the GASB team, and we expect to benefit greatly from his knowledge, breadth of government experience, and strong interest in public accountability and fiscal responsibility."

Sundstrom was elected Auditor-Controller for the County of Orange in June 1998 after serving as the County's first Director of Internal Audit. Prior to joining the County of Orange, he was University Auditor for the California State University System from 1989 to 1996, and was Campus Audit Manager for the University of California-Davis from 1980 to 1989. ■

## Set Up Camp at BearPaw Preserve with OC Human Relations

Orange County high school students can learn how to develop respect and equality for all people at the Leigh Steinberg Bridges Camp this summer. OC Human Relations is offering two sessions of the camp for those who have been active members in their school's BRIDGES: School Inter-Ethnic Relations Program and who are entering grades 10 through 12 this fall.

OC Human Relations is a unique public/private partnership among the County of Orange, corporations, foundations, courts, cities, schools and individuals. Its BRIDGES Camp is a week-long, overnight retreat that brings together youth from diverse backgrounds to participate in activities, dialogues and skill building exercises about human relations and social justice issues. Students are taught the skills neces-

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sary to take an organized stand against hate and violence, combat injustice and create safe and equitable school and community environments.

Camp is held at BearPaw Preserve, more than 650 acres nestled in the San Bernardino National Forest just fifteen miles outside of Redlands where native animals and nature are conserved and protected.

One student at Sycamore Junior High in Anaheim said the following about the program, “Gang violence is a major problem in our school; I don’t feel safe. At BearPaw, I learned organizing techniques to change that, ‘cause you can’t concentrate in school when you are worrying about your safety.”

Staff members will teach advanced human relations skills in areas such as group dialogues, conflict resolution, leadership training and task force development. A variety of techniques such as experiential activities, artistic projects, discussions, role-playing, multi-media pre-

sentations and guest speakers will be used to involve and engage participants in the training process. Interwoven outdoor activities also include day and night hikes, campfires, talent shows, nature workshops and a ropes course challenge.

For additional information about the Leigh Steinberg Bridges Camp, please click [here](#). To learn more about OC Human Relations, please visit [www.ochumanrelations.org](http://www.ochumanrelations.org).



Students from Sycamore Junior High in Anaheim hike through the BearPaw Preserve.

## Child Support Services Steps Up Service with Gateway Program

Child Support Services (CSS) has a difficult, but extremely important job to tackle – how to get more non-custodial parents engaged in the child support process. All too often, customers of CSS would struggle to navigate the complicated legal process of establishing support amounts or were intimidated by complex application forms. In response, CSS embarked upon an improved customer service program, called the Gateway Program, to fulfill the mission of the department by partnering with all parents to achieve family self-sufficiency.

The Gateway Program is made up of three customer service interactions – an online application portal, semi-weekly forms clinics and pre-default intervention meetings – to achieve greater participation in child support orders and, likewise, greater compliance with payments.

“The Gateway Program helps lessen the fear and stigma that some may have of Child Support Services,” said CSS Outreach Coordinator Jesse Guillen. “We create a more comfortable and interactive process, in which all parents know that we are here to work with them and are not biased towards one party.”

The online application portal is the first of its kind for any county in California and allows for parents to complete forms, make payments, request support modifications and change an address from the convenience of their home or work. Customers also have the option to use a self-help kiosk to complete online service requests if they do not have access to the Internet. Only a couple years after inception, nearly two-thirds of all non-public assistance applications are received online, which

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equates to approximately 177 applications per month.

Community members are also invited to visit the CSS administrative office for a forms clinic that takes place every Tuesday and Thursday afternoon. At the clinic, parents get personal assistance in filling out the forms, resulting in higher numbers of correctly completed forms and preventing delays in order establishments or payments. Each month, CSS clerical staff members and volunteers help more than 120 community members complete their critical forms.



CSS Deputy Counsel Dee Dinnie (left) and Outreach Coordinator Jesse Guillen provide a demonstration of the self-help kiosk as part of the Gateway Service Program. [Click here to see slideshow.](#) (If a security window appears, select “allow.”)

Finally, parents receive personal appointments to field the many questions that arise when establishing a support order through the pre-default intervention meetings. Previously, many alleged

parents were not participating in the support establishment process, which risked erroneous paternity and inaccurate support calculations. Through the current pre-default intervention meetings, a non-custodial parent receives a packet of information, including a large appointment card to come into the office to discuss their situation. Approximately 300-400 interviews are conducted each month by ten senior case managers.

“These face-to-face meetings help us gather the most accurate facts from the parents in a non-threatening and neutral environment,” said Dee Dinnie, Deputy CSS Department Counsel. “Clients feel more in control of the process and are more likely to remain involved.”

Senior officers spend approximately an hour with each client answering questions, and in more than half of the cases, reach an agreement between both parents, thereby avoiding a court date. The Gateway Program, in conjunction with other customer service tools such as a call center that handles more than 20,000 calls a month, in-person counter service and online inquiries, has resulted in a 30 percent increase in collections per CSS employee over the past five years.

“Our Gateway Program is changing how a lot of our community members view government,” said CSS Director Steven Eldred. “The program shows people, in clear terms, that we really are interested in helping both parents provide for their children. The majority of parents want to support their kids and we are presenting the tools to make it easier for them to do so.”

## OC Parks receives Outstanding Partner in Volunteerism Award from Cal State Fullerton

OC Parks recently received accolades from California State University, Fullerton (CSUF) for a student volunteer learning project that involved a partnership between the university’s marketing department and OC Parks.

CSUF’s Center for Internships and Community Engagement honored OC Parks with its “Most Commit-

ted Partner Award” during its 2009 Community Engagement Awards ceremony on May 5th. The annual awards recognize students, faculty and community partners who help strengthen the bonds of engagement connecting the university with the community.

For the past three years, OC Parks had teamed up

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with Cal State Fullerton’s Marketing Department to bring students out of the classroom and into the community while applying the marketing techniques they’ve learned.

This year, the service project focused on increasing park attendance at the OC Zoo. Past projects focused on the Nix Nature Center at Laguna Coast Wilderness Park, the Muth Interpretive Center at Upper Newport Bay and Clark Regional Park in Buena Park.

To begin the project, OC Parks Deputy Director Mike Brajdic, OC Parks Program Manager Kirk Holland and OC Zoo Manager Donald Zeigler met with the students to explain the project’s scope and objective. Zeigler then took them on a tour of the OC Zoo, where they were able to see the grounds and speak with skilled staff members, while also learning the challenges inherent in promoting the OC Zoo.

The students were divided into groups with instructions to develop a comprehensive, strategic five-year marketing plan for the facility. Brajdic, Holland, and



From left: OC Zoo Manager Donald Zeigler, OC Parks Program Manager Kirk Holland, OC Parks Deputy Director Mike Brajdic, Dr. Susan Cadwallader (CSUF) and OC Community Resources Director Steve Franks receive the 2009 Most Committed Partner Award.

Zeigler were in constant communication with the students throughout the development of the plans via one-on-one meetings, e-mails and phone calls.

Brajdic, Holland, and Zeigler were available whenever the students needed additional information. In some cases they simply provided public information, while at other times, they shared personal insights from their experiences working for a government agency.



CSUF Marketing students developed the concept of a wrap around advertisement for the OC Zoo van as part of a service learning project.

To encourage communication, when one group asked a question, only that group would be given the answer. Information was not shared unless the group specifically asked for it.

Each group produced a quality, professionally printed marketing plan that was graded by the three. Judges reviewed the presentations of the five individual marketing plans, seeking the most comprehensive and appropriate for the OC Zoo. This friendly competition created five excellent marketing plans that were creative and varied in their approach.

“The students’ five-year plans went above and beyond what anyone could have predicted,” said Brajdic. “OC Parks is fortunate to be a part of this partnership with Cal State Fullerton. The students put their skills to work and OC Parks garners talented volunteers.”

Some of the students’ ideas included media kits for local newspapers and magazines, public service announcements, educational program enhancements, merchandise ideas, marketing analysis, SWOT (Strengths, Weaknesses, Opportunities & Threats) analysis, direct mail advertisements and landscaping ideas.

In the end, some part of each plan has been implemented at the OC Zoo, such as wrapping the van in advertising graphics and posting directional signs throughout the zoo. In turn, visitation to the OC Zoo has gone up 25%.

## Orange County Leadership Academy XI

As the eleventh class of the Orange County Leadership Academy marked completion of the program with a May 29th ceremony at Chapman University, the professor who helped to develop the Academy curriculum notes that the success of the program has helped the initiative move beyond the training of individuals to the transformation of an organization.

The 32 members of Orange County Leadership Academy XI will also be recognized at the July 28th Board of Supervisors meeting for their accomplishments and two members of the class will have the opportunity to share their experiences during the recognition. The Leadership Academy's first class entered the program in 2004 and since then more than 300 County staff have participated in this important training opportunity for current and future County leaders.

Dr. Mark Maier, Associate Professor of Sociology at Chapman University and Director of the school's Leadership Studies Program, believes the Leadership Academy has become an important cultural institution for the County of Orange. "The concepts of servant leadership have permeated the organization," said Dr. Maier, who also noted that participants are taking their commit-

ment to service beyond their roles with the County for the benefit of the community. Graduates are now getting involved in outside volunteer commitments, as demonstrated by recent projects to paint a home in Anaheim and cook meals at a shelter in Santa Ana.

Leadership Academy alumni are also actively involved in the County's Leadership Lessons programs, with 23 pairs of facilitators engaged in an outreach effort that is an expression of the County's support for the on-going development of its employees. Orange County's Leadership Academy is touted as a model program by Dr. Maier, who will present on the subject of "Servant Leadership in the Real OC" at the Greenleaf Center's 19th Annual International Conference to be held in Milwaukee, Wisconsin.

While adjustments have been made to the Leadership Academy over the past five years, Dr. Maier says the Academy still features the same basic program completed by the first group of participants. The success of the program is reflected in the fact that many alumni have accepted positions of greater responsibility within the County and are now among those helping to select participants in future Leadership Academy classes.



Members of Orange County Leadership Academy XI gathered for a photograph at Chapman University.

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**OCLA XI GRADUATES**

**Brian Ennis**  
Assessor Dept.

**Tonya Burnett**  
Auditor-Controller

**Bill Malohn**  
Auditor-Controller

**Mark Batarse**  
Board of Supervisors, Second District

**Michael Johnson**  
Board of Supervisors, Third District

**Karen Rodriguez**  
Child Support Services

**Jeffrey Richard**  
County Counsel

**Bruce Matthias**  
County Executive Office

**Louis McClure**  
County Executive Office

**Maria Pirona**  
CEO/Procurement

**K.C. Roestenberg**  
County Executive Office/IT

**Anthony Delgado**  
Health Care Agency

**Denise Fennessy**  
Health Care Agency

**Alicia Cavazos**  
Human Resources

**Tracy Vonada**  
Human Resources

**Melissa Padilla**  
John Wayne Airport

**Clyde Gamboa**  
OC Community Resources

**John Gannaway**  
OC Community Resources

**Tami Rosales**  
OC Community Resources

**John Viafora**  
OC Community Resources

**Chris Crompton**  
OC Public Works

**Liz Jewell**  
OC Public Works

**Jeff Southern**  
OC Waste & Recycling

**Dave Burnham**  
Probation

**Shawn Small**  
Probation

**Frank Ospino**  
Offices of the Public Defender

**Jose Macedo**  
Registrar of Voters

**Greg Boston**  
Sheriff-Coroner

**Carol Mendoza**  
Sheriff-Coroner

**Wendy Aquin**  
Social Services Agency

**Debra Furtado**  
Social Services Agency

**Ray Gallagher**  
Social Services Agency

**Online Telephone Directory Saves Money, Resources and Time**



essential part of the shift to reliance on an Intranet-based telephone directory to replace the printed phone books that once could be found on almost every employee's desk.

“By utilizing the County’s online telephone directory, we can save tens of thousands of dollars each year in printing costs, not to mention the reduction in paper resources that were necessary to produce thousands of phone books,” said KC Roestenberg, Director of Business IT Shared Services. “By providing updated information throughout the year, County agencies and departments help to ensure that the online directory is much more accurate than the old phone books, and that can help to save time when employees are trying to locate an office or a person.”

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In these days of tight budgets, we all have to look for better ways of doing business. That philosophy is an

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The online Telephone Directory is found on the County Intranet [here](#) and can be added to the “Favorites” tab on your web browser to make it even easier to find in a hurry. The same directory sections formerly included in the phone book are found in the section entitled “Access Telephone Directory Information” or by clicking on the telephone directory listing in the menu on the left.

One of the most popular features of the online telephone directory is the ability to look-up a person us-

ing their first and/or last name, as well as the ability to determine who a particular phone number is assigned to by entering the County telephone number in the search function.

While the transition to reliance on the online telephone directory may take some getting used to, the benefits of lower cost, greater accuracy and a greener approach to retrieving information will be significant over time.

## Get the 411 on OC OC Community Resources

- OC Animal Care offers refuge, medical care, nourishment, and a second chance to more than 30,000 stray, abused, or unwanted animals each year.
- OC Community Services (OCCS) annually helps more than 35,000 older adults and caregivers, 40,000 youth, 100,000 job seekers and businesses, 10,500 low income households and numerous veterans. In addition, OCCS provides approximately 53,000 shelter bed nights for the homeless at the Armory Emergency Shelters.
- OC Parks operates Irvine Regional Park – along with 24 other urban and wilderness parks. Irvine Regional Park is the oldest regional park in California. James Irvine donated 160 acres to the County for the park in 1897.
- OC Public Libraries has 33 branches as well as an outlet in the Orangewood Children’s Home to provide a variety of services to residents throughout the County, including more than three million books.



### Service Awards

For the Month of May

#### 35 YEARS

**Deborah Cox**  
County Counsel

**Theresa Niksch**  
OC Public Works

#### 30 YEARS

**Daniel Madrid**  
Health Care Agency

**Barbara Richard**  
Health Care Agency

**Harry Watson**  
Sheriff-Coroner

**Kendra Hayden**  
Social Services Agency

**Pamela Boozan**  
Social Services Agency

**Ronald Fogleman**  
OC Public Works

**Marian Westerhold**  
OC Community Resources

#### 25 YEARS

**Betti Lou Jones**  
OC Community Resources

**Mark Odom**  
Health Care Agency

**Lori Lopez**  
Probation

**John Hanlon**  
Probation

**Annette Westby**  
Probation

**Shelly Ducker**  
Public Defender

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25 YEARS

CONTINUED

Sherry Lujan  
Sheriff-Coroner

Dennis Laface  
Sheriff-Coroner

Linda Reuter  
Social Services Agency

Virginia Hajek  
Social Services Agency

Vicki Griffith  
Social Services Agency

Nuong Le  
Social Services Agency

Ricardo Mendoza  
Social Services Agency

Michelle Swart  
Social Services Agency

Joy Metchnikoff  
Social Services Agency

Albert Orduno  
OC Public Works

Yoshiya Kawasaki  
OC Community Resources

20 YEARS

Fue Tuiteleapaga  
County Executive Office

Geoffrey Ritz  
County Counsel

Jaime Coulter  
District Attorney

Alicia McHale  
Health Care Agency

Luis Lodrigueza  
Health Care Agency

Ernest Williams  
Health Care Agency

Gina Van Quest  
Health Care Agency

Eleanor Forrest  
Health Care Agency

Lani Gervaise  
Probation

Linda Hewitt  
Public Defender

Robert Tweedy  
Sheriff-Coroner

Maria Huerta  
Sheriff-Coroner

Debra Eck  
Sheriff-Coroner

Rosemarie Lacy  
Sheriff-Coroner

Kimberly Verderame  
Sheriff-Coroner

Rick Varnum  
Social Services Agency

Peter Wibawa  
Social Services Agency

Ramiro Espinoza  
Social Services Agency

Louis Meiklejohn  
Social Services Agency

Mary Jo O'Rourke  
Social Services Agency

Jose Villasenor  
Social Services Agency

Lan Nguyen  
Social Services Agency

Maria Ruiz  
Social Services Agency

Wendy Riola  
Social Services Agency

Elena Sanchez  
Social Services Agency

Crystal Floyd  
Social Services Agency

Teri Koger  
OC Public Works

Tamara Killingsworth  
John Wayne Airport

Sharon Malone  
County Executive Office

Christine Knapp  
OC Waste & Recycling

Thuy Gutierrez  
OC Public Works

Devin Baker  
OC Public Works

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