

Record-Setting Ballots Cast for Presidential Election

It appears that once the Registrar of Voters completes the certification process for the Nov. 4th Presidential General Election, a record-breaking 1.2 million registered Orange County voters will have cast a ballot. This

of 2004. Nearly 500,000 of the vote-by-mail ballots were completed and returned.

Approximately 10,000 volunteers were recruited and trained to staff 1,181 polling places, including 730 County employees. Another new record was set as 2,700 local high school students volunteered – an increase of 1,300 students from 2004.

“This election was a success in great part by the participation by the County family,” said Registrar of Voters Neal Kelley. “Assistance from the Board of Supervisors, County Executive Office, Sheriff’s Department, OC Public Works, Publishing Services and the Data Center were integral to the 2008 election achievements.”

The Presidential Election is expected to be certified no later than Dec. 2nd.



Registrar of Voters employees Diane Prado (left), Carmen Zepeda (center) and Brent Adams (right) scan the boxes that contain those votes cast electronically.

election is only one of three successfully conducted by the department this year.

More than 100,000 new registrations were processed prior to Nov. 4th, bringing the total number of registered voters to an all-time high of 1,607,989. Orange County currently has the fifth largest number of registered voters of the approximately 3,000 jurisdictions in the United States.

The Registrar mailed 655,000 vote-by-mail ballots for the Nov. election, about 150,000 more than the Presidential General Election



Registrar of Voters employee Jessica Castaneda sorts vote-by-mail ballots that were dropped off at Orange County polling places.

Employee Name Redactions for Public Records Act Requests

Background

As many employees are aware, a 2007 California Supreme Court decision determined that the names and compensation of public employees generally are considered public information under the California Public Records Act (CPRA). Since this decision, the County has received, and will continue to receive, many CPRA requests seeking names of County employees. The requests are often in connection with other public data such as salary information or expense reimbursements.

County Employee Name Redaction Process

To protect the privacy of employees with personal safety issues if their employer or work location is identified, a process has been developed to request a name be redacted from public records act requests.

Employees desiring redaction of their name who are not currently on the redaction list must submit a form available at <http://intra2k3.ocgov.com/hr/hrportal/> under the "General Resources" section. The form is also available on the County Intranet under Employee Resources.

Employees previously notified that their specific situation qualified for redaction *must submit a new request by December 1st each year* with current information. Failure to submit a complete redaction request in a timely manner (or by December 1st, in the case of an employee already approved for redaction) will result in the employee's name being released in CPRA requests.

Completed forms should be submitted to the County of Orange Human Resources Department via e-mail at CountyHuman.ResourcesDepartment@ocgov.com or fax to (714) 834-5523.

Requests for redaction may be submitted at any time during the employee's County service. These requests will be reviewed by a panel on a quarterly basis or upon receipt of a valid CPRA request, and an individual decision will be made whether to grant the request. Employees will be notified of the determination.

If a request is granted, the County will redact the employee's name from records it produces under the CPRA during the calendar year in which the request is granted. A plaintiff, however, may seek a court order to compel the release of records from the County. The County will disclose this information only if ordered by a court to do so. In this circumstance, employees will be notified prior to disclosure.

If no request for redaction is made, or if a request is not granted, the employee's name will be included in CPRA responsive employee records during the applicable calendar year to the media or public. Depending on the information sought in the CPRA, these records may also disclose work locations, employing County department, salary and other information deemed to be public.

Examples of facts that would justify employee name redaction

- You are currently an approved participant in the California Secretary of State's Safe At Home program, which is designed to protect the identities of victims of domestic violence, stalking, and sexual assault.
- You were a victim of domestic violence or another violent crime and have changed your residence and employment to conceal your location. The perpetrator does not know your residence or employer.
- You have a Restraining Order (Temporary or Permanent) in effect and the person named in the Restraining Order is not aware of the name of your employer.

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- You work as an undercover officer and conceal your identity during the course of your investigations.
- You have sought or have been granted political asylum.

Examples of facts that would not justify employee name redaction

- You don't want financial information about yourself publicized.
- You perform a job that entails risk to your physical safety (e.g. a peace officer) but do not have a particular group or individual that you believe is physically threatening to you.
- You believe your right to privacy is more important than the public's right to know this information.
- You want to avoid alerting creditors to your whereabouts.
- You consider the location where you work or the population that you serve to be dangerous.

If you feel that your safety would be at risk should the name of your employer or your work location be released to the media or public, complete the form at <http://intra2k3.ocgov.com/hr/hrportal/> under the **"General Resources"** section. Provide as much detail as possible and *include any available documents to support your claim* to ensure the panel can fully consider your request. Failure to provide complete information or available supporting documentation may affect the decision regarding your request.

As always, the County holds the protection of its employees and families as a high priority while also complying with the law.

Social Services Agency Offers Adoption Overview Sessions

The Social Services Agency (SSA) invites employees and all community members to attend a question-and-answer session Friday, Nov. 21 from 6:30 – 8 p.m. Community members will hear about the many Orange County children in need of loving homes and learn details about the adoption process.

Children and teens come to the attention of SSA staff due to abuse, neglect or abandonment. Though their situations are different, they all share the need for a safe, permanent home and a caring family.

The Nov. 21 adoption overview session will be held at the Anaheim Community Center located at 250 E. Center St., Anaheim 92805. Additional meetings are scheduled for Jan. 16, Mar. 20 and May 15, 2009.

To register, or for additional information, please contact Patrick Hammond at (714) 704-8946 or Patrick.Hammond@ssa.ocgov.com.



Approximately 362 adoptions were finalized in Orange County last year.

Human Resources Department Implements Training Partner Learning Management System

A Message from the Human Resources Director Carl Crown

As part of our ongoing efforts to enhance our work environment and provide our employees with more effective tools, we are pleased to announce that effective **Monday, Nov. 17th**, HRD will be launching Training Partner Countywide. Training Partner is the new Learning Management System that will be replacing our current Online Training Registration System (OLTR).

The OLTR however, will still be available through the end of 2008 so that employees can continue to enroll in classes that are currently offered through this system as of today.

The new Training Partner system streamlines training registration, scheduling, and reporting with user-friendly point-and-click menus. Some of the superior features are:

- Online transcripts (a list of all classes you have attended)
- Supervisor ability to review all training records for their employees
- Supervisor ability to enroll their employees in classes
- Previously taken work-related training may be added to the employee's transcript information

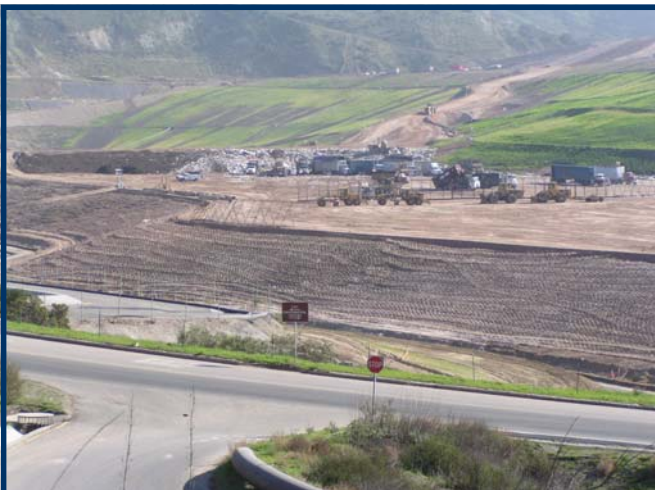
(including work-related courses taken at colleges, universities, seminars, conferences, e-learning, etc.)

- Access to the most current employee information through weekly updates of the County's Human Resources Countywide Accounting and Personnel System
- Automated enrollment confirmation and cancellation e-mails, sent to both the student and supervisor
- Online report availability for Supervisors and Instructors
- Access to Training Partner online from anywhere, anytime
- Instructor online attendance processing

Look for an e-mail next week from your department's/agency's HR managers. This e-mail will include details on how to access both Training Partner and the OLTR. A list of remaining classes offered through the OLTR will also be provided. For all other classes, employees will use the new Training Partner web site for enrollment.

Thank you in advance for making this a successful and smooth transition to a more comprehensive Learning Management System.

Carbon Footprint Project Accepted for Presentation at National Symposia



OC Waste & Recycling is embarking on a project to reduce green house gases produced at landfills.

The Carbon Footprint Project, undertaken by OC Waste & Recycling Environmental Services manager Kevin Kondru, has been accepted for presentation at three Solid Waste Association of North America symposia next year. In addition, the project report is scheduled for publication in the May/June issue of *MSW Management* magazine.

A carbon footprint is a measure of the impact that human activities have on the environment in terms of the amount of greenhouse gases produced, measured in units of carbon dioxide equivalent.

The Carbon Footprint Project will help OC Waste & Re-

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cycling determine its own carbon footprint and the findings will be used to lower the department's carbon dioxide emissions.

"Because landfills are considered a major source of greenhouse gases in California, the department considers it important to take a leading role in the quantification of greenhouse gases so that we can contribute to their reduction," said Kondru.

OC Waste & Recycling operates three large municipal landfills and several closed municipal landfills as well as four household waste collection centers. Its research will take into account emissions from the landfill gas flares, energy recovery facilities, landfill surface emissions, fossil fuel usage, construction activities, employee commutes, business travel and the electrical consumption at these facilities.

"OC Waste & Recycling is pleased to be a leader on environmental issues related to our landfill operations. Reducing greenhouse gases can't be done without quantifying their effect on the environment. What Kevin Kondru has accomplished for our department is a significant step in the right direction toward reducing our carbon footprint," said Jan Goss, Director of OC Waste & Recycling.

To learn more, please contact Julie Chay at julie.chay@iwmd.ocgov.com.

Employee Phone Directory Available on the Intranet

Phone numbers for all County agencies/departments and employees are just a few key-strokes away by visiting the online telephone directory. The entire County phone book is available on the Intranet, including the agency/department information (yellow section of phone book).

To access the online directory, visit the County's Intranet and click on the "Telephone Directory" button in the top right corner.

All sections of the hard copy edition of the phone book may be retrieved at the top of the page. Links to these sections are below. All information is updated once a month.

- **General Instructions** (Blue Section)
- **Agency Information** (Yellow Section)
- **Employee Information** (White Section)
- **Internal County Mail System and Facsimile Information** (Green Section)

To look up the phone number for a specific County employee, scroll down the page to enter

the employee's name and click the search button. If several entries are found, use the department name to narrow the search results.

The online directory may also be accessed through the following link:

Portal.ocgov.com/portal/default.aspx?tabid=147
or from the Telephone Services web site.

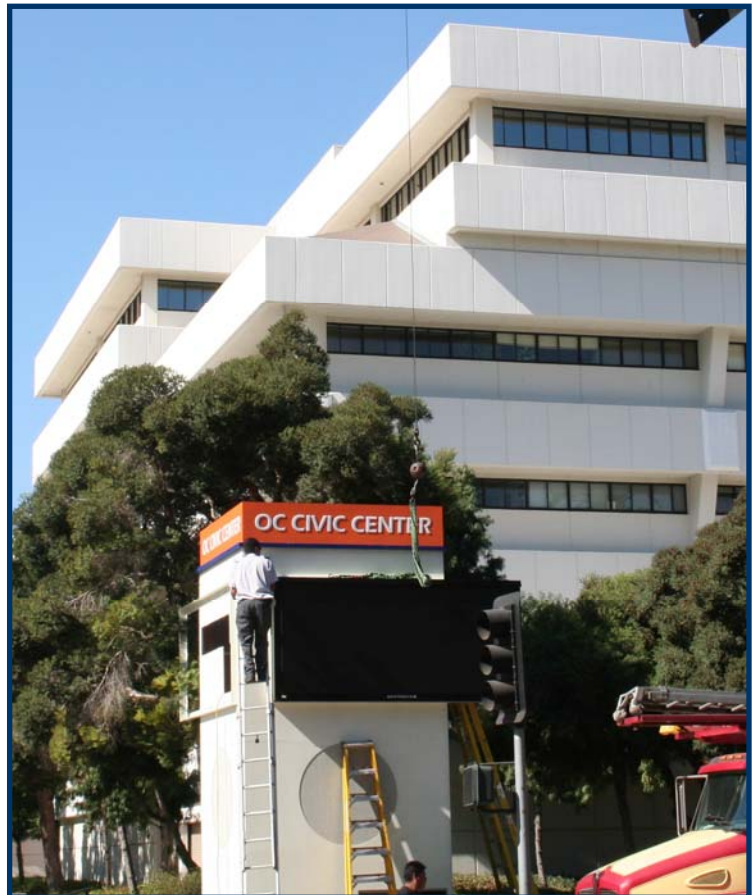
The screenshot shows the OCGOV.COM website. At the top, there's a header with the OCGOV.COM logo and navigation links like Home, Documents, Security, Audio/Video, FAQ, and Services. Below the header, there's a section titled 'Telephone Services Home' with a 'Telephone Directory' link. The main content area is titled 'Access Telephone Directory Information' and contains several sections: 'General Instructions (Blue Section)', 'Agency Information (Yellow Section)', 'Employee Information (White Section)', and 'Internal County Mail System and Facsimile Information (Green Section)'. Below these, there are links for 'Online Change Form', 'DMS Agency Primary Contact List', and 'Telephone Directory Lookup'. The 'Telephone Directory Lookup' section has a search form with fields for Last Name, First Name, Middle Initial, Phone Number, and Agency Name, and a 'Search' button.

Electronic Reader Boards Promote County Services in Civic Center

Drivers and pedestrians in the downtown OC Civic Center area will soon read important information about County services, programs and events on two colorful electronic reader boards. The electronic reader boards were installed this month as part of an ongoing signage improvement project for the Civic Center area.

One electronic reader board is located on the corner of Santa Ana Boulevard and Broadway, adjacent to the Hall of Administration. The other sign borders the Old County Courthouse on the corner of Civic Center Drive and Broadway.

For applications to submit messages for County sponsored services or programs on the electronic reader boards, contact CEO Community/Media Relations at (714) 834-6203 or e-mail Brooke.DeBaca@ocgov.com and Jessica.Jakary@ocgov.com.



An electronic reader board is installed on the corner of Broadway and Santa Ana Blvd. that will soon promote County services and events to the community.

Fraud Hot-Line

2017 Whistleblower Hotline

24/7 Fraud Hot-Line

"Because Our Vigilance Never Sleeps!"

The Board of Supervisors Internal Audit Department
2005 Recipient of the Institute of Internal Auditor's Award for
Recognition of Commitment to Professional Excellence, Quality and Outreach

☎ Call us 714.834.3608 and remain anonymous.

🕒 Call anytime, anyplace, day or night.

📄 Report to us about questionable behavior, waste, and abuse involving County vendors, employees, and processes.

➤ **Hot-Line Website Information:** <http://www.ocgov.com/audit/fraud.asp>

➤ **Hot-Line Phone Number:** 714.834.3608

➤ **Online Submission:** <http://www.ocgov.com/audit/hotline.asp>

➤ **Address to send documentation:**
Fraud Documentation
12 Civic Center Plaza, Room 232
Santa Ana, CA 92701

Other Hotline Numbers:

Child Abuse
714.940.1000

Consumer Fraud
714.648.3600

County Safety Hazards
714.834.2817

County Worker's Compensation Fraud
714.834.2817

Welfare Fraud
714.664.3900

Medi-Cal Fraud
800.822.6222

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

The Orange County Fraud Hotline is intended for the use by County employees, the general public, or vendors reporting suspected waste, fraud, or abuse of County property or misuse of County resources by vendors, contractors or County employees. County employees wishing to report allegations are protected under the New Whistleblower Law (California Code Title 18.2, and 18.9). The California State Attorney General's Whistleblower Hotline number is 1-800-955-3829.

Internal Audit Fraud Hotline

If you suspect fraud, waste or abuse of County resources, contact the OC Internal Audit Department Fraud Hotline at (714) 834-3608 or visit www.ocgov.com/audit. Messages are accepted any day or time and can be made anonymously. In addition, employees are provided protection under the California Whistleblower Law.

Pet Owners Receive Improved Invoices

OC Animal Care partnered with the Treasurer-Tax Collector's Office (TTC) and CEO/IT to solve a complex problem. In past years, OC Animal Care's method of processing customer payments and notifying pet owners of license renewals became both inefficient and time-consuming.

Two issues were identified, one of which was the use of an outside lockbox vendor for payment collection and processing. With approximately 120,000 payments per year, this led to insurmountable amounts of paperwork from the vendor which slowed processing time for OC Animal Care staff.

The second problem was the look of the approximately 360,000 notices sent out each year. Many pet owners receiving their invoices were unable to read them clearly, and as a result, several tossed the invoices away with their junk mail.

In an effort to fix these drawbacks, OC Animal Care sought the combined efforts of various County departments, including

the TTC, as well as IT staff from the County Executive Office and Health Care Agency (HCA).

OC Animal Care and TTC worked together to design a new program that would meet the needs of Animal Care while staying within the parameters of TTC's equipment and staffing capabilities. In addition to several other necessary steps, HCA/IT staff worked jointly with OC Animal Care to upgrade the existing pet management software. With their collective efforts Animal Care is now able to effortlessly access necessary information to research payment and correspondence with pet owners.

The newly designed invoices are easier for OC Animal Care customers to understand, which has significantly cut down the amount of calls received from these pet owners. In addition, the mailing of duplicate notices has decreased by 13% and the number of pet license certificates mailed out has successfully increased by 15%.

"The year-long partnership with the Treasurer-Tax Collector's Office, CEO/IT, and OC Animal Care has been a success" said Jennifer Phillips, Director of OC Animal Care. "We have seen vast improvements in the quality and professionalism of our dog licensing notification system and in the increased responses from our citizens."

OC Animal Care has found it easier to track the cost of notices, which is now an entirely electronic operation, resulting in improved overall customer satisfaction.



Get The 411 On OC

Clerk-Recorder

- The Clerk-Recorder is set to open a North Orange County branch office in downtown Fullerton, making department services more accessible and saving gas for North County residents.
- The department's OC Archives division now features historical photographs on its web site. Visit www.ocarchives.com to view staff's recent historical presentation to the Board of Supervisors titled "Madame Modjeska: Orange County's First Celebrity."
- Leading the way for paperless transactions statewide, the Clerk-Recorder is bringing together neighboring Southern California counties to join Orange County in recording real estate-related documents electronically.
- The number eight, which features never-ending loops that symbolize eternity, is considered the luckiest number in Chinese culture. Aug. 8, 2008 (8/8/08) drew the largest volume of couples wanting marriage licenses in department history. More than 230 licenses were issued in just one day.

To get more of the 411, visit: <http://www.ocrecorder.com/>



40 Years

Laurie Kluge
Social Services Agency

Robert Acker
OC Public Works

35 Years

Jean Myers
Sheriff-Coroner

Steven Brodtkin
Social Services Agency

Timothy Neely
OC Public Works

30 Years

Caryn Gallegos
District Attorney

Sara Perez
Health Care Agency

Ricky Allen
OC Community Resources

Marvin Martin
OC Community Resources

25 Years

Debbi Bennett
Health Care Agency

David Scarpa
Sheriff-Coroner

Lydia Kavanaugh
Sheriff-Coroner

Brooks Talley
Public Defender

Jacque Berndt
Sheriff-Coroner

Magdalena Casis
Social Services Agency

Maria Ortiz
Social Services Agency

Minh Hong
Social Services Agency

David Ferris
Social Services Agency

George Zaun
OC Public Works

Daniel Eckel
OC Public Works

Christopher Kubasek
OC Public Works

Bonnie Katz
Probation

Ray Claxton
Sheriff-Coroner

20 Years

Mary Manson
Auditor-Controller

Sterling Hawkins
Probation

Barbara Matillo
Sheriff-Coroner

Michelle Zink
County Executive Office

Erik Wadsworth
Probation

Jose Moreno
Social Services Agency

Pam Mc Lellan
Child Support Services

Derek Yopp
Probation

Melissa Gonzales
Social Services Agency

Terri Middlesworth
Health Care Agency

Diane Mata
Probation

JoAnn Fox
Social Services Agency

Diana Martinez
Health Care Agency

Rose Solorio
Clerk-Recorder

Heather Doan
Social Services Agency

Oyewole Akinyemi
Health Care Agency

Jerry Manson
Sheriff-Coroner

Maria Michel
Social Services Agency

Donna Hanson
Health Care Agency

Cheryl Oldham
Sheriff-Coroner

Paul Davis
OC Waste & Recycling

Cecile-Thu Truong
Health Care Agency

Linda Raatz
Sheriff-Coroner

Carol Zeissner
OC Public Works

Jeffrey Seper
Sheriff-Coroner

Thomas Venaglia
Sheriff-Coroner

Scott Thomas
OC Community Resources

Sharon Hoffman
Probation

Selina Chan-Wychgel
Sheriff-Coroner

Gerard Bergeron
Probation

Judi Hall
Probation

La Tanya Carter
Probation

County Connection

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