

Managing to Get the Best from People

Rosemary Savedra certainly qualifies as an animal lover, doting on creatures big and small, from her golden retriever to the spiders she safely transports outside when she finds one in her home. She's a vegetarian and has volunteered for years at animal shelters.

But it is as a people person that Savedra really shines—and that is what led to her to become an administrative manager with the county's Department of Child Support Services. "I love people. I thrive on connecting and engaging with people, love the interaction that solves problems," she says.

The Norwalk native began working for the agency nearly 18 years ago, when it was still part of the District Attorney's office. Child Support Services has the challenging job of getting broken families to function for the good of the children involved, and Rosemary initially worked on the front lines as a family support officer. Within two years, she was promoted to a senior support officer, then became a supervisor and next a staff specialist.

A pivotal moment was when she was asked by then-DCSS Director Jan Sturla to become his assistant. Though Sturla is now retired (after serving as director of the California Department of Child Support Services), Rosemary says staffers still speak fondly of him all the time. "I worked for him for four years and it was the best thing that ever happened to me," she recalls. "He was a very, very nice man, and funny. He'd spend a lot of time walking the



Rosemary Savedra enjoys helping people as an administrative manager for the Department of Child Support Services

floors, connecting with his people. He was a great teacher, a great mentor to me. I didn't realize it, but he was grooming me to become a manager, and he's the one who encouraged me to try for it."

Her first management position was in the department's public service area, which handled walk-in customers and the call center—and which, while also undergoing a major expansion, was not then a popular place to work. "The call center used to be thought of as a bad place, where you were sent when you weren't doing well somewhere else," she says. "It was the last place anyone wanted to be. We got over 1,000 calls a day, and people weren't calling to tell us how wonderful we were; they called because they had an issue or complaint, and they could be abusive about it.

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Through proper training and motivation, she was able to turn the staff’s perception around: “I had great supervisors who were with me all the way on this. We started every morning by going to each of our people and seeing how they were doing; what issues they might be having. We let them know that what they did was important and appreciated.”

The call center wound up becoming top-rated in the state, often cited for its short wait times and problem resolution. Other counties have since emulated its practices. Rosemary is more proud, though, of one internal measure of its success. “At one point, a form was sent around, asking employees where they’d most like to be transferred to. Over three-quarters of the call center employees responded that they wanted to stay right where they were. We’d created a place where people wanted to be. That was my biggest accomplishment since I’ve been here.”

A year ago, Rosemary moved over to her administrative manager position, where she helps make sure office policies and processes,

as well as regulatory changes from the state, are implemented as smoothly as possible.

Outside of the office, she loves spoiling her dog and spending time with her family, which includes her mother and stepfather who live with her, a grandchild and two daughters, who are both teachers. She enjoys hiking and working out with a personal trainer because “I can’t stand sitting still,” and also because it has become a necessity for her. Five years ago, Rosemary was treated for a brain tumor, and the outcome left her with only one functioning carotid artery. “I only have one doing the work of two, so I have to keep in shape and keep my blood moving.”

Though she’s old enough to retire, she says, “I’m not even thinking about that yet. I love my work and what we do here. I never had a dream to be a manager; it just worked out that way, and I loved every step of it. I think it’s a good thing to come up through the ranks. The staff knows you know what it’s like to be where they are, and it also shows them where their hard work can take them.” ■

3,100 Inmates’ Trash is These Two’s Treasure

Nearly everyone who makes a go of sorting the recyclables out of their trash is bedeviled by professional scavengers who abscond with anything that can be turned in for cash.

Sheriff’s deputies Bill Wagner and Jim Hamill are pretty confident that won’t ever be a problem with their recyclables. Their weekly trove of cans, corrugated boxes, Styrofoam and other throw-aways resides behind fencing at one of the most secure spots in the county: The Theo Lacy jail.

The deputy duo is the jail’s Sustainability Team. In response to a state law—AB 341--requiring larger businesses and public entities to reduce their solid waste 75% by 2020, then- Sheriff’s



Sheriff’s Deputy Jim Hamill, left, and Deputy Bill Wagner are Theo Lacy’s sustainability team.

Captain (now Commander) Toni Bland in late 2012 tasked Deputies Wagner and Hamill with minimizing the facility’s 2.8 million annual pounds of trash that was then being hauled off to landfills.

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It's a mountainous challenge, and the success the two have had in tackling it is reflected in the Medals of Merit awarded them by the Sheriff's Department this past Earth Day.

How does one even begin to deal with 1,400 tons of trash? By diving right into it. Deputy Wagner said they took a close look at everything going into the trash compactor—a 40-cubic-yard monster whose compressed contents were being hauled away four times a week – “and the first thing we realized was that there was about 80 tons a year of cardboard boxes and 12 tons of Styrofoam we could pull out and recycle. Just recycling those two things did away with one of the weekly pickups.”

They reduced the load even more by finding buyers for the 86,000 large steel cans and 2.2 million milk cartons thrown out every year—and just kept going from there. For example, much of the inmates' worn or torn clothing that was previously thrown away is now sorted and either repaired or sold to a company that makes shop towels, saving the jail some \$50,000 a year.

Now the compactor is history, and the jail's remaining weekly trash output—from 3,100 inmates and some 800 employees-- fits in a handful of conventional dumpsters.

“Now we're fine-tuning things, getting very detail-oriented,” Wagner said. One result is that polyester jumpsuits, which have no recycling demand, are now being repurposed as batting for dog beds that are sewn from old sheets and given to the adjacent OC Animal Care shelter.

Though there is little recycling demand for candy and chip wrappers, they found that some companies pay non-profits to collect them. The jail now sorts and passes the wrappers on to the Carden Conservatory elementary school in Huntington Beach, which gets two cents for each wrapper. When you're talking a possible

million wrappers a year, those two cents start to add up.

Wagner said he and Hamill's biggest remaining challenge is the facility's food waste. One option they're looking into is making bio-fuels from inmates' unfinished meals. With the fluctuating inmate population—including ones who are away in court—there is also untouched food that was never served. Wagner said, “The Board of Supervisors just weeks ago approved our donating that to food banks. We're working with Dr. Eric Handler--the Orange County Public Health Officer--and Mark Lowry of the Orange County Food Bank, and are piloting a program in our jail to see how much extra food we can donate.”

In 2013, the Theo Lacy sustainability program diverted 52% of the facility's trash from landfills; this year, that's up to 63%. Along with being a boon to the environment, the recycling has meant considerable savings to the facility as well. The previous \$67,000 annual cost of trash pickup has been slashed by some \$50,000, and the remaining cost is offset by the \$19,000 Lacy is paid for the recycled items. Additionally, by riding herd over the trash, Wagner says they were able to identify and address other areas of food surplus and waste, and save the County some \$100,000 a year.

Hamill has a degree in Environmental Science from Oregon State University, while Wagner employs a boundless enthusiasm for the Sustainability Team's work. Though it can be a daunting job trying to make Lacy—basically a small town of nearly 4,000 residents and employees—more sustainable, there are also advantages: Along with the enviable protection from scavengers that their jail trash enjoys, Wagner said the jail routine “is like *Groundhog Day*; everything repeats from day to day. Unlike the outside world, you aren't going to see any big surprises turning up in the trash. That makes our job easier.” (Continued on page 4)

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Besides the boxes and cans, he thinks maybe a few inmate attitudes are getting repurposed as well. The jail has a work detail of eight inmates who man the sorting tables every morning. “It takes them out of the everyday jail environment. They know what to do, work well together, and they seem to very positive about what they do,” he said. “They know the good they’re doing. Especially with the candy-wrapper project; they know that each one they sort out helps a non-profit help some kid.”

Added to Wagner’s and Hamill’s Medal of Merit awards, in 2012 the two won the California Peace Officers’ Association’s “Best of the West” award at the group’s annual leadership expo. Their efforts have received positive notice in the OC Register, California Sheriff Magazine and elsewhere.

And, of course, they come in for a fair amount of ribbing from their fellow deputies for being on “garbage detail.” That’s fine with Wagner.

“I’m a deputy sheriff and this is my current assignment, so I’m all-in. I’ve been here 11 years and really like working here. If I’m doing something that’s going to make Theo Lacy better, I’m all for it.” ■

Winning Design for the OC Crime Victims’ Monument Unveiled



Supervisor Todd Spitzer (3rd District) speaks about the importance of the OC Crime Victims’ Monument at Mason Regional Park in Irvine.

On April 12 at William R. Mason Regional Park in Irvine, the winning design for the Orange County Crime Victims’ Monument was announced in a ceremony led by Supervisor Todd Spitzer (3rd District), who has spearheaded the effort for the memorial.

The winning design, chosen from 59 entries, is by New York architect Jason M. Zerafa and his firm, Zerafa Studio. It was selected by a panel of 10 judges chosen by the five County Supervisors, with input from the public. The memorial and its park setting are intended to be a place of peace and reflection for the victims and survivors of crime.

“You are sitting right now in the space that will be the permanent Crime Victims’ Monument for Orange County,” Spitzer told the audience, which included crime survivors and dignitaries from throughout the county. “This monument is designed for all victims, to make sure we get the pursuit of justice even though we don’t always feel the result of justice. Today we wake
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The winning Crime Victims' Monument design by New York architect Jason M. Zerafa of Zerafa Studio (above). Below, the families of crime victims released doves in a moving ceremony at Mason Regional Park in Irvine to commemorate National Crime Victims' Week.

up and it's a beautiful day, but those of us who have been crime victims know that every single day there is a piece of us that is missing because we have been crime victims."

Among the speakers at the unveiling of the design were Supervisor Patricia Bates (5th District); Irvine Mayor Steven Choi; victims' rights activist Erin Runnion (whose daughter Samantha was murdered in 2002); Paul Wilson (whose wife Christy was slain in the Oct. 12 2011 Seal Beach shootings); and Orange County Sheriff Sandra Hutchens.

The Sheriff marked the occasion by saying, "We have a lot in common, crime victims, survivors, my law enforcement colleagues and our medical community, because we see first-hand the devastation that is wrought by people who would do others harm. I have been in law enforcement for 37 years, and I have seen my share of victimization and trafficking and the devastation that thankfully many in our community will never have to experience. But for those of you here today who have experienced the pain, the fear, the loss: We are here for you and vow to do everything we can in the criminal justice community to assure that your voices are heard, and heard loudly, and that you will not be forgotten."

The unveiling event culminated a morning of events and exhibits, which included the Crime



Survivors' 10th annual Survive and Thrive 5K Walk and Run. A particularly emotional portion of the monument ceremony was when surviving relatives of slain crime victims were handed doves to release into the air.

The monument is expected to cost \$350,000 to construct, and will be funded with private donations. Along with presenting a check for \$25,000 to start off the fundraising, Supervisor Spitzer announced that the effort will be assisted by a charity motorcycle ride, called VROOM—standing for Victims' Rights Organization On Motorcycles—that will help raise funds for the monument.

Other officials attending the Crime Victims' Memorial Rally were Orange County Clerk-Recorder Hugh Nguyen and Orange County Treasurer-Tax Collector Shari Freidenrich. ■

Newly Appointed OC Agricultural Commissioner Put to the Pest

They aren't exactly of biblical proportions but dealing with two recent pest infestations fell into the able hands of newly named OC Agricultural Commissioner Mike Bennett.

Bennett has served in the post since December as the interim replacement for retired Agricultural Commissioner Rick Le Feuvre. He was appointed to the job, as well as named Orange County Sealer of Weights and Measures, on April 29 by the Board of Supervisors.

With more than 35 years of experience with the Orange County Agricultural Commissioner's office, including serving as district biologist, Bennett was well-suited to respond to the first pestilence—the discovery of Big-headed ants in Costa Mesa.

As part of the County's role in preventing exotic plant pests and diseases, OC Public Works conducts surveillance and control programs throughout Orange County. A colony of Big-headed Ants (*Pheidole megacephala*) was detected at a property in the Mesa Verde neighborhood of Costa Mesa. The Big-headed ant is a native of Southern Asia and has established populations in Florida and Hawaii.



Big-headed ant

This exotic pest can be found nesting in disturbed soils, lawns, flowerbeds, and along the base of structures and walkways; once established it can invade homes and other buildings. It does not sting and its bites reportedly are not painful. However, residents may become annoyed by soil accumulation in



OC Agricultural Commissioner Mike Bennett

their gardens resulting from the ants' nests and, as a result, increase their use of toxic products in the environment.

Within days of the Big-headed ant invasion, the University of California, Riverside, issued a Pest Alert for a fungus known as Foamy Bark Canker Disease (*Geosmithia pallida*). The fungus affects Coast Live Oak trees throughout Southern California and California's Central Coast. The fungus was recovered from plant tissues in association with the very common Western Oak Bark Beetle.

Foamy Bark Canker Disease symptoms include a wet discoloration around the beetle entry holes. As the disease advances, a reddish sap may ooze out followed by foamy liquid that can run as far as two feet down the trunk. The fungus grows to block the circulation of water and nutrients, killing branches and eventually the whole tree. The continuing drought has made native oaks more susceptible to insects and disease.

Residents with questions about the Big-headed ant can call the California Department of Food and Agriculture Hotline at 1-800-491-1899. Should you have questions or need additional information, feel free to call Mike Bennett at (714) 955-0112 or Richard Tiffer at (714) 955-0123 at the Agricultural Commissioner's office. ■

Seeking Election Volunteers for the June 3, 2014 Statewide Election!



Orange County Registrar of Voters is recruiting over 6,500 volunteers for the upcoming June 3, 2014 Statewide Direct Primary Election. County of Orange employees have exceptional skills that are important with assisting voters during Election Day operations.

The County Employee Poll Worker Program allows employees to participate in the Election

Day process by serving as poll workers, **and receive their regular day's pay along with a paid stipend for volunteering.**

To sign up to be a County Employee Poll Worker, please visit our website at www.ocvote.com/volunteer/volunteer-to-serve/. Select 'Poll Worker' and 'County of Orange' as the organization, and make sure to complete all of your information and your supervisor's name, email address and phone number. For additional information on the various Election Day volunteer opportunities, job descriptions, and stipends, please visit www.ocvote.com/volunteer.

County of Orange employees have the opportunity to make a difference in our community, contribute to our government's democratic process and provide quality public service to Orange County voters. If you have any questions or would like additional information about the County Employee Poll Worker Program, please contact Espie Martinez at (714) 567-7575 or Espie.Martinez@rov.ocgov.com. ■

Support the Essentials for Young Lives Campaign

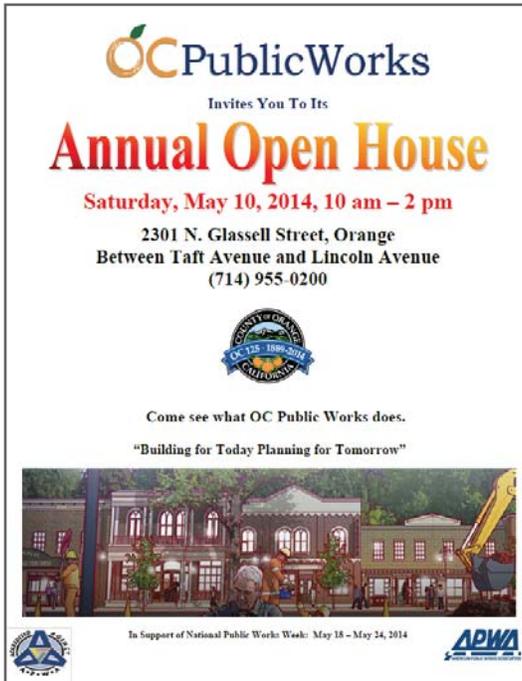
Orange County Sheriff Sandra Hutchens is serving as Chairperson again this year for the Essentials for Young Lives Campaign, a community-wide effort to collect much-needed items for homeless infants and toddlers in Orange County.

The drive to collect diapers, baby food, baby wipes and other hygiene products is led by a non-profit organization, HomeAid Orange County, in partnership with the Children and Families Commission of Orange County. This year's drive is scheduled to end on May 11. Collection boxes are available at County facilities.

Donations collected during the Essentials for Young Lives drive are distributed to 16 organizations in Orange County that serve homeless families. The drive is held in May around Mother's Day to help replenish the supplies these organizations need to serve mothers and their young children. Families represent 63% of those living in Orange County shelters and are considered to be among the fastest growing segment of the homeless population.

To learn about the drive and how you can help, visit www.essentialsforyounglives.org. ■

Learn About OC Public Works at Annual Open House and Car Show



Orange County’s Public Works Department is hosting an Open House on Saturday, May 10, in conjunction with National Public Works Week. This year’s festivities include a car show, games for the kids, exhibits hosted by various sections of OC Public Works and other County agencies. OC Public Works also encourages engineering students interested in internships or future career opportunities with OC Public Works to visit the event to talk to staff about the engineering profession. The event is scheduled from 10 a.m. to 2 p.m. at 2301 N. Glassell Street in Orange, between Taft and Lincoln avenues. Come by to see what OC Public Works is all about! ■

Get the 411 on the Registrar of Voters

- Serving over 1.4 million voters, Orange County is the fifth largest voting jurisdiction in the country. As one of the most complex election operations in the United States, Orange County has more registered voters than 21 individual states.
- New for 2014 – Vote-by-Mail voters will receive an ‘I Voted’ sticker included with their Vote-by-Mail ballot and instructions.
- ROV will operate 1,135 polling places throughout Orange County for the June 3, 2014 Statewide Direct Primary Election.
- The 2012 “Top Two Candidates Open Primary Act” requires all candidates for voter-nominated offices to be listed on the same ballot. All voters can now vote for any candidate on the ballot regardless of party preference.
- ROV is recruiting over 6,500 volunteer poll workers for the June Primary Election and over 8,500 volunteer poll workers for the November 4, 2014, General Election.

To learn more about the Registrar of Voters, please visit www.ocvote.com

Dress Up Your Day with a colorful, embroidered Polo Shirt

This is an ONGOING EVENT

Health Care Agency employees have the option of ordering either the County logo OR HCA's OC Health logo

For questions or more information:
714.834.7699 or jbrayer@ochca.com

** Please specify your Agency/Division name - Agency (Top), Division (Bottom) or fill in "None"*
*** All shirts will be delivered approximately 4 weeks after the last day of each month*

2 Ways to Order

Order SOME Items Online
by clicking on the following link:
http://kustomimprints.com/e-commerce/ochca/index_new_lasso
(More colors available - Click on the link above for More Color Options)

Order ANY Item
by using the Order Form on back of flyer. Fill out form, attach your payment made out to "Kustom Imports" and send to:

Health Care Agency
ATTN: Jean Brayer
405 W. 5th St., Ste. 458
Santa Ana, CA 92701
Pony: 38-S

All colors available in Men's & Women's styles

Dress Up Your Day with a Colorful, Embroidered Polo Shirt

Please [click here](#) to view the PDF version for order instructions.

	PORT and COMPANY Embroidered Twill Cap Logo Only - No additional wording	
\$20.00 each		
	Sport Tek By Port Authority Embroidered Polo Shirts Silk Touch Men's-K500, Ladies-L500	
\$25.00 each (5 oz. fabric) \$5.00 additional for 7 oz. heavyweight fabric		
	Sport Tek By Port Authority Embroidered Polo Shirts Dri-Mesh Men's-K469, Ladies-K469	
\$30.00 each		
	Sport Tek By Port Authority Embroidered Oxford Shirts Woven Men's-S608, Ladies-L608	
\$30.00 each		

Embroidery Option 1

County Logo + you choose your agency & division



Embroidery Option 2

OC Health Logo
Logo Only - No Division Added



Item Type	Item Color (Please List)	Logo Option (Please Circle)	Size (Please Circle)						Qty	Price	Total
Embroidered Cap (CP80)		County Logo OC Health	XS	Sm	Med	Lg	XL	XXL		\$20.00	
Mens Silk Touch Polo (K500)		County Logo OC Health	XS	Sm	Med	Lg	XL	XXL		\$25.00	
Womens Silk Touch (L500)		County Logo OC Health	XS	Sm	Med	Lg	XL	XXL		\$25.00	
Mens Dri-Mesh Polo (K469)		County Logo OC Health	XS	Sm	Med	Lg	XL	XXL		\$30.00	
Womens Dri-Mesh (L469)		County Logo OC Health	XS	Sm	Med	Lg	XL	XXL		\$30.00	
Mens Oxford Shirt (S608)		County Logo OC Health	XS	Sm	Med	Lg	XL	XXL		\$30.00	
Womens Oxford (L608)		County Logo OC Health	XS	Sm	Med	Lg	XL	XXL		\$30.00	
Sum Total \$											

Name: _____ Phone: _____

Agency: _____
 Division: Option 1 Embroidery Only
 Option 2 Embroidery Only

Please return Form & Check to Jean Brayer: jbrayer@ochca.com or Pony Address 38-S

Make check payable to:
Kustom Imprints
 All shirts will be delivered approximately 4 weeks after the last day of each month.



Service Awards

For the Month of April

40 YEARS

Paul B. Hannah
Health Care Agency

35 YEARS

Lawrence A. Bauer
Probation

Kathryn A. Preston
Sheriff-Coroner

30 YEARS

Veronica J. Deves-Rosecrans
County Executive Office

Caroline Cordova
Health Care Agency

Alison E. Halderman
Health Care Agency

Kathleen M. Beaman
Registrar of Voters

James R. England
Sheriff-Coroner

Steven A. Gil
Sheriff-Coroner

Patricia Lopez
Sheriff-Coroner

Elaine Pauley
Social Services Agency

25 YEARS

Bob G. Yancey
Airport Operation

Lidia A. Hozan
Auditor-Controler

Nelida Chavez
Child Support Services

Promila Nayyar
District Attorney

Pearl S. Boelter
Health Care Agency

Victor Cota
Health Care Agency

Sandra A. Heaton
OC Community Resources

Akbar Sharifian
OC Public Works

Yihauo C. Shen
OC Public Works

Michael A. Fisher
OC Public Works

Sultan M. Saleh
OC Waste and Recycling

Andrea A. Saucedo
Orange County Public Guardian

Donald D. Barnes
Sheriff-Coroner

Robert G. Dunham
Sheriff-Coroner

Douglas K. Ellithorpe
Sheriff-Coroner

William G. Grover
Sheriff-Coroner

David A. Manley
Sheriff-Coroner

Donn G. Mire
Sheriff-Coroner

Donald D. Voght
Sheriff-Coroner

Terri L. Ondrasek
Sheriff-Coroner

Jim D. Smith
Sheriff-Coroner

Belen Cerda
Social Services Agency

Vicki L. Davis
Social Services Agency

Jaleh Farivar
Social Services Agency

Khanh T. Ha
Social Services Agency

Mark D. Lottman
Social Services Agency

Kathy Tran
Social Services Agency

Emilio Zamarripa
Social Services Agency

Wallace J. Miller
Social Services Agency

Loan T. Vo
Social Services Agency

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