

CEO's Message



Making Progress

On August 27, I was honored by the Board of Supervisors to be appointed to serve as Interim County Executive Officer. While this is a time of transition for the County, it is far from the time to stand still. In a message to County employees last month, I communicated four immediate priorities needing CEO attention including changing the environment at OC Public Works, dealing with critical real estate issues, moving forward the County's negotiations with labor unions and defending the County's position in a lawsuit filed by the State of California over Vehicle License Fees.

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A Homecoming for County's New HR Director

For Steve Danley, his appointment to the position of Human Resources (HR) Director for the County of Orange brought back many memories from a 30-year County career that started in the department he now leads.



Steve started his service with the County in June 1982 as a paid Human Resources management intern (Staff Aid II) while he was attending UC Irvine to attain his Masters' degree in Public & Business Administration. Working two jobs that summer, he had to quit one of the jobs before classes resumed and chose to stay on with the County even though his part-time position with United Parcel Service paid nearly three times more than what he made with the County (\$12/hour vs. \$4.50/hour). As a result, he had to take out a student loan to finish out his master's degree in exchange for having management skills to place on his resume. That decision placed him on a course that would eventually lead back to Human Resources and the challenges he faces today.

Steve's career with the County has included a variety of management/executive positions in several departments we now know as the County Executive Office, OC Waste & Recycling and OC Public Works. In addition, several of his assignments required that he work in and with a number of other organizations such as the Office of the District Attorney and the former Housing & Community Development Department. Steve's former County assignments as a Management Auditor and as the Manager of Organizational Assessment/Development, both

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These priorities have now been joined by other issues critical to our success. These include the Information Technology sourcing initiative, which we hope to complete by the end of the year, the centralization of Human Resources, and determining the impact of pension reform legislation on the County.

As we press forward, I am reminded of the good work that County employees do every day. A recent item on the California County News website reminded readers that the County of Orange received 15 Achievement Awards from the National Association of Counties in 2012. While we are a leader in creating and implementing innovative programs, I know that is the employees of the County of Orange who make these programs work on a day-to-day basis. Many thanks for all that you do and for the support you have expressed as we make progress in addressing many new challenges.

Bob Franz
Interim County Executive Officer

(A Homecoming for County's New HR Director *Continued from page 1)*

in the CEO's Office, helped to pave the way for his previous leadership assignment as the Performance Audit Director, a position created by the Board of Supervisors in January 2008. In that role, his office conducted a performance audit of the Human Resources Department (HRD) in 2011. Commenting on his recent transition as HR Director, Danley stated that, "I am in a unique position to ensure that the audit findings and recommendations that I was a part of making and that were approved by the Board of Supervisors are implemented." This includes the proposed recentralization of Countywide HR services back to the Human Resources Department. "Through recentralization, we will be able to ensure consistency in human resources practices, have direct oversight of the County's HR function, place the right employees in the right positions, and make sure employees are adequately trained."

Immediately after his appointment as HR Director, Steve sent a memo to HRD staff announcing that the department would go "Back to Basics." By detailing expectations and establishing core values, he has begun the process of changing the culture within HRD. That commitment, however, also extends to the County's workforce. "Leadership must demonstrate to employees by our actions that we care about maintaining a productive and respectful work environment and that we are committed to making sure that past errors will be corrected." As tangible demonstrations of that commitment, HRD is in the process of making EEO training available to all County employees. In addition, Steve, County Counsel Nick Chrisos and Internal Audit Director Peter Hughes have formed a Compliance Oversight Committee to achieve a number of objectives. These include ensuring that all EEO and Fraud/Waste/Abuse claims are properly reviewed and coordinated; that appropriate disciplinary action is taken when warranted; that a thorough and impartial investigation is completed; that complaints are reviewed from a number of perspectives (e.g., legal, operational, financial), and; that with three committee members, a system of checks and balances is established. As part of this process, the County has implemented a policy that when complaints are raised concerning elected officials or department heads, those investigations will be handled by outside legal counsel.

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To act as a catalyst for the transformation of HRD, Danley, with the assistance of HRD staff, has established a new Strategic Foundation (i.e., new Vision, Mission, Goals) for the department. Part of this will be an emphasis on standards and training to ensure that all HR employees are familiar with every aspect of HR management, including areas outside of their specific areas of responsibility (e.g., recruitment, classification, compensation, employee relations, labor negotiations, employee benefits). Danley is quick to point out that this effort will not be creating “new” standards, just returning to those that are already in place. “I am very pleased that when staff has been asked to perform to a higher standard, they have risen to the occasion. That is a positive sign that we are moving in the right direction. When we are finished with the total transition and reestablish accountability into the process, I believe the employees will be proud of what they have accomplished and the County will be better for it.”

As a younger manager in his early twenties, Danley said he used to wonder what it would be like to be a County executive such as the HR Director. Now he has that opportunity and is working to establish a philosophy that will ensure that “the right employees, with the right skill sets, are in the right positions, to most effectively and efficiently provide services.” In the concluding statement from his “Back to Basics” memo, Danley describes the task at hand, one that he emphasized will be achieved as a team. “We will work hard, we will accomplish much, and we will do so with a sense of pride in our work.” ■

Recording Volumes Increase as Housing Market Warms

The volume of real estate documents recorded in Orange County rose for the fiscal year (FY) ending June 30, 2012, marking the third year in a row that recording has edged ahead of the previous year and a sign of renewed confidence and activity in the local housing market.

Document recordings from July 1, 2011, through June 30, 2012 totaled 741,935 – a 2% jump from the 725,323 documents recorded for the previous FY. “Though our numbers are slowly creeping back up, they’re definitely headed in the right direction,” said Orange County Clerk-Recorder Tom Daly. “We’re hopeful the trend will continue.”



According to the Clerk-Recorder, real estate transaction recordings in Orange County have jumped 18% since a nationwide collapse of the housing market that caused document recordings to plunge starting in Fiscal Year 2008-09. Home prices rose nationally for the fifth month in a row in June of this year, suggesting the economy continues to seek stability. “The housing market has been a relative bright spot in the economy this year, although it remains hobbled by tight mortgage availability and ongoing foreclosures,” said Clerk-Recorder Daly. “Meanwhile, homebuilding is at its highest level in nearly four years.” ■

United Way Leadership Breakfast Announcement



Public Administrator Staffer Selected As a Hero with Heart

Robert Mull, a Deputy Public Administrator, will be honored as a Hero with Heart at an upcoming Gala Dinner benefitting the Orange County Trauma Intervention Program (TIP). The Heroes with Heart event, to be held October 26 at the Hilton Hotel in Costa Mesa, will recognize individuals who “went beyond the call of duty to provide compassionate support to citizens in crisis.”

In his role as an investigating Deputy Public Administrator, Robert is often called upon by the Orange County Coroner to work with family members who have tragically lost a loved one. Patience, compassion and empathy are personal traits that Robert demonstrates when interfacing with families as he provides information on funeral arrangements and the process of securing and safeguarding personal effects. Robert was nominated for the honor by another employee of the Office of the Public Administrator in recognition of his service to the County and the community.



As part of his duties, Robert is also responsible for investigating cases if there is a need for an executor/administrator to handle the affairs of a decedent resident of Orange County. When there are no family members available to make final arrangements, the Public Administrator will process the application for indigent burials.

The Orange County TIP program provides specially trained volunteers who respond to locations throughout the County in order to offer emotional aid and practical support to the victims of traumatic events and their families in the first few hours following a tragedy. ■

September is National Preparedness Month

September is National Preparedness Month, which was founded after 9/11 to increase preparedness in the U.S. It is a time to prepare yourself, your family and your loved ones for any emergency.

Police, fire and rescue may not always be able to reach you quickly during a disaster, especially if trees and power lines are down or if first responders are simply overwhelmed by demand. The most important step you can take is being able to look after yourself and those in your care. The more people who are prepared for a disaster, the quicker the community will recover afterwards.

Emergencies can happen unexpectedly in communities just like ours, to people just like us. Wildfires, flash floods, earthquakes, tsunamis, water main breaks and power outages occur throughout the country and affect millions of people for days at a time.

This September, prepare and plan for any event that may cause you to go for three days without electricity, water service, access to a supermarket or other local services. 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.

2. Make a Plan: Discuss, agree on, and document an emergency plan with those in your care. For sample plans, see www.ReadyOC.org. Work with your neighbors, colleagues and others to build a community network of resilience.

3. Be Informed: Information is available from federal, state and local resources to assist you. You can find preparedness information by:

- Signing up for emergency alerts and notifications at www.AlertOC.com
- Accessing www.ReadyOC.org to learn what to do before, during, and after an emergency
- Contacting your local fire station or law enforcement department to ask for a tour and information about preparedness ■

Become a Trained Disaster Service Worker

As seasonal conditions like heat and wind combine, hazards such as wildfires and power outages are more likely to occur. You can become a trained disaster service worker to respond to the County's Emergency Operations Center during such an emergency.

The County family is one of our biggest resources during a disaster. It's during times of duress when the County's ever-ready, trained Disaster Service Workers are needed most. When an emergency arises – such as a flood, fire or earthquake – the impact on the community can be devastating. It takes a team of dedicated professionals functioning together to lessen the effects of the disaster and to help rebuild the area.

Training opportunities are available to acquaint employees with the County's Emergency Operations Center, the State-mandated Standardized Emergency Management System, as well as each employee's specific role during emergencies and exercises.

A description of the courses and the current training schedule are now available on the Training Partner web site at <http://trainingpartner.ocgov.com>. In the Course Catalog section, the courses are listed under Countywide Training – Sheriff/Coroner. Please call the Sheriff's Emergency Management Bureau at (714) 628-7054 with any questions. ■

Internal Audit Fraud Hotline

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



**Orange County's Internal Audit
Fraud Hotline**
24/7 Whistleblower Hotline

24/7 Fraud Hotline

"Because Our Vigilance Never Sleeps!"

The Board of Supervisors Independent 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 questionable behavior, waste, and abuse involving County vendors, employees, and processes.

Other Hotline Numbers:

Child Abuse

→ **Hotline Website Information:** <http://www.ocgov.com/audit>

→ **Hotline Phone Number:** 714.834.3608

→ **Online Submission:** <http://www.ocgov.com/audit>

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

HCA Confirms First Human West Nile Virus Infection of 2012



An Anaheim man in his twenties has tested positive for West Nile Virus (WNV) infection, the first human case confirmed by the Health Care Agency this year. The infection was identified through routine safety screening tests performed when he donated blood.

"Although West Nile Virus activity in Orange County has been quite low over the last few years, it is important to recognize that West Nile Virus is endemic in Orange County, recurring every year during the summer months and continuing into the fall," said Dr. Eric G. Handler, County Health Officer. "The best way to avoid West Nile Virus infection is to take precautionary measures to avoid mosquito bites."

Recommended WNV precautions include:

- Emptying all standing water on your property to reduce areas in which mosquitoes may breed, including flower pots and pet bowls
- Making sure your window and door screens are in good condition
- Using insect repellent containing DEET, picaridin, oil of lemon or eucalyptus, or products containing IR3535, always following label directions
- Limiting outdoor activity at dawn and dusk, when mosquitoes are most active
- Wearing long-sleeved shirts and long pants when outdoors

Most people who become infected with WNV do not experience symptoms or become seriously ill. About 20% of those infected with WNV will experience symptoms of West Nile fever, which may include fever, headache, body aches, nausea, tiredness, and sometimes swollen lymph glands or a skin rash. Anyone who develops the

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more serious symptoms of West Nile Neuroinvasive Disease, such as severe headaches, neck stiffness, confusion, muscle weakness, or vision loss should seek medical care immediately. People over 50 years of age and those with certain medical conditions are at increased risk of serious complications from WNV infection.

Information on mosquito control is available on the Orange County Vector Control District's website at www.ocvcd.org. Other websites with helpful information about West Nile Virus include:

- Centers for Disease Control and Prevention: www.cdc.gov
- State of California: www.westnile.ca.gov
- Orange County Health Care Agency: www.ochealthinfo.com/epi/wnv/ ■

Laguna Niguel Library Celebrates Grand Re-Opening

Originally called the Crown Valley Branch Library when it first opened its doors to the public in December of 1987, the Laguna Niguel Library celebrated its grand re-opening on August 19, 2012.

The year-long renovation included an expansion of nearly 4,000 square feet – construction that has increased the library's size by 40%. Additional improvements include a new book store for the Laguna Niguel Friends of the Library, quiet study room, college/career center, restrooms, four self-checkout computers, one-stop desk for information and circulation services, sliding door entryway, and community room with a divider that provides space for multiple events to be held simultaneously. The project cost about \$4.9 million and was funded by the City of Laguna Niguel, the County of Orange and the Friends of the Laguna Niguel Library.

Today the library features nearly 67,000 items for checkout (including books, audiobooks, DVDs and periodicals), free Wi-Fi, classes for computer basics, story times for children, homework help for teens and much more.



(From left to right: Councilman Gary Capata, Mayor Pro Tem Joe Brown, Supervisor Patricia Bates, City Manager Tim Casey, Dana Point Mayor Lara Anderson, Councilman Robert Ming, and County Librarian Helen Fried)

"We are extremely proud of this partnership because not only the community of Laguna Niguel benefits, but also all of Orange County," said Helen Fried, County Librarian.

To learn more about the Laguna Niguel Library, please visit <http://egov.ocgov.com/ocgov/OCPublicLibraries/LibraryLocator/LagunaNiguel> ■

Get Ready to ShakeOut 10/18 at 10:18 a.m.

At 10:18 a.m. on Thursday, October 18th, County employees will join an estimated 6.6 million residents statewide who will drop, cover and hold on during the Great California ShakeOut earthquake drill.

The drill centers on the [ShakeOut Earthquake Scenario](#), a realistic portrayal of what could happen in a major earthquake on the southern end of the San Andreas Fault. Created by more than 300 experts led by Dr. Lucy Jones of the U.S. Geological Survey, the scenario outlines a hypothetical 7.8 magnitude earthquake originating near the Salton Sea, which would have the potential to cause major devastation to the entire region.

The Great ShakeOut has been designed to inspire participants to get ready for big earthquakes and to prevent disasters from becoming catastrophes. Outside of the workplace, individuals can make the most of the exercise by taking the opportunity to prepare their homes and families for emergencies.

For more information, please visit www.ShakeOut.org.



County Workers Needed to Staff Polling Places

Political campaigns are in full swing for the November election, but the Orange County Registrar of Voters Department is conducting its own campaign to recruit workers for the hundreds of polling places countywide.

Orange County employees who volunteer to serve on Election Day will receive training on polling place operations and the County's voting equipment. Before you sign up, please be sure you can commit to working a shift between 6 a.m. to 9 p.m. on Election Day and

that you meet the basic volunteer qualifications. While all efforts are made to place volunteers as close to home as possible, it is not a guarantee. Bilingual Chinese, Korean, Spanish and Vietnamese speaking employees are especially needed to meet the requirements of the federal Voting Rights Act.

In addition to your normal day's (8 hours) pay, you will receive a stipend of \$20 to complete required training and a stipend of \$75 to serve as a Clerk. Slightly higher stipends are provided

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to those who serve as Inspectors, Coordinators or A-Team members. Duties of poll workers include setting up and administering designated polling places with the assistance of your fellow poll workers, directing voters to sign in and verifying their signature, assisting voters in the operation of the electronic voting booths or paper ballot voting and answering voters' procedural questions.

County employees interested in volunteering for the November election should sign up using the volunteer application form found at <http://www.ocvote.com/volunteer/volunteer-to-serve/>. The application will automatically be forwarded to your Supervisor for review. If approved, you will be contacted by staff from the Registrar of Voters office to discuss your assignment for Election Day. ■

Get the 411 on Child Support Services

- Child Support Services (CSS) serves over 70,000 families by offering services to establish child support orders, modify existing orders, establish legal paternity through genetic testing, locate parents for the establishment of child support, and provide complete accounting of child support payments.
- Child Support Services assists parents with more than just child support matters. CSS partners with many community resource agencies to connect customers with services they need.
- Child Support Services collected and distributed \$183.2 million for families and to repay the CalWorks program in FY 11/12.
- CSS administers an extensive Customer Satisfaction Program to identify customer needs and experiences, and also uses findings to improve customer service.
- CSS received a National Association of Counties (NACo) award recognition for establishing Best Practices for setting appropriate orders and for establishing a supervisory leadership program available to all CSS staff.

To learn more about Child Support Services, please visit:
[http://egov.ocgov.com/ocgov/Child Support Services](http://egov.ocgov.com/ocgov/Child%20Support%20Services)



Service Awards

For the Month of August

35 YEARS

Leslie Doberneck
County Executive Office

30 YEARS

Barton A. Hancock
Probation

Nancy Davis
Social Services Agency

Rachel Santana
Social Services Agency

25 YEARS

Argelia Narvaez
Clerk-Recorder

Dorit Campbell
District Attorney

Tawny Sherrill
OC Community Resources

Kimlan Bogue
OC Public Works

Thomas Webb
OC Public Works

Howard Baucke
OC Public Works

John Escutia
OC Waste & Recycling

Cathy Ware
Public Defender

Stan Gutierrez
Sheriff-Coroner

David Loaiza
Sheriff-Coroner

Hilario Robles
Sheriff-Coroner

Kye Kim
Social Services Agency

20 YEARS

Rosita Recchia
Assessor

Viet Dinh
Auditor Controller

Charlene Delgado
Child Support Services

Marcia Lizarazu
Health Care Agency

Lydia Perez
Health Care Agency

Tangela Ashe
OC Community Resources

Diane Santos
OC Community Resources

Thomas Stirling
OC Public Works

James Jung
OC Waste & Recycling

Richard Holbeck
Sheriff-Coroner

Leonard Coleman
Sheriff-Coroner

Dale Mattson
Sheriff-Coroner

Sara Blanco
Social Services Agency

Larry Danlinhton
Social Services Agency

Parvaneh Dehnavi
Social Services Agency

Gabriel Esquivel
Social Services Agency

Eusebio "Butch" Garcia
Social Services Agency

Susana Leon Argueta
Social Services Agency

Kim Nguyen
Social Services Agency

Juan Reynoso
Social Services Agency

Lina Waterworth
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 Office and 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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