

CEO's MESSAGE



Making the Rounds

I've been on-board as County Executive Officer (CEO) for two months now and I'm starting to get out to agencies and departments to meet our County employees and see first-hand the good work that is being accomplished. With 17,500 employees spread throughout a County of over 790 square miles, it will take some time to make the rounds, but I'll give you a preview of what you will hear.

I will talk about the values of hard work, accountability and teamwork. You will hear me say that working at the County of Orange has taught me that the strength of every organization is its people. I will tell you that change is the only constant but that hard work and

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Six County Programs Receive NACo Achievement Awards

Six County of Orange programs were selected to receive a 2013 Achievement Award last month by the National Association of Counties (NACo).

"We are honored to have been recognized by NACo and appreciate the opportunity to share innovative County programs that best demonstrate our efforts to provide efficient, quality services to the residents of Orange County," said Chairman Shawn Nelson, Orange County Board of Supervisors.

The Orange County programs to receive Achievement Awards are:

★ Child Support Services Leadership Development

Program: Child Support Services created its Leadership Development Program to provide professional development tools and resources to staff for workforce development and succession planning. The program provides a diverse range of competency development and broad access to valuable resources to help participants be successful in their roles as supervisors, managers and leaders.

★ Family Centered Services Community Resource

Initiative: The Family Centered Services Community Resource Initiative is a model offering a new approach to service delivery for the Department of Child Support Services (CSS). CSS implemented this model to link customers to

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accountability will find a place for everyone in our organization.

And then we will hear from you. While I've been the CEO for only a short time, most of you are veterans in your jobs providing the expertise that is gained from years of experience. I'm interested in getting to know what you do and how it gets done. From the Affordable Care Act, to the Dana Point Harbor, to the Orange County Crime Lab our staff has a broader range of responsibilities than any corporation I can think of. I want to come up to speed on your area of expertise and hear from you about your successes.

What you might not expect is that I want to hear your challenges, too. My job as CEO is to provide support and tools to our amazing staff, to empower you to serve the residents of the County of Orange. Point me in the right direction and let me know where we are hitting that mark and where we are missing it. Together, let's strive to do better.

I look forward to seeing you –

Mike Giancola
County Executive Officer

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community resources to help resolve issues that may prevent parents from paying their child support obligation and from being an active part of their children's lives.

★ **Irvine Ranch Natural Landmarks Activity Guide:** To communicate to the public about the land and the recreation opportunities available, the Irvine Ranch Conservancy worked with OC Parks to create the Irvine Ranch Natural Landmarks Activity Guide, an expansive guide to not only the activities in the OC Parks open space, but a guide to all of the activities in the historic Irvine Ranch. By partnering with agencies such as City of Irvine, California State Parks, City of Newport Beach, California Department of Fish and Game, and several non-profit support organizations, a comprehensive activity guide was created. From 2010 to 2011, participation in these programs had increased by 66%.

★ **OC Animal Care License Collection Process:** In May of 2011, OC Animal Care sent an automated file of delinquent licenses to the Orange County Treasurer-Tax Collector for follow-up and collection. This file represented the first time that OC Animal Care had proactively attempted to collect on a large group of expired dog licenses. The program was initially implemented in order to increase licensing compliance rates for all of OC Animal Care's contract cities and County areas. As a result of this program, there has not only been an increase of 7% in licensing compliance rates, but also a 10% reduction in the number of dogs impounded.

★ **OC Public Libraries' Book Talk Blog:** OC Public Libraries' Book Talk is a readers' advisory blog written and maintained by OC Public Libraries' staff. The purpose of this blog is to extend the Readers' Advisory service provided in the branches. Readers' Advisory is the process of guiding readers to new titles, and the focus of Book Talk is to recommend books to readers, not merely review good or bad titles. More than a critical review, Book Talk's task is to help patrons find books they want to read in an online environment.

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★ **Vegetation/Hazard Reduction Accounting Database:** OC Public Works sends annual notices to all affected property owners in the unincorporated areas instructing them to remove weeds and combustible vegetation identified as a public nuisance. The County or contracted crews will abate these properties if the removal is not accomplished by a specified date. The Vegetation Hazard Reduction Application was created in order to greatly increase the efficiency of related data processing.

Congratulations to all of our winners and thank you for participating! To learn more about the NACo Achievement Awards program, please visit <http://www.naco.org/programs/recognition/Pages/AchievementAwards.aspx>. ■

Adopt & Shop Store Opens in Mission Viejo

OC Animal Care staff joined with their partners from Found Animals to celebrate the grand opening of the foundation's second Adopt & Shop store with a ribbon cutting ceremony on May 21st.

Adopt & Shop, located on the lower level of The Shops at Mission Viejo, is a unique pet store that only offers adoptable dogs and cats from the OC Animal Care shelter here in Orange County.

"We are very pleased to collaborate with the Found Animals Foundation in their Adopt & Shop at the Shops at Mission Viejo Mall," said Ryan Drabek, Director for OC Animal Care. "It is a privilege to have animals from our shelter now featured in a South Orange County location and we hope to see more animals placed into new forever homes through this unique partnership!"

During the mall's normal business hours of Monday-Friday from 10 a.m. to 9 p.m., Saturday from 10 a.m. – 7 p.m., and Sunday from 11 a.m. – 6 p.m., adoption counselors from the Found Animals Foundation are always on hand to match people with the perfect "forever friend." Each adoption fee include spay or neuter, microchip and registration, and age-appropriate pet vaccinations.



The Mayor of Mission Viejo, Rhonda Reardon, representatives from the City of Mission Viejo and Chamber of Commerce, as well as staff from OC Animal Care and the Found Animals Foundation gather for the grand opening of Adopt & Shop.

To date, more than 20 animals from the OC Animal Care shelter have been successfully adopted through the Adopt & Shop store, which also offers pet food and supplies available for purchase. To learn more, please visit <http://www.foundanimals.org/adopt-shop-mission-viejo-info>. ■

CEO Senior Leadership Team Completed

The senior leadership team of the County Executive Office (CEO) is now complete with the appointment of the County's first Chief Operating Officer and Chief Real Estate Officer.



Mark R. Denny (Chief Operating Officer)

County Executive Officer Michael B. Giancola selected OC Parks Director Mark R. Denny to serve as Chief Operating Officer effective July 5, 2013. Denny had been Director of OC Parks since April 2008 and during his tenure there, he facilitated the largest real estate transaction in Orange County history, the donation to the County of 20,000 acres of open space that was part of the historic Irvine Ranch. He first joined the County in February 2003, serving as Chief of Staff to then Third District Supervisor Bill Campbell.

A graduate of California State University, Fullerton, with a Bachelor of Arts Degree in Political Science, Denny currently serves as President of the National Association of County Park and Recreation Officials and represents the County on the Board of the Nature Reserve of Orange County, where he is the President and Executive Committee Chair. Denny is also a member of the Board of Directors of the National Association of Counties. He is a graduate of

the Orange County Sheriff's Reserve Level III Academy and the Orange County Leadership Academy.

Scott D. Mayer was chosen for the position of Chief Real Estate Officer, bringing 25 years of real estate experience to his new role with the County of Orange. Mayer most recently had been President and General Counsel of The Mayer Group, Inc., a Los Angeles firm advising real estate companies, investors and developers. From 1997 to 2010, he was President and General Counsel for Wilton Partners, Los Angeles, a national real estate development, investment, management and advisory services company.



Scott D. Mayer (Chief Real Estate Officer)

Mayer received a Bachelor of Arts degree in Philosophy from the University of California, Berkeley, and a Juris Doctorate degree from Loyola Law School. He also earned a Master of Laws degree from Golden Gate University and holds a California Real Estate Broker's License.

Other members of the CEO senior leadership team include Mahesh Patel, Chief Information Officer; Steve Danley, Chief Human Resources Officer; and Frank Kim, Chief Financial Officer. ■

3rd Annual Wilderness Celebration Comes to Irvine Ranch Natural Landmarks

You're invited to celebrate the third anniversary of the 20,000-acre Irvine Ranch Open Space on Saturday, July 13th from 8 a.m. to 1 p.m.

This stunning area is known for soaring sandstone cliffs with red-tailed hawks flying overhead, majestic panoramas of the Santa Ana Mountains, and diverse sage scrub and chaparral habitats with many rare species of plants and animals.

Come and explore historic Black Star Canyon and trails that run through Baker Canyon at this annual event, which will feature self-guided hiking and biking opportunities, a special recognition ceremony, and docent-led hikes. Routes of varying degrees of distance and difficulty will be open, including scenic trail loops. Visitors can



also enjoy refreshments, a community partner fair, and a wilderness-themed craft area for children.

Pre-registration at <http://www.irlandmarks.org/activities/> is encouraged. Please note that dogs are not permitted at the event for the safety of pets and local wildlife. ■

Team OC Parks Competes in Dragon Boat Race



Team OC Parks competes at the 2012 Los Angeles County Dragon Boat Festival, held at Legg Lake in the City of Rosemead.

For the second year in a row, a team of employees from OC Parks will be taking part in a Dragon Boat race on July 27th at Marine Stadium in the City of Long Beach.

This amateur water sport has its roots in an ancient folk ritual held over the past 2,000 years throughout southern China. Today, competitors

from around the world are drawn to this team paddling activity that is known for colorful wooden boats with elaborately carved dragon heads and tails.

After racing for more than seven years, Guadalupe Velasquez, Real Property Agent III, helped form a new team last year with colleagues from OC Parks. "I personally love Dragon boating because it's a complete work-out and fun to do with friends every weekend," she said. "It's such a great way to start your day."

In addition to Guadalupe, Team OC Parks members include staffers John Acevez, Stacey Blackwood, Cecilia Varela, Dennis Downs, Amy Erickson, Tom Townsend, Benjie Bautista, Debbie Bustos, Marie Moreno, Jason Acevez, Chris Hill and members of their families. To prepare for this year's race, the group practices every Friday and Saturday with a training routine that

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includes 20 to 30 minutes of push-ups, running, sit-ups, and stretching – followed by 1 ½ hours of paddling technique.

You're invited to come and help cheer on the team at the Long Beach International Dragon Boat Festival, which will also feature Chinese traditional art demonstrations, Chinese acrobats, traditional and hip-hop dance routines, music and martial arts performances. To learn more, please visit <http://www.lbdragonboat.com/>. ■

Paystub Site Feature Offers Expanded Information

You may have noticed something new when taking a look at your paystub on the OC Employee Portal. A new feature allows employees to view information about their total compensation package on a pay-period and year to date basis.

When employees log-in to the Portal to view their paystub data they now have the option to also view the “Fringe Benefit Paid by Employer” information. This section includes information about how much the County has paid for employee benefits including insurance coverage and retirement related items. Employees can access their Fringe Benefit data by logging into the OC Employee Portal, choosing “Paystub Application” from the drop-down menu in the upper right hand corner, clicking on a check date and then clicking on the “Fringe Benefits”



The “Fringe Benefit” link in the upper right hand corner of the employee paystub provides additional information about total employee compensation.

link on the far right hand side of the pay stub document. By selecting this link, the employee is taken to a page that displays their own personal fringe benefit information. ■

Helping People and Animals

Nicholas “Nick” Ott’s parents might have had an early hint about his future career when he was just six years old. That’s when Nick adopted his first dog from the Orange County Animal Shelter, a mix that looked like it was part German Shephard, part Pug and in many ways reflected the mixed breed animals that predominate those received by OC Animal Care Services.

In high school, Nick considered a career in law enforcement but his interest in working with animals remained. While in college, he worked part-time for the Newport Beach Police Depart-

ment and as a cadet in the training program he had an opportunity to work with the City’s animal control staff as well as other areas of the department. Upon graduation from UC Irvine with a degree in Criminology, Nick found that an Animal Control Officer (ACO) position had opened up with OC Animal Care, so he applied, interviewed and was selected for the job.

That was almost two years ago and Nick now works the “graveyard” shift for OC Animal Care, often serving as the only ACO covering the

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department's 18 contract cities. While many ACO's assigned to the graveyard shift move to days once they have an opportunity, Nick has chosen to stay on his assigned schedule and enjoys the diversity and challenge of responding to many unique situations. "We are a very busy agency which has allowed me to handle a wide variety of situations," Nick stated. Although his career is just beginning, the number and diversity of calls he has handled is unique when compared to others he knows that work for smaller animal control organizations. He especially enjoys the many exotic wildlife calls received by the department, from helping a fox injured when hit by a car in Rancho Santa Margarita to handling the rattlesnake calls that come in with arrival of warmer weather.

When asked what he most like about the job, Nick proudly responds "It's getting to help people and animals at the same time." He also sees each call as an opportunity help someone. "No matter what type of call it is, you are helping someone. It may be picking up a stray animal before they are injured by a car or helping the neighbor of someone whose dog is barking constantly." A key part of the job is helping pet owners with information about resources that may help them. "It may be someone whose pet is sick and they haven't been able to afford veterinary care. In that case, we are helping a person and an animal at the same time."

Nick also has a soft spot for the many animals he brings to the shelter, and he admits to doing something he was advised against in training. "I check up on every animal I bring in," Nick confessed, and he's always happy to learn when they have been adopted. "For a big shelter, there have been animals I have brought in that I didn't think would get adopted, but they did!" He credits the work of shelter staff, volunteers and the many rescue groups that work with OC Animal Care for their success in helping animals put their best 'paw' forward and for work-



Animal Control Officer Nick Ott, pictured with Merry at the OC Animal Shelter, helps to make the future a little brighter for many animals and pet owners in Orange County.

ing hard to find a home for each animal that comes into their care.

Not every call is easy and Nick has learned the difficult skill of putting your emotions aside when responding to an animal cruelty call. The calls that have a happy ending make it all worthwhile, like the opportunity Nick had to reunite a stray dog found in Anaheim with its owners in Laguna Hills. The dog was apparently taken from its home during a burglary and while it was found miles away from home, a microchip eventually lead to the identification of the dog's owners and a happy 3 a.m. reunion that helped solve the mystery.

Nick hopes to continue his career with OC Animal Care for many years. "One of the things I like about working for a County agency is the room to move around," Nick shared. The department has specialty opportunities that can allow staff to take on new challenges and continue their learning process throughout their career. And as Nick has already discovered, there's an opportunity to find something positive every time they do something to help an animal or a resident of the County of Orange. ■

Upcoming OC Animal Care Events

JULY IS PET TAG AWARENESS MONTH AT OC ANIMAL CARE!

Did You Know...

- ONLY 6% OF THE 31,000 ANIMALS IMPOUNDED IN 2011 AT OC ANIMAL CARE, HAD SOME FORM OF IDENTIFICATION (I.E. PET LICENSE, MICROCHIP, NAME TAG)
- IN 2011, 56% OF ANIMALS WITH A FORM OF ID WERE RETURNED TO THEIR OWNERS VERSUS ONLY 8% OF ANIMALS WITHOUT IDENTIFICATION



Free Pet Tags Every Saturday in July from 10 am - 12 pm!

OC ANIMAL CARE WANTS TO HELP PROTECT YOUR PET! VISIT OUR BOOTH NEAR THE SHELTER ENTRANCE TO RECEIVE YOUR FREE TAG!

A LICENSE, MICROCHIP, OR TAG COULD BE YOUR PET'S TICKET HOME!

OC Animal Care
561 The City Drive, Orange, 92868

FOR MORE INFORMATION, PLEASE VISIT OUR WEBSITE AT [OCPETINFO.COM](http://ocpetinfo.com), VISIT US ON FACEBOOK OR CALL (714) 935-6848




Catopia
at OC Animal Care
Saturday, July 27th
10 am - 2 pm

OC Animal Care • 561 The City Dr. • Orange • 92868

FREE ADOPTIONS* & Goodies for Cat Adopters!

Join us in celebrating all that is wonderful about cats during our Catopia celebration! Find your Purrfect Match at OC Animal Care!

*Please note that the free adoption doesn't include the cost of the microchip. Limit two cats per household.



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




Get the 411 on Human Resource Services

- The mission of Human Resource Services (HRS) is to attract, retain, and develop a highly skilled and competent work force so that County agencies/departments can provide outstanding services to their customers.
- HRS began the Recentralization process back in December of 2012. To date, human resources staff from all agencies/departments (with the exception of the Sheriff's Department and District Attorney's office) now report directly to HRS; Recruiting and Training employees have been consolidated into one physical location; and Employee Benefits team members have moved from the 2nd floor to the 1st floor in the Hall of Administration.
- To assist employees in developing a better understanding of the cost of the salary and benefits they receive, HRS has partnered with the Auditor-Controller's office to include this information as an attachment on each electronic paystub.
- HRS provides Equal Employment Opportunity (EEO) training for managers and supervisors, which will begin this summer. For the first time ever, this training will also become available to 13,500 non-management/supervisory staff later this year.

To learn more about Human Resource Services, please visit:

<http://ocgov.com/gov/hr>



Service Awards

For the Month of June

35 YEARS

Richard Sherry
OC Public Works

Jane Reyes
Sheriff-Coroner

30 YEARS

Pamela Graber
Child Support Services

Leann Alexander
District Attorney

Margarita Anguiano
OC Community Resources

Lorenzo Fernandez
OC Public Works

25 YEARS

Win Swe
Auditor- Controller

Jennifer Durbin
Health Care Agency

Roslyn Hoover
Health Care Agency

Susan Kodaira
Health Care Agency

Gregory Masters
Health Care Agency

Mary Maurer
Health Care Agency

Maria Aguilar
OC Community Resources

Albert Lucero
OC Community Resources

Linda Lin
OC Public Works

Wade Griffith
OC Waste & Recycling

Lynda Weisman
Probation

Richard Borkowski
Probation

James Amesquita
Sheriff-Coroner

Phillip Povero
Sheriff-Coroner

Lolia Washington
Sheriff-Coroner

Cynthia Hutchison
Social Services Agency

Marta Zafary
Social Services Agency

Melissa Richards
Treasurer-Tax Collector

20 YEARS

Marisol Avalos
Assessor

Amir Ghobrial
Assessor

Carl Kriesant
Assessor

Marilyn Geller
Health Care Agency

Nancy Robins
Health Care Agency

Tramanh Pham
Health Care Agency

Mike Kashani
OC Waste & Recycling

Jennifer Fix
Probation

Michael Nguyen
Probation

Kenneth Pearson
Probation

Barbara Lee
Probation

Laura Blumberg
Sheriff-Coroner

Steven Marble
Sheriff-Coroner

Romel Cameros
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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