

## CEO'S MESSAGE



### Only the Beginning

On September 27, the Governor signed Assembly Bill 701, ending the dispute between the State and Orange County over Vehicle License Fee Adjustment Amount (VLFAA) funding. While signing the bill is an essential step, it is only the beginning of the process the County of Orange must take to balance future years' budgets.

The process of resolving this dispute has been long and difficult. For Fiscal Year 2013-14, the Board of Supervisors provided the leadership necessary to balance the budget us-

*(Continued on page 2)*

## OC Public Works Employee Known as "Ambassador of First Impressions"

The joy Office Technician Bessie Holmes brings to work does not go unnoticed by the hundreds of folks who walk through the lobby of the H.G. Osborne Building in Santa Ana each day.



"Bessie is usually the first person the public meets as they enter headquarters along the way to the Development Processing Center, or to meet with OC Public Works (OCPW) or OC Waste & Recycling staff," said OCPW Interim Director Ignacio Ochoa. "Bessie has a warm, welcoming smile, and her gregarious personality makes everyone feel that helping them is her most important responsibility. She takes that duty very seriously and works conscientiously to ensure that our customers, clients and employees are well served. She is a shining example of servant-leadership, and truly the best fit as OC Public Works' 'Ambassador of First Impressions'."

Ms. Holmes joined the County in 2007 after working for Xerox Corporation for 22 years in various customer service positions. She recalls that, as a Customer Satisfaction Coordinator at the company call center, she often had to interrupt high-level managers in the middle of holiday dinner to resolve time-sensitive technological issues. "I was there to calm people down and to solve problems," she said. "That was my job and I absolutely loved it."

From her reception desk today, Bessie has learned not to take things personally and to always offer a helping hand to those

*(Continued on page 2)*

**(CEO'S MESSAGE:** *Continued from page 1)*

ing a mixture of budget reductions and additional revenue sources. However, many of those revenue sources were one-time amounts that won't be available for use as we develop a proposed budget for Fiscal Year 2014-15.

What will this mean for all of us at the County of Orange? Developing a balanced budget for next year will again be a challenge. All of our costs, like healthcare, pensions, services and supplies, continue to rise and this places additional pressure on the County's budget. It will be essential that we continue and even enhance our efforts to find creative ways to do our jobs more efficiently while identifying opportunities to increase revenues. It won't be easy but I know we can do it if we work together as a team.

**Mike Giancola**  
County Executive Officer

**(OC Public Works Employee Known as "Ambassador of First Impressions"** *Continued from page 1)*

checking-in. "I try to match people's personalities with what they need from me," she said. "Some of it is innate ability, some I have learned on the job."

Bessie loves socializing with others on both a professional and personal level. She is reenergized by hobbies like Zumba, croquet, learning to swim, reading biographies, and inviting friends over to sample her culinary creations.

"In witnessing Bessie's interactions at work, whether with members of the public or with County staff, she handles everything professionally, smiling and with a kind tone of voice," said Dylan Wright, Director of OC Waste & Recycling. "She sets the standard of decorum that we can all strive to follow." ■

## United Way Leadership Breakfast Brings Needs Into Focus

A personal story of homelessness and how United Way agencies help those in need highlighted this year's County of Orange United Way Leadership Breakfast held on September 19.

Keynote speaker Christina Sulsona spoke emotionally about how her family became homeless in 2011 and how they

have rebuilt their lives through the assistance of the Illumination Foundation and United Way sponsored programs. Holding up two sets of keys, Mrs. Sulsona told the audience she did not realize how precious the keys to her home and car were until they became homeless and resorted to living in their car. In

**UNITED WAY SLIDESHOW: [CLICK HERE](#)**



Richard Sanchez, HCA Assistant Director, accepted the United Way Campaign Resolution from Second District Supervisor John M.W. Moorlach and Third District Supervisor Todd Spitzer.

*(Continued on page 3)*

*(Continued from page 2)*

December 2011, just before Christmas, they received the keys to a new place to live, providing a stable environment for her children that has allowed them to thrive in their activities. “Homeless – that was my title,” Mrs. Sulsona told the audience. Once afraid to tell her employer that she was homeless because of the stigma associated with it, she and her husband have become advocates for the homeless and she now tells her story to those in a position to help others.

The County of Orange is now in the 34th year of its partnership with the United Way and this year’s theme, “We Are United, Improving Lives, Strengthening Our Community,” emphasizes our focus on providing opportunities for families and individuals to rebuild their lives. The goals for this year’s campaign are to increase employee contributions through payroll deductions and continue the spirit of giving through United Way presentations and pledges at every County agency. The United Way has also announced a 10 year plan to create long-term community change by focusing on the areas of education, income, health, and housing.

Serving as Chair of this year’s County campaign is Mark Refowitz, Health Care Agency Director, with Alan Murphy, John Wayne Airport Director serving as Co-Chair. This year’s campaign will be focused on a six-week period with the annual Civic Center Kick-off event on October 2nd serving as the official launch. A payroll deduction contribution of just \$5 per pay period can provide nutritious meals for homeless and hungry families, job training for unemployed individuals, and homework assistance for children at risk. If every County employee was to contribute \$5 per pay period, the County’s contributions would total \$2 million, more than double our largest giving year ever.

For more information on this year’s County of Orange United Way Campaign, please visit the County Intranet at <http://intra2k3.ocgov.com/unitedway13/>. ■

## New OC Parks Director Selected



Stacy Blackwood, Director of OC Parks

OC Community Resources Director Steve Franks announced last month that Stacy Blackwood has been appointed as the new Director of OC Parks.

Stacy will replace Mark Denny, who was selected as the County’s first Chief Operating Officer in July. As Director of OC Parks, she will have responsibility for a department that manages over 60,000 acres of open space, wilderness, beaches, and parkland.

Stacy has over 17 years of professional experience in finance and project management in local government, with the last 8 focused on City and County parks management and operations. In her most recent position, she served in a

*(Continued on page 4)*



(Continued from page 3)

dual capacity responsible for full oversight of both the North Operation Division of OC Parks and the Central Project Office for OC Community Resources.

Stacy holds a Bachelor of Arts degree in Spanish from Trinity University in Texas. She also has a Master of Pacific International Affairs degree from the University of California, San Diego and a second Masters degree in Architecture from the NewSchool of Architecture and Design in San Diego.

“Stacy is an extremely well qualified professional who understands the needs and significant responsibilities related to managing the OC Parks system,” said Steve Franks. “We are fortunate to have someone of her caliber and are confident in her ability to continue leading OC Parks in the vision set forth by the Board of Supervisors.” ■

## Ava Chavez Named Outstanding Wound Care Certified Nurse of the Year

The Health Care Agency’s (HCA) Ava Chavez was recently named “Outstanding Wound Care Certified Nurse of the Year” by the National Alliance of Wound Care and honored for her achievements at a special event in Las Vegas.

Ava joined HCA’s Correctional Health Services (CHS) division in 1996, where she served as a contract Licensed Vocational Nurse (LVN) and part-time LVN until 2002. She then returned to school and earned her Registered Nurse (RN) license. Today, she works as a senior nurse for CHS and is in charge of daily nursing operations – overseeing five facilities that house up to 7,000 men and women.

As a wound care certified nurse, Ava took the initiative to form a team designed to treat incarcerated patients whose medical complications (such as diabetes, poor circulation, or infection) slow the healing process of their wounds. All members have received specialized training from the Wound Care Education Institute and are certified by the National Alliance of Wound Care. A treatment plan is developed for each patient to shorten healing time, reduce discomfort and pain, and educate him or her about effective wound management as well as recurrence prevention.



Ava Chavez

Types of wounds treated by the team include diabetic foot ulcers, lacerations, burns, gunshot wounds, dog bites and abscesses, just to name a few. Because these wounds can result in complications, including loss of limbs and life-threatening conditions, effective treatment is vital. The high quality care provided has reduced the number of patients who need to be transported to outside facilities for medical attention, increasing both staff safety and cost savings for HCA and the Sheriff’s Department.

Ava is known throughout her department for epitomizing the mission of CHS, “To provide correctional healthcare with respect, compas-

(Continued on page 5)

(Continued from page 4)

sion and integrity through a culture of teamwork and accountability.” Colleagues note that she is always upbeat, encouraging and handles daily challenges with humor and a positive attitude.

“I enjoy the uniqueness of working in the jail setting as a nurse,” Ava said. “The atmosphere, environment, and variability itself is a challenge. Being a correctional nurse is a specialty and not just for any nurse. Everyday can bring on something completely different from yesterday. I am proud of my ability as a correctional nurse to handle this autonomous practice. You need to be assertive, empathetic and be able to provide care objectively when serving this special population.” ■

## Eileen DePuy Named Emerging Public Works Leader



Eileen DePuy (left) is joined by OC Public Works Interim Director Ignacio Ochoa (right) at the APWA Congress & Exposition in Chicago last August.

Eileen DePuy, Manager of Special Projects/Operations and Maintenance with OC Public Works, was recently honored as an Emerging Public Works Leader by the American Public Works Association (APWA) at its Congress & Exposition event in Chicago.

DePuy is one of 16 organization members who attended a year-long program called the Emerging Leadership Academy. The group attended a three-day retreat in October of last year to discuss the importance of public works revitalization and promotion abroad. They also created a “starter kit” for local chapters that is geared to engage the professionals of tomorrow by promoting the public works career field as both challenging and rewarding.

“I am happy for Eileen, and proud of her accomplishment as an APWA Emerging Leader,” said Ignacio Ochoa, Interim Director of OC Public Works. “To be recognized by her peers and acknowledged by the APWA President in the presence of the Congress membership is a well-deserved honor because of her tireless efforts in developing effective management and oversight of maintenance contracts.” ■

## County Comes Through on Clean-Up Day

Several County of Orange agencies and departments reported successful events on September 21st as part of the state’s Annual Coastal Cleanup Day, now known as the Innercoastal & Watershed Cleanup Day.

OC Public Works partnered with the City of Huntington Beach, local residents and area high school students to clean up Bartlett Basin just upstream of the Huntington Beach Pump Station and Channel. The amount of debris collected at this location exceeded last year’s total due to

(Continued on page 6)

(Continued from page 5)

the high volunteer turnout. Among those participating at this location were members of the Santiago High School Honor Society. This group of about 40 students arrived early, worked diligently throughout the morning and made a significant contribution to the cleanup effort.

At Dana Point Harbor, a unique Underwater Cleanup was held for the fifth year in conjunction with Coastal Cleanup Day. A large turnout of energetic volunteers, including approximately 30 volunteer divers, removed 2,500 pounds of misplaced items from the harbor's bottom, bringing the total collected in ten underwater clean-up events to just over 30,000 pounds.



Interim OC Public Works Director Ignacio Ochoa, P.E., and students from Santiago High School's Honor Society worked to clean up Bartlett Basin during the 17th annual Innercoastal & Watershed Cleanup Day.

OC Parks also had a number of cleanup sites countywide, from Craig Regional Park in the north to Salt Creek Beach in the south. Many thanks to all of the volunteers who turned out to make Orange County's beaches, watersheds and parks a cleaner place! ■

## Get Ready to ShakeOut 10/17 at 10:17 a.m.



At 10:17 a.m. on Thursday, October 17th, County employees will join an estimated 8.8 million residents statewide who will drop, cover and hold on during the Great 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](http://www.ShakeOut.org).



## OC Public Works Program Receives 2013 CSAC Merit Award

OC Public Works' (OCPW) ProgPay Computer Application System was selected to receive a 2013 Merit Award by the California State Association of Counties (CSAC).

Within OCPW's Construction division, the Resident Engineer for each project is responsible for implementing contracts, reviewing and submitting progress payments, and initiating Contract Change Orders. Inspectors monitor daily construction progress and record activities while preparing reports and estimates of completed work for monthly contractor progress payments. In the past, this work occurred on paper and was very time intensive.

In September of 2011, the ProgPay application was introduced to staff. It integrated older technologies, Excel spreadsheets, and other manual processes into a unified digital system. ProgPay reduced complexity, time consumption, and redundant work flow while ensuring data integrity and accuracy. The new system produces mandated reports and has the flexibility to "mine data" to answer management queries more efficiently. This amounts to an average cost savings of \$26,000 per month, or \$312,000 per year.



"The ProgPay System has been a tremendous success demonstrating how small investments in technology can improve working conditions, staff productivity and provide true net labor cost savings," said OCPW Interim Director Ignacio Ochoa. "At a relatively nominal expense, Engineers and Field Inspectors are able to communicate with each other, input daily progress on activities, and route items for approval, all in real-time."

Congratulations to the OC Public Works team for this tremendous achievement!

To learn more about the 2013 CSAC Challenge Awards, please visit <http://www.csac.counties.org/post/2013-challenge-award-recipients>. ■

**YOU ARE INVITED TO THE 6TH ANNUAL  
SOUTH COUNTY  
DISASTER PREPAREDNESS  
EXPO**

**HOSTED BY  
THE COUNTY OF ORANGE**

Earthquakes, Wildfires, Floods, Tsunami:  
Prepare your family and home for when disaster strikes!

**The Expo Will Feature:**  
Informative Presentations • Emergency Response Vehicle/Equipment Displays  
Interactive Vendor Booths • Disaster Preparedness Kits • Earthquake Simulator  
Fun Activities for All Ages • Food • Giveaways!

**Participating Agencies and Organizations:**  
Southern California Edison • San Onofre Nuclear Generating Station  
San Diego Gas & Electric  
2-1-1 OC • OC Animal Care • OC Health Care Agency • OC Public Libraries  
OC Public Works • OC Sheriff's Department, Emergency Management Bureau  
OC Waste & Recycling • Office on Aging • ReadyOC • OC Fire Authority • Moulton Niguel Water District  
Community Emergency Preparedness Academy • National Weather Service  
Keep OC Safe • Mission Viejo Animal Services • Mission Viejo RACES-ARES  
American Red Cross • The Church of Jesus Christ of Latter-day Saints • And More!

The Expo is free and open to the public and will begin at the conclusion of the City of Mission Viejo's "Walk Against Drugs."

**Norman P. Murray Community & Senior Center  
24932 Veterans Way, Mission Viejo, CA 92692**

**Saturday, October 19 from 9 a.m. to 1 p.m.**

For more information, please visit <http://bos.ocgov.com/expo/>

**Meet Your  
Mature Match!**

**Saturday, October 26th  
10 am - 2 pm**

**OC Animal Care • 564 The City Drive • Orange**

**Fall in love at our 5th 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!**

**• Meet & Greet Our Older Shelter Pets!**  
**• Receive a FREE adoption on pets ages 4 and older!**  
**\*Free adoption does not include micro-chip and license**

For more information, please visit our website at [ocpetinfo.com](http://ocpetinfo.com) or call (714) 435-6848

**ORANGE COUNTY  
ARCHIVES**

**OPEN HOUSE**

IN HONOR OF AMERICAN ARCHIVES MONTH 2013

**SAT., OCTOBER 19, 10 A.M. TO 3 P.M.**

OLD COURTHOUSE, 211 W. SANTA ANA BOULEVARD, SANTA ANA.

**EXPLORE** the closed stacks on a GUIDED TOUR!  
**DISCOVER** the story of your community, home, or family!

**MARVEL** over countless curiosities, including ...

- The TORCH which carried the OLYMPIC FLAME through Santa Ana!
- A COUNTY SEAL with the face of a MONSTER!
- WRECKAGE of a centuries-old Chinese PIRATE SHIP!
- The TROUSERS of WALTER KNOTT!
- The FOUNDING documents of OUR FAIR COUNTY!

## Get the 411 on the Auditor-Controller

- The Orange County Auditor-Controller (AC) processes payment of approximately 19,000 County and Special District employee salaries and disburses over \$2 billion to vendors annually.
- The AC provides oversight of \$6.5 billion in the County treasury and maintains appropriations control over the County's \$5.4 billion budget.
- AC staff prepares and maintains property tax rolls and distributes more than \$5 billion in collections to taxing entities.
- Every year, the Auditor-Controller's Office prepares the County's Comprehensive Annual Financial Report and Orange County Citizens' Report, which are available online at <http://ac.ocgov.com/reports>.
- AC provides project management, support and maintenance of various County-wide information systems including property tax management, CAPS+, Virtual Timesheets (VTI), mileage claims, and Training Partner.
- The Auditor-Controller encourages County employees to sign-up for convenient paycheck direct deposit. Click <http://intra2k3.ocgov.com/AC Intranet/CentralOperations/ClaimsDisbursing/Payroll/FAQ/DIRECT DEPOSIT.pdf> to learn more.

To learn more about the Auditor-Controller, please visit:  
<http://ac.ocgov.com/>



### Service Awards

For the Month of September

## 40 YEARS

**Kevin Brewer**  
Clerk-Recorder

**Larry Geddes**  
OC Public Works

**Elaine Wilkins**  
Social Services Agency

## 25 YEARS

**Maureen Chang**  
Auditor-Controller

**Judith Carrillo**  
Auditor-Controller

**Christine Sanders**  
District Attorney

**Jeannie Sepeda**  
District Attorney

**Steven Yonemura**  
District Attorney

**Nina Mays**  
Health Care Agency

**Dorothy Bond**  
Human Resource Services

**Brian Harpster**  
OC Community Resources

**Jim Williams**  
OC Community Resources

**Ronnie Yost**  
OC Community Resources

**Cirilo Jimenez**  
OC Community Resources

**Eric Oldham**  
OC Dana Point Harbor

**Jeffrey Adams**  
OC Public Works

**Paul De La Hoya**  
OC Public Works

(Continued on page 9)



(Continued from page 8)

## 25 YEARS CONTINUED

**Mark Liu**  
OC Public Works

**Juan Ochoa**  
OC Public Works

**Boyd Underwood**  
OC Waste & Recycling

**James Chambers**  
Sheriff-Coroner

**John Cooper**  
Sheriff-Coroner

**Paul Gilmore**  
Sheriff-Coroner

**Georgina La Barbera**  
Sheriff-Coroner

**Ollie Lerma**  
Sheriff-Coroner

**Janice Murphy**  
Sheriff-Coroner

**Donna Mereness**  
Sheriff-Coroner

**Steve Sherrill**  
Sheriff-Coroner

**Robert Sutton**  
Sheriff-Coroner

**Wade Walsvick**  
Sheriff-Coroner

**Mitchell Wang**  
Sheriff-Coroner

**Jeffrey Williams**  
Sheriff-Coroner

**Alan Wyffels**  
Sheriff-Coroner

**Adelina Brito**  
Social Services Agency

**Amarante Chaves**  
Social Services Agency

**Adrienne Flores**  
Social Services Agency

**Jaime Franco**  
Social Services Agency

**Anita Marcario**  
Social Services Agency

**Debbie Rangel**  
Social Services Agency

**Donnell Robinson**  
Social Services Agency

## 20 YEARS

**Yolanda Cruz**  
Child Support Services

**Bryan Ngu**  
Child Support Services

**Roger Onofre**  
Child Support Services

**Jack Beau**  
Health Care Agency

**A M Sandkamp**  
Health Care Agency

**Diane Skirzynski**  
Health Care Agency

**Helen Wong**  
Health Care Agency

**Elmer Guzman**  
OC Public Works

**Michael Bracamontes**  
Probation

**Scotty Lee**  
Probation

**Shay Taylor**  
Probation

**John Dryer**  
Sheriff-Coroner

**Donald Ploghaus**  
Sheriff-Coroner

**Catherine Worden**  
Sheriff-Coroner

**Susan Chisholm**  
Social Services Agency

**Thuy Ngo**  
Social Services Agency

**Lizbeth Renova**  
Social Services Agency

**Eddy Surya**  
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](mailto:ask.the.ceo@ocgov.com) with any suggestions and comments.

Editors.....	Howard Sutter Jessica Good Kelly Newell	Julie Nguyen Grace Chou
--------------	---	----------------------------