

Helping Clients Manage the Medical Maze: Social Service Agency's Albert Alvarez

Albert Alvarez's office chair doesn't look any different from hundreds of others in County offices, but it doubles as a hot seat. When clients have issues with their Medi-Cal coverage, after they've exhausted other avenues and complained to the heavens, it's his phone that rings.

"I've had angry clients, yelling and screaming and all that, but I'm pretty good at defusing situations rather than escalating them," Albert said of his job at the Social Services Agency's Adult Services and Assistance Programs division. "These people have real problems, and it's a good feeling being able to help them, because that is what I would want if I was on the other end of the phone. It's that old adage: Treat people the way you'd want to be treated."

Albert does a number of things in his job—including filtering the state's changing eligibility rules and regulations down to the line staff—but he's most passionate about helping to find solutions to clients' problems. He answers all of the health coverage queries that arrive via the ocgov.com website, and fields the numerous calls routed to him every day.

"For me, every call that comes in is a priority, but some are more urgent than others," he said. "Just last week I had a call from a mother with a five-month-old baby who had been in the hospital until that week. The pharmacy was telling her she was ineligible for the prescriptions her baby needed, and she'd spent eight hours on the phone with three different



Albert Alvarez

agencies before she was referred to us. I was on the phone for a couple of hours myself, talking to CalOptima and California Children's Services. They were able to correct the issue on their end, and that night she was able to get the prescriptions. I didn't want to leave work until it was resolved, with a newborn there needing medication."

His phone has been ringing more as the Affordable Care Act has been phased in. He said, "It's a monumental change we're going through, and it takes some explaining to people. There are many more people using Medi-Cal now who are unfamiliar with it. A frequent problem we get is people who expect their Medi-Cal application to be processed right away, but the system is so busy it can take 45 days. I've had calls where someone is having

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a medical emergency, and they don't have their Medi-Cal approval yet. We reach out to our processing centers to let them know the urgency of it, and usually they are able to approve them within 24 hours.”

Some clients who have started out shouting at him ended up sending him thank you notes. He's quick to point out, though, that it's a team effort, where he's just a middleman and it's the agencies he reaches out to that fix the problems.

Albert originally sought a more hands-on career in medicine.

He grew up in Garden Grove, and graduated from Bolsa Grande High School in 1986. “When I was a kid I loved the medical field and was fascinated with anatomy. When I went to UC Irvine, I studied for a degree in biological sciences, but after a year, one of my aunts was diagnosed with cancer. My dad was her primary caretaker—taking her to the hospital, getting her to her doctor visits and all—so I dropped school and stepped in to help him out with his construction business.”

He did that until the business foundered during the recession of the early 1990s. His sister already worked for the County and suggested he apply. Albert was hired as a receptionist at Social Services, and soon had cause to wonder if he'd made a wise career move.

“I'd barely started working when the bankruptcy happened,” he recalled. “I was pretty sure my job was on the chopping block, but fortunately, it wasn't. I moved up to be an Eligibility Technician, then an Eligibility Supervisor. I've been a Social Services Supervisor I for nine years and feel ready for the next challenge, so I'm interviewing for Social Services Supervisor II. I've been here for 20 years now, and really love what I do. It's gratifying being able to help people.” ■

Skeleton Crew: A Pioneering Internship Program

A couple of years ago, members of the coroners' offices of Orange, Riverside and San Bernardino counties got together and formed the Skeletal Curation Working Group, which, OC Deputy Coroner Tiffany Williams says, “is just a fancy working title for ‘Let's look at best practices for tracking, storing and doing justice to the bones in our care.’ “

Each county, it seems, had similar questions about how they were handling the skeletonized remains of unidentified persons. “We looked at what coroners, universities, museums, the military and others were doing, and what we realized was that we had a lot of work to do,” she said.



Interns Julia Grundy (L) and Danna Bran (R) flank Deputy Coroner Tiffany Williams

Call in the interns! Williams set up a pioneering internship program—a rarity for coroner's departments, and possibly unique with its

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emphasis on forensic anthropology--and sought out two go-getter students, who since last September have been rattling the county's bones into shape.

Danna Bran is a Cal State Los Angeles grad student with a degree in anthropology and a concentration in forensics. She is presently working toward her Master's, and possibly a PhD. While interning, Julia Grundy recently completed her studies for a Bachelor's degree in anthropology from Cal State Fullerton.

When Danna's school mentor told her of the internship program, she says, "I jumped on it, and got my application in the next day. I wanted the hands-on experience, working on actual cases that still need to be identified."

Julia had been doing an archeological internship at Santa Ana's Cooper Center when, she says, "Tiffany walked in, under the guise of looking at different curation techniques..." "And I stole her away," Tiffany concluded, laughing.

While dead serious about their work, the three share a light-hearted repartee. Working at the coroner's is not a job for everyone, the trio agrees.

"You definitely need to have the personality for doing this, and even then there is an adjustment process," Julia says. "You have to get your mind to not take what you see here so personally. Some people can't handle it; some can."

That doesn't mean they're unflappable. On one occasion the two opened a box, expecting to only find human remains, "and there were bugs!" Julia exclaimed. "Those weren't fun."

The pair inventoried and organized all the office's skeletal remains, and set up a system for future organization. They've gone through several cold cases to see if any new techniques

might help with identification. They've instructed Sheriff's units and students on how to create facial reconstructions from skulls. (The OC Coroner Division is also a teaching facility and part of the statewide Coroner's Academy.) They've done field work, where they helped to sort out a decedent's bones. They've helped with trying to identify two unknown bodies at arrived at the morgue during their internship, as well as tackling a host of other tasks.

Tiffany said, "On TV shows, they always have a nice, complete skeleton; in real life, we might get one partial bone. We have to get as much information as we can from every bone we have, and that's what forensic anthropologists do."



Her interns, with their specialized skill set, background and enthusiasm, really made the program a success, she said. "If we'd had interns who just sat there waiting for me to tell them what to do, that wouldn't have worked, but these two jumped in and did everything we asked of them, ten times better than we'd hoped, and then kept finding more things they could tackle. We thought it would take two years, but thanks to them, we now have a fantastic professionally-curated anthropology facility here in the County of Orange. We're not quite ready to let them go yet, so we're in the process of tweaking their duties."

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In the remaining days of their internships, Julia will be branching out to aid with other coroner’s duties, while Danna will be assisting with the county’s unidentified cold cases. Though the Sheriff-Coroner’s office quickly IDs most of the John or Jane Does that come in, the bones Danna and Julia have been curating belong to roughly 80 unidentified individuals, some of whom have remained so since the 1970s.

“I was surprised to learn there were such a lot of unidentified people, and that some go so far back,” Danna says. “Knowing that makes my drive stronger to contribute to finding answers to that.”

She and Julia said it isn’t just the science of their field that intrigues them, but also the mystery and puzzle-solving part of it. “I don’t think the mix of science and law enforcement could ever get boring,” Julia says. ■

When People Need Help Getting Help, There’s 2-1-1 Orange County



Karen Williams, President & CEO
2-1-1 Orange County

When Orange County residents need help and it’s not a 911 emergency, it can be confounding knowing who to call. That’s where 2-1-1 Orange County comes in.

Dialing three numbers—211—connects callers with staff who are expert in assessing each person’s situation and referring them to the best avenues for help. The organization fields some 70,000 calls a year, and connects callers with assistance from a database of more than 2,000 agencies. Many of the most-referred agencies are within the County of Orange.

2-1-1 OC is not Angie’s List: It won’t connect you to a caterer or plumber, and the caller with a movie idea who insisted 2-1-1 staff connect her with Will Smith had to look elsewhere. But when people are stuck for the rent; are suffering with PTSD; need counseling for an elderly relative; don’t know where their kids’ next meal is coming from or are facing a host of other health and human service difficulties, 2-1-1 OC can be a lifeline.

While the nearly 6,000 calls they handle monthly is impressive, President and CEO Karen Williams says, “I’m looking forward to getting the word out that we exist. Too many people don’t know that we’re here.”

The organization has previously been cautious in promoting itself, so that the volume of calls they handle doesn’t degrade the quality of the service they’re able to give callers. Newly acquired technology and the merger with another OC nonprofit, OC Partnership, puts them in a better position to serve more callers.

The County of Orange has been a supporter of 2-1-1 OC since 2006. This May, the Board of Supervisors renewed their funding support for

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another year. OC Partnership also has long ties to the County via its role in uniting government agencies and non-governmental organizations through the Commission to End Homelessness. The two organizations are moving into a common headquarters this summer in Santa Ana's The Village nonprofit center.

The calls they tackle include people seeking food, clothing, medical help or other basic human needs; those needing help navigating the Affordable Care Act or other insurance access; callers seeking counseling for depression, mental problems or substance abuse; people needing job training or help finding a job, and a host of other services. The needs list is topped by callers seeking or trying to hold on to adequate shelter.

“Out of every ten calls we get, seven have something to do with housing, whether it’s rental assistance, homelessness, or families needing help paying their electric or gas bill,” Williams said. 2-1-1 OC’s work there dovetails with OC Partnership’s long-term efforts with the County to end homelessness.

Along with helping to keep families off the streets, the aid network accessed by 2-1-1 OC keeps many problems from escalating to 911 situations later.

The key to the service is the staff who answer the phones. Many come from a social service background, and undergo weeks of training, of

which a deep knowledge of the help options in the database is only one factor.

Community Relations Manager Alisha Swanson explains, “When people call in crisis, they’re often frustrated and not thinking clearly, and it takes a lot of listening to sort through what they’re saying, assess what they need and then connect them to the shortest path to help. It’s a hard job and it takes a special skill.”

Along with being of service to the public, 2-1-1 OC’s role as a bridge to service agencies has advantages for the agencies as well. When a call is routed to them, the 211 staff has already determined that the caller and situation is relevant to the agency’s purview, and the caller has been pre-screened for eligibility.

Though calling remains the most effective means of finding help, there is an increasingly robust website at www.211oc.org, of which Williams says, “We’re starting to build out segmented portals to address the needs of specific groups, including veterans, the jail reentry population and victims of domestic violence. For each of these segments, there’s different types of paperwork and forms they need access to. To save clients from searching those out or making unnecessary trips to an agency, we’re putting PDFs to the forms they’ll need right on the webpage. The idea is to connect people to help with as few obstacles as possible.” (Get the 411 on 2-1-1 on page 12.) ■

Coyote Canyon Community Expo Celebrates Habitat Restoration Success

The County’s former Coyote Canyon Landfill offers some beautiful views from its 395 acres of open space in Newport Coast. More than 200 community members visited the landfill for the first time last month at the invitation of the Transportation Corridor Agencies (TCA). Their Community Expo was a celebration of the 20th Anniversary of their successful native habitat restoration on the landfill. The Expo featured booths with information about water conservation, native habitat

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restoration, fossils, the landfill gas-to-energy facility and the Coyote Canyon Landfill itself. OC Waste & Recycling hosted the activities at the landfill, and provided biologist-led van tours of the habitat restoration area.



California gnatcatcher / photo by Robert Borboa

Through a partnership between the County of Orange and TCA, 122 acres of California coastal sage scrub was planted on the closed landfill in 1994, just four years after the landfill stopped receiving waste. Today, the restored habitat area is home to many California gnatcatchers, the endangered species that calls the coastal sage scrub habitat home.

OC Waste & Recycling staff were excited to speak to residents about the Coyote Canyon restoration area as well as other habitat restoration projects at other landfill sites. "Neighbors were really excited to see what was happening in the area that they drive by every day," said Weena Dalby, environmental engineering specialist and biologist working at the Frank R. Bowerman Landfill in Irvine. "One person even thanked me for being a good example of a closed landfill for all the rest of the world."

The Coyote Canyon site staff was equally pleased to host the event, making sure the

van tour route was well marked and smoothing out areas not typically needed for public access. Laborer Dennis Moore marked out the designated parking area and hauled sand bags where needed to keep tents and other items in place.

Senior Landfill Equipment Operator Robert Borboa was discovered to have photographic talents, too. He caught a close-up photograph of a gnatcatcher in its habitat while driving through the area. He heard the characteristic "meow" call, turned off the truck and waited quietly to hear it again. When he did, it was only 10 feet away! He caught the picture of the elusive bird (left) and claimed it was all in a day's work.

Supervisor John Moorlach was on hand to congratulate TCA on their successful restoration project. In fact, he suggested a future potential project at the site for in his final year as a county Supervisor. "I would like to begin the due diligence process for building a golf course on the site," Supervisor Moorlach said. "Preliminary research indicates that this may be a viable alternative for this location, and the City of Newport and he County have started collaboration on this project." ■



Supervisor John Moorlach with members of Scout Troop 36 (Irvine Ranch) and other dignitaries at Coyote Canyon.

Celebrate OC's 125 Birthday!



The Orange County Fair will open its gates on Friday, Aug. 1, with a special celebration in honor of the County's Quasiquicentennial, a fitting tribute to be held 125 years to the day that Orange County officially split from Los Angeles County.

As with many such endeavors, the birth of the County was difficult and protracted—about 20 years in the making. At least five attempts were made to create the County—and if the first try had succeeded, we'd be Anaheim County today and our County seal would be a cluster of grapes.

Here's the story: In 1870, Max Strobel, the first mayor of Anaheim, helped push a bill through the State Assembly to form Anaheim County. The new county would have included the area south of the San Gabriel River. The bill failed in the Senate.

In 1872, a second bill was introduced – proposing this time to create an Orange County – but it never made it to a vote. Four years later, Anaheim leaders tried again, this time under the name Santa Ana County, hoping to gain support from that city. But since Anaheim would have been the County seat, the city politely declined support.

In 1881, the undaunted Anaheim supporters were back again, this time creating an Orange County but designating Anaheim as the County seat for only the first two years. A subsequent election would then determine the official County seat. Once again, the bill never came to a vote. Yet another attempt in 1885 also failed, even though

that bill creating an Orange County passed through the Assembly.

By 1889, County supporters had regrouped and brought in some political heavy-hitters. Area Assemblyman Col. E.E. Edwards of Santa Ana introduced a new bill to create Orange County, bringing in Santa Ana's founder, William H. Spurgeon—a prominent Democrat—and local Republican leader James McFadden to lobby the Legislature. Santa Ana business leaders kicked in \$30,000 while San Francisco County legislators pledged support as a way to reduce Los Angeles County's influence.

The bill passed both houses of the Legislature and was signed into law by Governor Robert Waterman on March 11, 1889. It allowed for local residents – by a two-thirds vote—to decide whether to create the county. The vote was held on June 4, 1889 and passed easily: 2,505 to 499.

Once the vote was in, a second balloting was held on July 17, 1889, to determine the County seat—a wise decoupling of the issue given the territorial pressures between Anaheim, Santa Ana and even Orange, the third incorporated city. Santa Ana emerged victorious.

With everything in place, Orange County officially came into being on Aug. 1, 1889. The Board of Supervisors met for the first time on Aug. 5, 1889—triggering yet another celebration when the Board meets this coming Aug. 5. ■

FY 2014-15 Recommended Budget Released

The FY 2014-15 budget has been released by CEO Budget. It represents a disciplined approach to fiscal management as the County continues to adjust to economic realities, minimal revenue growth and continued demand for programs without adequate funding. The recommended base budget allows for 2% growth in General Fund departments, though several departments have made augmentation requests that will be considered by the Board during budget hearings scheduled for June 10 and 11.

A Public Budget Preview will be held from 8 a.m. to 9 a.m. on Tuesday, June 10, in the Planning Commission Hearing Room at the Hall of Administration.

FY 2014-15 Budget Highlights:

- Total budget is \$5.4 billion—roughly the same as the FY 2013-14 adopted budget. This includes appropriations of \$3 billion in General Fund and \$2.4 billion in non-General Fund.
- Reflects a Net County Cost increase of \$60.8 million or 1% growth.
- Discretionary revenues are \$672 million or 12.5% of the total budget.
- Reflects revenue growth assumptions of 2% in property tax revenues and 3% in Public Safety Sales Tax (Prop. 172) revenues.
- Includes \$54.8 million to augment base-level funding, including \$37.6 million for Public Safety.
- Total budgeted positions are 17,719, an increase of 91 over this year, due mostly to positions added as a result of the Affordable Care Act. Another 324 positions have been recommended by CEO, bringing the total to 18,043 if approved by the Board.
- Includes a payment of \$5 million to the State, the first of five escalating payments totaling \$150 million ordered as the result of a lawsuit.
- General Fund reserves are level at \$365.5 million, including the \$150 million owed to the State.
- Includes \$3.6 million for potential operation of two 24/7 year-round emergency homeless shelters. ■

All Systems GO for The County's Voice and Data Network Transformation

The County's converged voice and data network transformation project is underway! This 25-month project (March 2014 – April 2016) will deliver a highly upgraded and streamlined network design that supports increased Internet capacity, speed and a new state-of-the-art phone system. The project will be done in four phases and includes 140 County sites and 18,000+ users. Significant effort has been made to address County business requirements and ensure that there will be minimal impact to County operations during the project.

The County will derive many benefits from the new converged network. There will only be one network system that will support both phone and data flow. This allows circuits to be consolidated,
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which reduces maintenance costs. The new phone system will provide users with new phones and added features, including a corporate directory accessible directly from the phone, the ability to get phone messages via email and ways to manage phone features online. Based on agency requirements, some users will be provided with “softphones,” where your PC handles both network data and phone calls.



During the past quarter, the CEO Office of Information Technology and Xerox met with agencies to review and finalize the network design and transformation schedule, as well as introduce the process that will be used to upgrade each location. For each phase, the data network and cabling upgrades will be completed first, followed by the new phone implementation. As sites are upgraded, you may notice pre-authorized vendor staff in work areas to assist with the transformation.

Prior to the new phone system’s launch, users will receive onsite training and will be provided with online training materials for reference. The day following the launch, Xerox will provide on-site support to address any user questions and issues. A special toll free number will be available as well for users to engage the Xerox Critical Care Team for immediate support.

This is an exciting, innovative technology project that impacts all County users and requires cooperation by all. If you have any questions, please contact Transformation Project Manager Jim Mata at 714-834-6798. ■

County Considers Extending Growth Restrictions at John Wayne Airport

Nearly 30 years after a landmark federal court settlement limited expansion of John Wayne Airport, the County has issued a new Environmental Impact Report designed to extend regulation of airport growth through 2030.

Public meetings were held in late May in North Tustin, hosted by Supervisor Todd Spitzer, and at airport offices in Costa Mesa with Supervisor John Moorlach.

In a nutshell (the EIR is 800 pages with 7,000 pages of technical addenda), the expansion

alternatives range from keeping the airport’s operational size as it is (maximum of 10.8 million passengers a year) to eliminating the restrictions (estimated capacity of 16.9 million passengers a year)—with the corresponding increase in flights, noise, traffic and pollutants.

Extending what’s known as the Settlement Agreement also would lock in place a nighttime flight curfew through as long as 2035.

The current agreement originally was approved by the Board of Supervisors, the City of

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Supervisor John Moorlach



Supervisor Todd Spitzer

Newport Beach and two Newport Beach community groups in 1985. It was set to expire in 2005 but was extended in 2003 to stretch through 2015.

About 50 people attended the North Tustin public comment session on the specifics of the Environmental Impact Report. Another 40 people packed a conference room at airport offices in Costa Mesa the following evening for the second opportunity to comment.

Comments in North Tustin focused primarily on an issue over which the County has no control—the location of aircraft as they approach John Wayne Airport preparing to land. The FAA and each pilot have sole authority over flight paths, which many residents said have changed in recent years to be more directly over their homes.

Supervisor Spitzer reminded the North Tustin crowd that when Congress passed the Airport Noise and Capacity Act in 1990, local control over airport noise ended. In exchange, airlines agreed to replace their aircraft with new-

generation “quiet” engines over subsequent years. John Wayne Airport’s noise regulations are grandfathered because they were in place before the law passed—and have stayed in place because of the Settlement Agreement.

If the Settlement Agreement is not extended and expires next year, “we’d lose all those protections that have been fought for over 30 years, particularly the curfew,” Supervisor Spitzer said. “I want everyone to appreciate the balance here.”

At the airport’s public comment session, several speakers said they wanted the health consequences of ultra-fine particulates from jet fuel studied as part of the environmental impact.

The Draft EIR and technical appendices are available for public review at: www.ocair.com/settlementagreement.

Written comments are being accepted through July 8 at 5 p.m. They also can be emailed to a special email address at deir617@ocair.com. ■

Building 10 Parking Garage Gets EV Charging Stations



OC Public Works has installed two Electric Vehicle Charging Stations at the Hall of Administration—one in the supervisors’ parking garage and the other in the staff parking area. The chargers are fitted with a long cable so multiple spaces can take advantage of the charger, one at a time.

In the staff parking garage, three spaces (80-82) have been identified with a special green-and-white “Electric Vehicle Preferred” parking sign to identify the area served by the charger. The will encourage non-electric vehicles to park elsewhere when other spaces are available.

The purchase and installation of the EV Charging Stations was accomplished at no cost to the County through the County’s allocation of AB 2766 Subvention Funds. While the County completes an evaluation of the Electric Vehicle Charging Policy & Procedure, employees may continue to charge electric vehicles at no cost.

Additional questions on the EV Charging Stations should be directed to Don Ries of OC Public Works at (714) 667-4923 or Donald.Ries@ocpw.ocgov.com. ■

Have a Story Idea?

We’re looking for everyday heroes among County employees who exemplify our values and vision statement, as well as interesting and newsworthy programs and events. If something comes to mind, please send an email to jim.washburn@ocgov.com or call (714) 834-2053. ■



Get the 411 on 2-1-1 Orange County

- 2-1-1 Orange County is an information and referral system to connect Orange County residents in crisis or in need with services from more than 2,000 government, nonprofit and other group services. The organization began in the 1980s as People for Irvine Community Health, and joined the growing nationwide community of 211 providers in the last decade.
- The range of services that 2-1-1 Orange County links callers to includes housing and shelter resources; urgent care, medical, dental and vision services; workforce development; government assistance programs; child development assessment services; elder care; prenatal care; substance abuse treatment and prevention programs; support group connections and many others.
- 2-1-1 Orange County is available toll-free to callers 24 hours a day, seven days a week. Peak hours for calls are 9 a.m. to 2 p.m. During the low-use hours of 10 p.m. to 7 a.m., calls are routed to the 211 service in Ventura County.
- In 2000, the Federal Communications Commission reserved the 211 number for community information and referral services. It gained prominence nationwide after the chaos of 2005's Hurricane Katrina highlighted the need for a comprehensive link to vital services.
- Along with the daily services 2-1-1 OC provides, it also has generators and other backup equipment, prepared to be activated by the County of Orange during a disaster, as a link to vital services for the community.

To learn more about 2-1-1 Orange County, please visit
<http://www.211oc.org>



Service Awards

For the Month of May

35 YEARS

Barbara J. Richard
 Health Care Agency

Kendra D. Hayden
 Human Resource Services

Ronald P. Fogleman
 OC Public Works

30 YEARS

Betti Lou N. Jones
 OC Community Resources

John J. Hanlon
 Probation

Lori G. Lopez
 Probation

Annette J. Westby
 Probation

Dennis P. Laface
 Sheriff-Coroner

Sherry L. Lujan
 Sheriff-Coroner

Virginia J. Hajek
 Social Services Agency

Ricardo T. Mendoza
 Social Services Agency

Joy M. Metchnikoff
 Social Services Agency

Michelle R. Swart
 Social Services Agency

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25 YEARS

Tamara L. Killingsworth
Airport Operation

James A. Coulter
District Attorney

Gina M. Denny
Health Care Agency

Eleanor Forrest
Health Care Agency

Luis A. Lodrigueza
Health Care Agency

Devin L. Baker
OC Public Works

Thuy T. Gutierrez
OC Public Works

Teri L. Koger
OC Public Works

Christine M. Mendivil-Knapp
OC Waste & Recycling
Enterprise

Lani Gervaise
Probation

Linda J. Hewitt
Public Defender

Debra T. Eck
Sheriff-Coroner

Rosemarie B. Lacy
Sheriff-Coroner

Ramiro S. Espinoza
Social Services Agency

Crystal Floyd
Social Services Agency

20 YEARS

Marylouise Baudino
Assessor

Anne N. Tran
Auditor-Controller

Liliana Onofre
Child Support Services

Lynne A. Peterson
Child Support Services

Ann E. Fletcher
County Counsel

Jana G. Lowrey
District Attorney

Hilda Perez
District Attorney

Anthony Beltran
Employees Retirement

Walter Cadena
Health Care Agency

Alan W. Reynolds
Health Care Agency

Suzanne E. Stein
Health Care Agency

Patricia Trout
Health Care Agency

Jacqueline Williams
Health Care Agency

Karen L. Hodel
Human Resource Services

Michael J. Ceja
OC Community Resources

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20 YEARS CONTINUED

Loretta E. Farley
OC Community Resources

Neal A. Heidenreich
Probation

Kelly S. Miramontes
Probation

Charles A. Thomas
Probation

Darren A. Braham
Sheriff-Coroner

Ronald S. Mclucas
Sheriff-Coroner

Jose Montes
Sheriff-Coroner

Tanya P. Reed
Sheriff-Coroner

Todd D. Russ
Sheriff-Coroner

Darren E. Sandberg
Sheriff-Coroner

Chad J. Smith
Sheriff-Coroner

Bryan V. Stevens
Sheriff-Coroner

Lisa T. Watanabe
Sheriff-Coroner

Jose Zamudio
Sheriff-Coroner

Lauren Copenhaver
Social Services Agency

Wendy R. Gomez
Social Services Agency

Cheryl L. Grimsley
Social Services Agency

Kristin Matthews
Social Services Agency

Deborah Phillipson
Social Services Agency

Norma J. Sanchez
Social Services Agency

Brian Smith
Social Services Agency

David T. Nguyen
Treasurer-Tax Collector



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/Communications. Call 714.834.6203 with any suggestions and comments.

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