

Clerk of the Board Looks Ahead to New Challenges

Recovering from the 1994 bankruptcy was a major challenge for the County of Orange. However, it was just that challenge that attracted Darlene Bloom to apply for the position of Clerk of the Board in 1996, leading to a fifteen year career that has provided many rewarding moments.

In October, Darlene announced she would be retiring from the County to enter the next phase of her life. Back in 1996, she was serving as Clerk of the Board in Alameda County, but the native of Orange County could not resist the opportunity to come home. “I never anticipated Orange County would be my last stop, but it has been the best ride ever. I’ve been here longer than any position in my life. “



When Darlene arrived in Orange County, she found that there was virtually no automation of the work performed by Clerk of the Board staff. “All of the PC’s were in boxes in the conference room,” Darlene remembers. Now everything is automated, and utilizing automation to improve the department’s effectiveness is among Darlene’s proudest accomplishments. To automate Board agenda processing, Darlene met with staff from the Board offices and the public to design the Agenda Staff Report based on the information that was most important to them. Narrative minutes of the Board meetings were voluminous and about a year and a half in arrears. To bring things up-to-date and keep them current, Darlene worked to have the audio recordings of the meetings made the official minutes. “Most of the things I’ve accomplished involve taking something that was an issue for clerks and automating it.” Essential to this process has been improving the process before implementing automation to ensure an effective finished process.

Coming to Orange County, Darlene’s forte was the area of developing the assessment appeals process, which is a major part of the office’s responsibilities. “It is highly regulated and governed by the Revenue and Taxation Code and in the past four years, the increase in the number of appeals has been incredible.” Today, Clerk of the Board staff conducts workshops to help individuals prepare for their hearings and work with real estate agents so they can assist their clients. Darlene has initiated the process of having those workshops certified by the State so real estate agents can receive education credit for their attendance.

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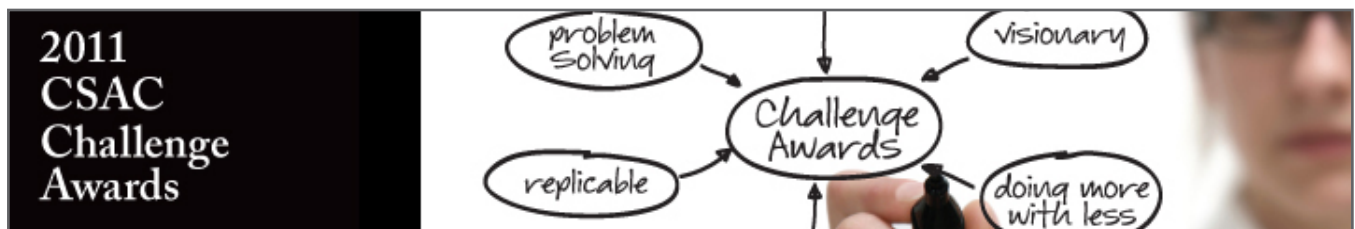
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Another major career accomplishment was Darlene's role in founding the California Clerk of the Board of Supervisors Association. Darlene was, and still is, a member of another association that is primarily focused on elections. In order to provide clerks of the board with the professional growth opportunities they were seeking, Darlene joined with three other clerks to form the new group, which is an affiliate of the California State Association of Counties. The group had 16 clerks of the board at their first meeting and has been a successful organization ever since. Darlene served as the group's President for two years and two statewide conferences have been hosted by Orange County.

One of her most recent major accomplishments was the automation of the conflict of interest filing process. Orange County has completed four years of a pilot project for electronic filing of the Form 700 by designated positions and a report submitted to the California Legislature deems the pilot a success. It is hoped that legislation will allow electronic filing on a statewide basis, based on the system developed in Orange County.

After more than 30 years of service in County government, Darlene is looking forward to a change in focus. Her recent battle with lung cancer and subsequent recovery has given her "a different perspective on the time I spend with my family." Spending more time with her two children and six grandchildren is at the top of her list, but the challenge of competitive ballroom dancing and a desire to travel are also among her top priorities. Looking back on her career in Orange County, Darlene simply says, "I love my job, my staff and all of the wonderful folks that I have been privileged to work with during my career in Orange County." ■

OC Public Works and Health Care Agency Programs Receive 2011 CSAC Merit Awards



Congratulations to Health Care Agency and OC Public Works staff for developing and implementing two programs that have received 2011 Merit Awards from the California State Association of Counties (CSAC).

"We are very proud that our programs have been selected from among 250 nominees statewide and recognized for using creativity and innovation to better serve and protect Orange County," said Chairman Bill Campbell.

The Health Care Agency's "Surge OC" has improved how the local health care community

will respond to future emergencies by bringing together the county's 34 city emergency planners and first-responder organizations to develop coordinated operational plans.

OC Public Works' recently developed Customer Care and Permit Services unit improved the permit process for customers, whose reported satisfaction now regularly exceeds 95%.

To read detailed description of these award-winning programs, please visit <http://www.counties.org/default.asp?id=3274>. ■

Efforts Continue to Enhance Child Care Options for County Employees

The County's effort to ensure that quality childhood education services are available to County employees, which has been led by First District Supervisor Janet Nguyen, is producing results.

A working committee was established to identify both short and long term opportunities for providing child care services to members of the County family. As a result, the Social Services Agency (SSA) issued a Request for Information (RFI) to interested child care providers to determine if they will provide first right of refusal to County employees for any enrollment openings they may have. By January 2012, SSA will have a list of child care operators throughout Orange County that are willing to offer priority enrollment to County employees. County SSA staff will verify that the operator meets licensing requirements and all participants will have to meet standards established by SSA to ensure that parents receive high quality childhood education services.



In addition, Supervisor Nguyen and her staff have identified long-term options that would call for the construction of new child care facilities within close proximity to areas like the Civic Center and transportation hubs. It is hoped this will result in more good news to follow the availability of the provider list in January. In the meantime, if you have any questions, please contact the County's Child Care Coordinator, Anne Broussard at (714) 541-7418. ■

Emergency Preparedness Stressed to South County Residents

On October 22, residents of South Orange County learned from the experts how to prepare for emergencies at the fourth annual Disaster Preparedness Expo held in Mission Viejo. The event draws several thousand participants and is held in conjunction with the community's annual Walk Against Drugs.

Several County of Orange Agencies and departments staffed booths at the expo and provided emergency information as well as the opportunity to register cell phones and other portable communications devices in the AlertOC mass notification system. The expo is co-hosted by Fifth District Supervisor Patricia C. Bates and the City of Mission Viejo to ensure the community is ready when earthquakes, wildfires or other disasters strike. A highlight of the event is a ride on the quake cottage simulator, which allows participants to feel the force of an 8.0 earthquake.

EXPO 2011 SLIDESHOW: [CLICK HERE](#)



A mounted unit from the Orange County Sheriff's Department led the way for participants in the Walk Against Drugs.

Among the County agencies and departments participating were the Office of Supervisor Pat Bates, the Orange County Sheriff-Coroner Department, OC Community Resources, OC Public Works, the Health Care Agency and OC Waste and Recycling. ■

United Way Civic Center Kick-Off Slideshow

UNITED WAY SLIDESHOW: [CLICK HERE](#)



The United Way Civic Center Kick-Off took place on a rainy day, but that didn't deter County employees from coming out to show their support for the fundraiser on October 5th.

Meet Your Mature Match!
Saturday, November 5th
10 am - 2 pm
 OC Animal Care • 561 The City Drive • Orange

Fall in love at our 3rd Annual Meet Your Mature Match event! If you're looking for an older companion to add to your family, then this is the event for you!

Reduced Adoption Fee with Mature Pet Adoption!
 *Pets three years or older.

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

Over 100,000 OC Residents Promise to Prepare



The ReadyOC disaster preparedness campaign has secured over 120,000 Promises to Prepare from Orange County residents since its 2010 launch, more than tripling the initial participation goal of 32,000. To take this pledge, visitors to www.ReadyOC.org are challenged to take at least one specific action toward preparing themselves for a disaster, such as building an emergency kit, making a family emergency plan, getting disaster training, or registering for the AlertOC mass notification system.

According to 2009 Citizen Corps National Survey findings, more than 82% of U.S. citizens are aware that emergency preparedness is important to handle disasters. Yet of these, most have made little, if any, actual preparations. ReadyOC is committed to helping educate and empower the community to better prepare for

the next disaster while also providing opportunities for folks to get involved in local readiness efforts.

The ReadyOC campaign is now striving to attain a Promise to Prepare from at least 1 in 20 people in living and/or working in Orange County, or about 5% of the region's total population. Disasters disrupt hundreds of thousands of lives every year, but being prepared can reduce the fear, anxiety and losses that accompany such events.

We know the next emergency is coming. We just don't know when or what kind it will be. Join the thousands who have already made their Promise to Prepare by visiting www.ReadyOC.org today. ■

Give the Gift of Hope with Holiday Donation & Volunteer Opportunities

*"For it is in giving that we receive."
~St. Francis of Assisi*

Operation Santa Claus and Senior Santa & Friends

The 2011 Operation Santa Claus and Senior Santa & Friends annual gift drive has started and will continue through Dec. 23.

The program continues to grow since its inception in 1962. Last year, over 41,000 gifts were distributed to needy children and teens, and more than 2,300 elderly and disabled adults received gifts through Senior Santa and Friends.

Look for the Angel Tags and collection boxes in your office building and at OC Public Libraries countywide. Donations can also be dropped off at the Operation Santa Claus Store located at 1505 E. Warner Ave., Santa Ana, 92705.

You Can Donate!

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

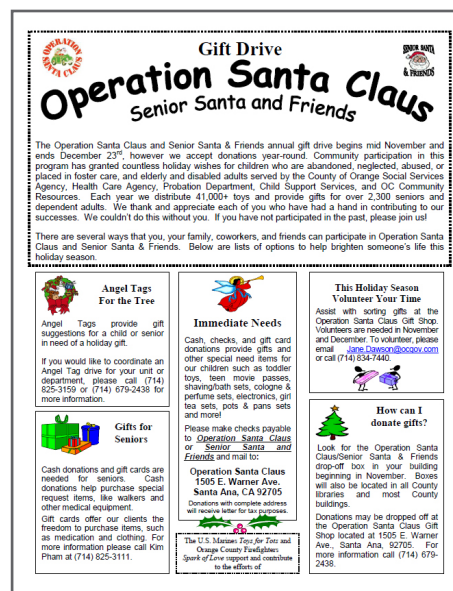
You Can Volunteer!

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

To learn more about how you can help brighten someone's life this holiday season, including opportunities to volunteer your time, view the Operation Santa Claus/Senior Santa and Friends [flyer online](#) or call (714) 679-2438.

Holiday Hope 2011: Food for Families

Holiday Hope is a Health Care Agency (HCA)



Gift Drive
Operation Santa Claus
Senior Santa and Friends

The Operation Santa Claus and Senior Santa & Friends annual gift drive begins mid November and ends December 23rd, however we accept donations year-round. Community participation in this program has granted countless holiday wishes for children who are abandoned, neglected, abused, or placed in foster care, and elderly and disabled adults served by the County of Orange Social Services Agency, Health Care Agency, Probation Department, Child Support Services, and OC Community Resources. Each year we distribute 41,000+ toys and provide gifts for over 2,300 seniors and dependent adults. We thank and appreciate each of you who have had a hand in contributing to our successes. We couldn't do this without you. If you have not participated in the past, please join us!

There are several ways that you, your family, coworkers, and friends can participate in Operation Santa Claus and Senior Santa & Friends. Below are lists of options to help brighten someone's life this holiday season.

<p>Angel Tags For the Tree</p> <p>Angel Tags provide gift suggestions for a child or senior in need of a holiday gift.</p> <p>If you would like to coordinate an Angel Tag drive for your unit or department, please call (714) 625-3155 or (714) 679-2438 for more information.</p>	<p>Immediate Needs</p> <p>Cash, checks, and gift card donations provide gifts and other special need items for our children such as toddler toys, teen movie passes, shampoo/bath sets, cologne & perfume sets, electronics, gift tea sets, pots & pans sets and more!</p> <p>Please make checks payable to Operation Santa Claus or Senior Santa and Friends and mail to: Operation Santa Claus 1505 E. Warner Ave. Santa Ana, CA 92705</p> <p>Donations with complete address will receive letter for tax purposes.</p>	<p>This Holiday Season Volunteer Your Time</p> <p>Assist with sorting gifts at the Operation Santa Claus Gift Shop. Volunteers are needed in November and December. To volunteer, please email Jane.Davison@ococounty.com or call (714) 834-4144.</p>
<p>Gifts for Seniors</p> <p>Cash donations and gift cards are needed for seniors. Cash donations help purchase special request items, like walkers and other medical equipment.</p> <p>Gift cards offer our clients the freedom to purchase items, such as medication and clothing. For more information please call Kim Pham at (714) 825-3111.</p>	<p>How can I donate gifts?</p> <p>Look for the Operation Santa Claus/Senior Santa & Friends drop-off box in your building beginning in November. Boxes will also be located in all County libraries and most County buildings.</p> <p>Donations may be dropped off at the Operation Santa Claus Gift Shop located at 1505 E. Warner Ave., Santa Ana, 92705. For more information call (714) 679-2438.</p>	<p>The U.S. Marine Toys for Tots and Orange County Foundation</p> <p>Spirit of Love support and contribute to the effort of</p>

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

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

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

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

Donations need to be received no later than December 22nd. ■

Dana Point Harbor Revitalization Reaches Milestone



Landside improvements are part of the plan for the Dana Point Harbor Revitalization, which has received an important certification from the California Coastal Commission.



Improvements are also planned for the harbor's boat slips and other waterside enhancements.

At an October 6 meeting at Huntington Beach City Hall, the California Coastal Commission voted unanimously to take the final step in the certification of the Local Coastal Program Amendment (LCPA) for the Revitalization of Dana Point Harbor. The Dana Point Harbor Revitalization can now move forward to the next phase of Coastal Development Permitting, which will include other opportunities for public involvement and public comment.

The LCPA replaces sections in the City of Dana Point Specific Plan relevant to Dana Point Harbor with a new Land Use Plan and Implementation Plan. Between the Coastal Commission, the City of Dana Point and the County of Orange, there have been 19 public hearings included in the count of over 150 public meetings held over a six-year period leading up to this approval.

OC Dana Point Harbor is now ready to move forward with refined design plans in preparation to process Coastal Development Permit (CDP) applications for consideration by the City of Dana Point Planning Commission. Currently, the agency is finalizing a contract for the Board of Supervisors consideration for the Architect and Engineering team to develop these applications. The first CDP applications will cover the construction of building improvements for the commercial core area, environmental upgrades, new infrastructure, increased public parking opportunities, enhanced dry boat storage and the launch ramp parking area. A separate CDP will be prepared in the future for consideration by the Coastal Commission for the reconstruction of slips and other waterside enhancements. Each of these CDP applications will be subject to the usual public process with additional outreach and public hearings to be scheduled.

Get the 411 on CEO/Volunteer & Intern Resources

1. The County of Orange has a rich tradition of volunteerism that taps into the time, talents, and energy of local residents. During FY 2009/10 alone, 40,991 volunteers contributed more than 686,500 hours of service within 13 agencies and departments. The value of their volunteer efforts can be seen throughout the community and is measured monetarily at an estimated \$19 million in avoided costs for County government.
2. Interns and law clerks work in partnership with County staff to expand and enhance services offered throughout the community. Over the past year, 16 County agencies and departments and several Board offices provided placement to 1,321 interns and law clerks who logged in 207,456 hours of service valued at \$4,497,646 in avoided costs for County government.
3. County of Orange internships offer students and recent graduates an opportunity to partner with one of the premier employers in the region as they explore career options and apply their academic skills and knowledge to the workplace.
4. Over the years, County volunteer programs have been recognized by the National Association of Counties with six Acts of Caring Awards and four Achievement Awards, by the Points of Light Foundation with three Daily Points of Light Awards, and by the California State Association of Counties with Challenge, Merit and Innovation Awards.

To learn more about CEO/Volunteer & Intern Resources, please visit <http://egov.ocgov.com/ocgov/Info%20OC/Departments%20%20Agencies/Volunteer%20%20Intern>.



Service Awards

For the Month of October

30 YEARS

David Perry
Auditor Controller

Lana Luu
Auditor Controller

Ruby Urban
District Attorney

Paul Odwald
District Attorney

Alonzo Whitney
Child Support Services

Kathryn Dolan
OC Community Resources

Carroll Baldwin
OC Community Resources

Sylvia Mann
OC Community Resources

Javid Mohsenzadeh
OC Public Works

Susan Sutter
OC Public Works

Robert Davis
OC Public Works

Joe Dorantes
OC Public Works

David Minnick
OC Waste & Recycling

Elizabeth Bunetta
Probation

Leslie White
Probation

Gilbert Garcia
Sheriff-Coroner

Maria Maynard
Sheriff-Coroner

Ruth Daniel
Social Services Agency

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25 YEARS

Joanne Bond

Auditor Controller

Mary Roblee

Child Support Services

Charles Terrebonne

Clerk-Recorder

Adrienne Sauro Heckman

County Counsel

Gregory Clarke

County Executive Office

Jorge Guidi

County Executive Office

Jamie Mashburn

District Attorney

Nancy Redler

Health Care Agency

Ana Christensen

OC Community Resources

Rogelio (Roy) Reyes

OC Community Resources

Leonard Campos

OC Community Resources

Nancy Foroughi

OC Public Works

Eva Allen

OC Public Works

John G. Harris

OC Public Works

Art Andrew

OC Public Works

Raymond Deavila

OC Waste & Recycling

Michael McFadden

Probation

Christopher Bieber

Probation

Lou Mandaro

Probation

Isabel Del Pozo

Public Administrator/Public
Guardian

Kurt Bourne

Sheriff-Coroner

Bradley Carrington

Sheriff-Coroner

Heidi Flynn

Sheriff-Coroner

Reyner Guerrero

Sheriff-Coroner

Eric King

Sheriff-Coroner

William McGovern

Sheriff-Coroner

Daniel Walsh

Sheriff-Coroner

Gregory Warner

Sheriff-Coroner

John Whitman

Sheriff-Coroner

Douglass Doyle

Sheriff-Coroner

Mark Levy

Sheriff-Coroner

Thomas Slayton

Sheriff-Coroner

Kimberly Peard

Social Services Agency

Jean Noud

Social Services Agency

Betty Torres

Social Services Agency

20 YEARS

Maggie Vong

Child Support Services

Delia Aponte

Health Care Agency

Huberto Mayo

Health Care Agency

Maria Navarette

Health Care Agency

Steven Sharp

Health Care Agency

Yan (Jenny) Qian

Health Care Agency

Patricia Stancato

Health Care Agency

Joseph Guzman

Health Care Agency

Aida Sanchez

John Wayne Airport

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20 YEARS CONTINUED

Sherry Toth
OC Community Resources

Ernest Seidel
OC Community Resources

Gina Drury
OC Community Resources

Mark Devroede
OC Public Works

Alan Yuki
OC Waste & Recycling

Steven Baden
Sheriff-Coroner

Matthew Mc Daniel
Sheriff-Coroner

Teresa Roach
Sheriff-Coroner

Lisa Von Nordheim
Sheriff-Coroner

Curtis Heye
Sheriff-Coroner

Ruth Haile
Social Services Agency

Hanaa Hanna
Social Services Agency

Garrett Mashburn
Social Services Agency

Hue Pham
Social Services Agency

Cynthia Saxon
Social Services Agency

COUNTY OF ORANGE

MISSION STATEMENT

“Making Orange County a safe, healthy, and fulfilling place to live, work, and play, today and for generations to come, by providing outstanding, cost-effective regional public services.”

Click [here](#) to read the full mission and values statement.

CONTACT US

COUNTY CONNECTION is distributed monthly by the County Executive Officer Thomas G. Mauk. The newsletter is published by CEO Community/Media Relations. Call 714.834.6203 or e-mail ask.the.ceo@ocgov.com with any suggestions and comments.

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