



October 2016



FRANKLY SPEAKING

A Message from
**CEO
Frank Kim**



Dear OC Employees,

I started last month's column with a quote so here's another from the Greek philosopher Heraclitus that seems apropos: "The only constant in life is change."

We've had a series of changes come about recently, some of which you may be personally familiar with and some you may have read about, including the opening of a new transitional center at the former Santa Ana Transit Terminal in the Civic Center and the departure of our Chief Operations Officer for a great opportunity with the City of Dana Point.

As a member of the Board remarked recently, we're a family but we're a really BIG family. So it's a given that something will be changing every day somewhere in the County. That got me thinking about how best to deal with change. I know it was a change becoming CEO and it has taken time to adjust.

There are few tips I've picked up by reading best-practice articles and from advice provided by friends and family regarding how to survive and benefit from change that I thought I'd share:

(Continued on page 2)

Kamal Singh: Orange County Taxpayers' Concierge

Treasurer-Tax Collector Shari Freidenrich has engaged her office on a trailblazing quest—of the internet kind. Employees of the Treasurer-Tax Collector (TTC) are encouraged to hunt for ways to bring services closer to the public by providing taxpayers easier access to information online, including paying property tax bills with a click instead of a stamp. On its homepage, the TTC allows a taxpayer to print a property tax bill without having to contact the office directly.

More than 55% of property taxes are now being paid electronically instead of being mailed.

It's a win-win situation for both taxpayers and the TTC because public information is readily available for self-service, reduces the number of incoming phone calls to the office and improves customer service.

No one agrees more than Kamal Singh, who interacts daily with the public as the taxpayer service manager, overseeing three busy retail centers: the public service counter, the call center and the remittance center. Not a position for the faint at heart.

Juggling these TTC outlets is a reflection of Kamal's 28 years of collective experience at the Offices of the Assessor, Auditor-Controller and TTC. She started as extra-help at the Office of the Assessor, working hard in the accounting series, which is a suite of positions requiring testing in each successive position. After working through Riverside City College, Kamal realized accounting and math came natural to her, so it's not a surprise that her career progressed in three agencies revolving around public finance.

Having a defined approach when dealing with the public on a daily basis is an effective best practice. "I normally manage the escalated inquiries. The approach is to stay calm, listen to them, explain the facts, and give them options for future payment methods so that the situation can be further avoided," said



Taxpayer Service Manager
Kamal Singh

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1. Think positively! Positive thinking doesn't solve every problem or issue but you know the old saying about thoughts becoming things. Approaching change by determining the good that could come of it and focusing on that—whatever form that might take—helps manage expectations and erase negativity.

2. Exercise. I know, you're thinking this is another pitch for Fitness with Frank. And it is! Exercise makes you feel better and more confident and that leads to success in other areas, even if it's just getting through the workday with more energy. Exercise also helps with creativity and brainstorming when dealing with how best to accommodate change.

3. Take small bites. Too often we get burdened by too many to-do's as we're reacting to change and then get overwhelmed. Focus on one task at a time and make a point of crossing it off the list when it's done. This reinforces how work is a progression of accomplishments as opposed to a list of demands. (See #1.)

4. Be flexible. Most of you know this—it's one of the most exemplary traits of County employees that I encounter every day. But flexibility truly is the most potent work habit to engage when faced with changes to your routine.

5. Be kind. It may be corny but being kind—even when it's not returned by a frustrated member of the public or a colleague having a bad day—is a habit worth having because it lets you define who you are instead of allowing yourself to be defined by others.

Working at the County is a fast-paced, changing and challenging environment because so many people rely on us every day to do so many things essential for their lives. Thank you for your dedication and resiliency, and for the professionalism you show every day as a member of our County family.

Sincerely,

Frank Kim
County Executive Officer

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Kamal.

Out of all of the agency experiences, Kamal admits the Auditor-Controller tax unit was the greatest learning curve as she was exposed to the complicated world of cities, special districts and Community Facilities Districts (CFDs) and how each distinct set of funds are dispersed. She worked at Auditor-Controller for 10 years learning the 'lingo' and many acronyms which made a natural and easy transition to TTC. She's been there ever since.



Kamal and her husband, Nirbhay, in Hawaii

One might think the public interface portion of the job would be as simple as collecting checks and bundling them for a bank deposit. Not at all. At the TTC, the remittance center relies on technology, including intricate hardware and smart software to process data. It takes account for payments made not only by the public, but also the many mortgage companies and banks who pay taxes twice a year for their customers through impound accounts—which represents 21% of all property tax payments. In addition to managing this process, Kamal also oversees the call center and public service counter along with her staff to find solutions for taxpayers.

In contrast to the busy and often byzantine world of public finance, Kamal's disposition is calm, informative and tempered with a light sense of humor — much attributed to where she was born and grew up until high school, in the islands of Fiji. Born into a Punjabi family on the island, Kamal recalls the beauty of her family's sugar cane farm built by her ancestors after moving to the island from India. Punjabis are natural farmers so it made sense for Kamal's family to grow and harvest sugar cane on a large ranch with horses and farm animals. In 1874, the British brought Indian contract laborers to help develop the islands. It was a time when one could have a "castaway life" living in a hut with access to waters full of fish, rich soil and other plentiful resources. The last time Kamal returned to Fiji was 10 years ago. She says, "Fiji still offers a castaway life, but now it's become a very expensive destination for visitors."

Water and sand follows her from Fiji to Orange County, and even on her vacations, because her choice of a holiday is Hawaii. At home, Kamal enjoys cooking for her family, and appreciates "farm-to-table" wholesome cuisine as she once had in Fiji. An avid Laker's fan, she was even witness to a game in 2009 when Kobe Bryant hit a game-winning buzzer shot against the Miami Heat. When she's not supporting the Lakers, Kamal and her family support the golf strokes of famous PGA golfer BJ Singh, who is also from Fiji.

PLEASE SEND PROFILE SUBJECTS FOR COUNTY CONNECTION!

Do you know someone who would make a good employee profile? We're looking for staff-level employees who love their job and carry the flag with enthusiasm both for their agency and the County as a whole. Send submissions to anahid.burkhart@ocgov.com



The Golden Age of Oranges

By Chris Jepsen

Although there was no citrus industry here when the name “Orange County” was first suggested, we eventually more than lived up to our name. Orange County’s Valencia oranges reached a peak of 77,000 acres in production in 1948. We also grew lemons, grapefruit and other citrus here. But for much of our history, the sunny orange defined us, promoted us, and drove our economy.

The gardens at Mission San Juan Capistrano were probably home to Orange County’s first orange tree, beginning in the late 1700s. But oranges didn’t make an impact here until 1870, when Anaheim Justice of the Peace William Hardin planted the seeds from two barrels of rotten Tahitian oranges and began to sell the resulting trees.

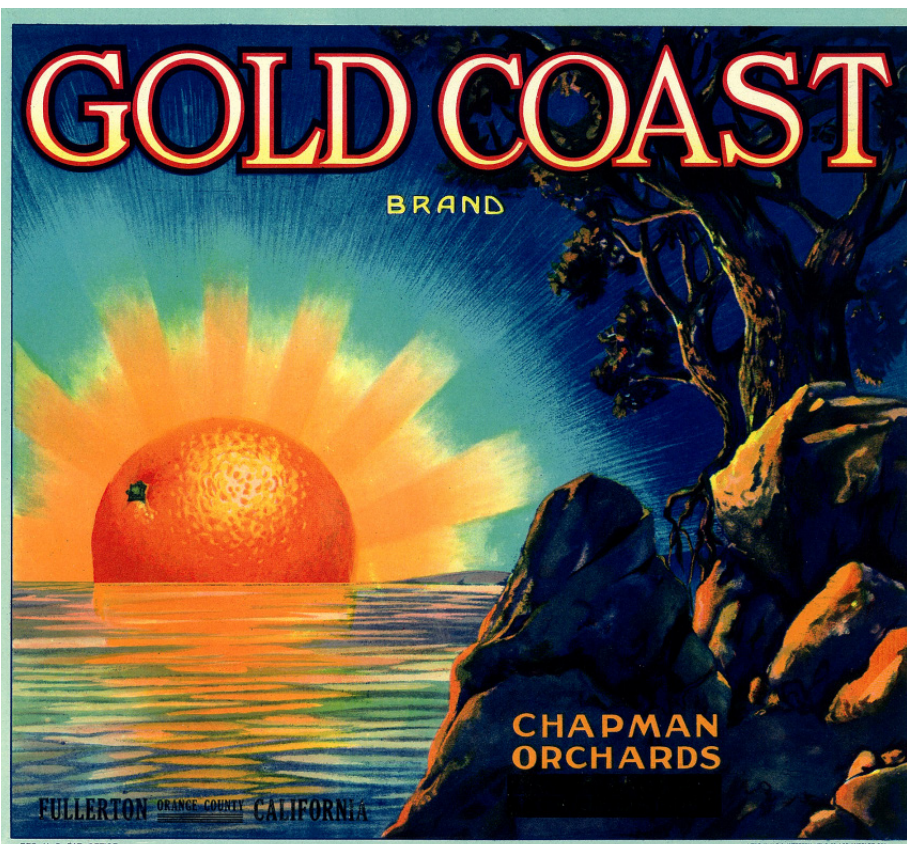
Our first Australian navel orange trees were imported and planted near Orange by Patterson Bowers in 1873. But it was the arrival of the Valencia orange – a native of the Azores – that proved the most important for Orange County’s future.

The first Valencia grove in Orange County was planted in 1875 by Richard H. Gilman on the site of today’s California State University Fullerton. Soon, Sheldon Littlefield – who later served as one of our first County Supervisors – planted another grove east of Fullerton. In 1895, Littlefield’s grove was purchased by Charles C. Chapman, whose marketing and agricultural acumen, along with the natural sweetness and juiciness of the fruit, brought the Valencia to prominence.

Various influences bolstered the growth of our citrus industry. For instance, wine grape growers, whose vines had been devastated by Pierce’s Disease, were looking for a new crop to grow just as oranges were coming to the fore. And the arrival of the railroads in the 1880s created a national market for locally grown fruit.

Citrus packing houses began to open across Orange County, often tied to cooperative associations of growers like the Anaheim Orange & Lemon Association or the Yorba Linda Citrus Association. Each local association was an important institution, providing not just agricultural infrastructure, marketing, and a bit of financial stability for growers, but also a sense of community.

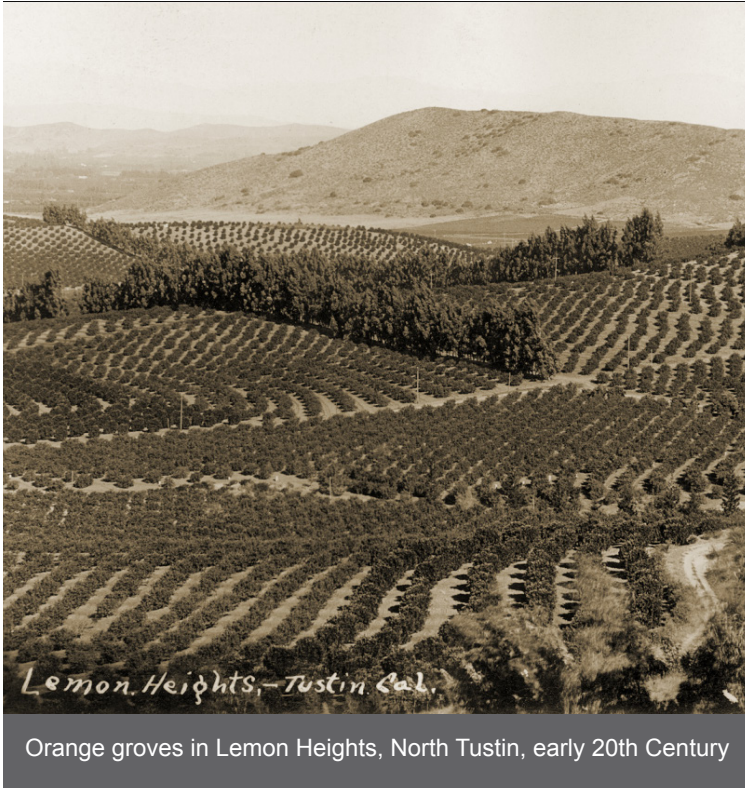
The most important of these organizations was the regional Southern California Fruit Exchange – eventually known as Sunkist. They provided their members with scientific advice, astonishingly effective national advertising, and modern packing plants. They persuaded Americans that Valencias



Wood citrus shipping crates featured colorful brand labels, each represented specific packers, fruit sizes, and levels of quality

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Orange groves in Lemon Heights, North Tustin, early 20th Century

were the best type of oranges, and that oranges were healthy and good for everyday eating – not just an exotic oddity. Beginning with a 1916 ad in the Saturday Evening Post, Sunkist also convinced Americans that the previously overlooked juice of oranges was the perfect drink to accompany breakfast.

Idealized scenes of a sunny, happy, prosperous, healthy Southern California accompanied Sunkist's vast marketing campaigns, and contributed greatly to migration from other parts of the country. California promoted the orange while the orange promoted California.

NEXT TIME: Citrus to Suburbia

About the Author

Chris Jepsen is the Assistant Archivist at the Orange County Archives, a function under the office of Clerk-Recorder Hugh Nguyen.

Reach him at Chris.Jepsen@rec.ocgov.com or 714-834-4771 if you have questions about the Archives.

Procurement: Back-to-Back Champions

The scorecards are in. The National Procurement Institute (NPI) rated Procurement as a winner of the 2016 Annual Achievement of Excellence in Procurement. This is the third year Procurement won the award consecutively---2014, 2015, and 2016.

The Achievement of Excellence in Procurement recognizes organizational excellence in procurement. The criteria is designed to measure innovation, professionalism, procurement, productivity, and leadership attributes of the procurement function. A scorecard based on points is used by the judges. Some of the categories on the scorecard include, "Best Value Procurement Method" and "Procurement Ethics Standards." The group scored a perfect 100 percent in these two categories and in most.

The County of Orange is one of only 45 agencies in California, and one of only 48 counties in the United States and Canada to win the award.



County Procurement Officer Rob Richardson and staff

The Achievement of Excellence in Procurement® is sponsored by the National Procurement Institute (NPI), the California Association of Public Procurement Officials (CAPPO), the Florida Association of Public Procurement Officials (FAPPO), the Institute for Supply Management (ISM), NIGP: The Institute for Public Procurement, the National Association of State Procurement Officials (NASPO), the National Association of Educational Procurement (NAEP), the Texas Public Purchasing Association (TxPPA), and the Canadian Public Procurement Association / Conseil canadien des marchés publics.

Around the County News, Events and Happenings

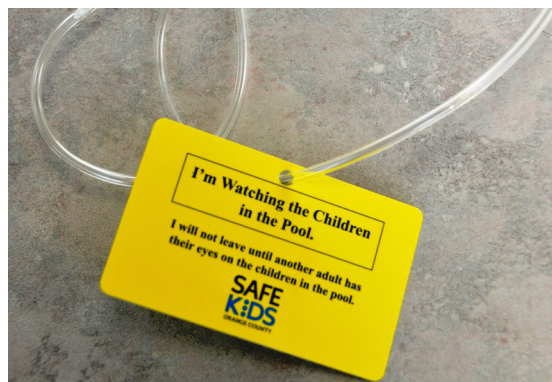


Five Things You Need to Know to Prevent Drowning

1. Drowning is the leading cause of accidental injury and death in children under the age of 5 and can happen in less than 2 inches of water.

2. Small children and adults 50 years and older are the most at-risk groups for drowning incidents. There have been 199 drowning fatalities in Orange County since January 1, 2012. Tragically, 16 of those have already happened this year.

3. An OC Register story titled, "[OC Parents Who've Lost Children to Drowning Share their Stories, and Urge Vigilance Near Water](#)," profiled parents who joined representatives from the Health Care Agency, Orange County Fire Authority, Sheriff's Department, City of Irvine and others at a recent press conference to announce the launch of the Orange County Task Force on Drowning Prevention's summer advertising campaign. You can watch video from the event [here](#).

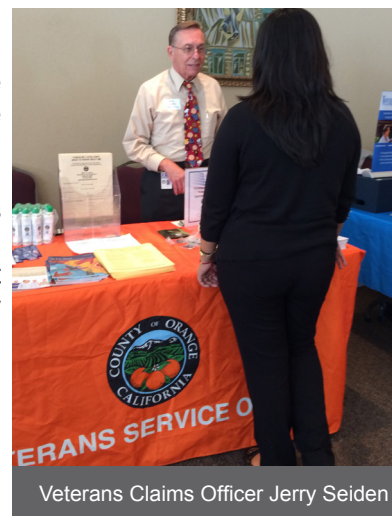


4. There is no substitute for active supervision. While playing with your kids in or near the water, designate an adult in the group to serve as the official "Water Watcher" and monitor the children at all times. Download and print a free [Safe Kids Water Watcher Tag](#) or pick one up from any [Orange County Fire Authority Station](#) near you. HCA's Health Promotion Division has distributed Safe Kids Orange County tags to all public pools in the County.

5. Drowning is a preventable tragedy. Never leave a child alone near water, even for a few seconds. At home, if a child is missing and you own a pool, check the pool first. View more tips at <http://ochealthinfo.com/phs/about/family/mcah/dp>.

Veterans/Senior Conference: "Chicken Soup for the Silver Soul"

The Orange County Veterans Service Office participated as an exhibitor in a special conference titled "Chicken Soup for the Silver Soul" which took place on Sunday, September 11, 2016, at Temple Bat Yahm in Newport Beach. The all-day conference focused on "Dealing with the Challenges and Joys that Come with Aging." More than 500 participants were in attendance comprised of seniors, caregivers, and concerned family members of seniors. Veterans Claims Officer Jerry Seiden, had the opportunity to interact with a number of veterans and family members of veterans interested in benefits for vets and surviving spouse who are dealing with the high cost of in-home-care, assisted living, and nursing homes. He provided them with print material, resource pamphlets, and explained the benefits of filing a claim for disability compensation.



Veterans Claims Officer Jerry Seiden

OC Animal Care Wins Multiple Awards by 3CMA (City-County Communications & Marketing Association)

OC Animal Care was honored to be the recipient of four awards for submitting the "OC Animal Care Volunteer Yearbook" during the Savvy awards presentation at the annual City-County Communications and Marketing Association (3CMA) Conference in San Antonio on September 8. The Savvy Awards recognizes outstanding local government achievements in communications, public sector marketing and citizen-government relationships. The Savvies salute skilled and effective city, county, agency or district professionals who have creatively planned and carried out successful innovations in communications and marketing. In 2016, 3CMA received 708 entries for 68 categories (160 entries from cities and 26 entries from counties.)

OC Animal Care's "Volunteer Yearbook" was recognized in the following categories with the following awards:

Savvy Award - Printed Publications – Reports

Silver Circle Award - Printed Publications - Other

Silver Circle Award - Special Events - Recurring Event

Award of Excellence - Graphic Design – Publications

Judges' comments on the award-winning project include:

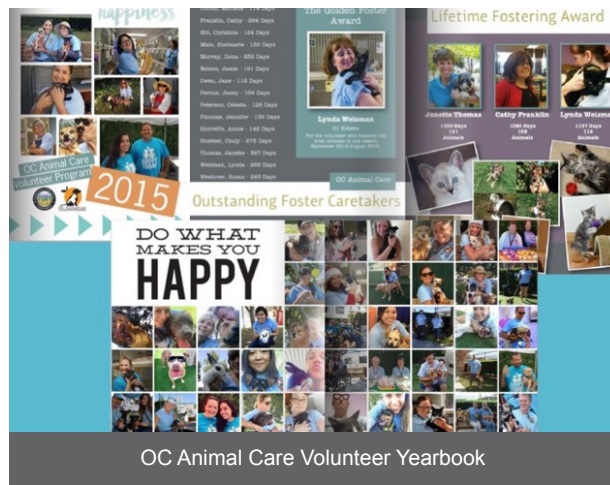
"Creative, thoughtful way to celebrate efforts of volunteers and to highlight valuable program, as recruitment tool for potential volunteers."

"Great way to make volunteers feel important and push the positive message of OC Animal Care. Nice keepsake for volunteers to demonstrate the importance of their work. Cost effective, without risking any quality of printing and layout."

"What a great way to showcase the good work and significant volunteer efforts! You found a creative way to capture moments that touch the heart and highlight the results of compassionate, dedicated volunteers. Nothing but smiles in that Yearbook!"

"The volunteer yearbook is very creative and the use of photos with the copy is put together nicely. The photos are very vibrant and the volunteer t-shirts help market the piece."

- - - **Katie Ingram, PIO, OC Animal Care**



OCCR Veterans Resource Fair

On September 9, 2016, Assemblywoman Young Kim hosted a Veteran Resource Fair in Buena Park for all Orange County Veterans and their families. The event provided the Orange County Veterans Service Office (VSO) an opportunity to partner with local, city, and nonprofit organizations to familiarize attendees of the various resources available. The VSO Claims Officer, Francis Fernandez, interacted with many Veterans and their families by answering questions, distributing print material, handing out business cards, and informing attendees of the available services provided such as assistance with filing VA benefits (Veterans Pension, Survivors Pension, Compensation Benefits, Veterans Health Care Enrollment, Burial Benefits, etc.) counseling, and also information regarding the new Veteran Designation on driver's licenses. As a result of this successful event, the Orange County Veterans Service Office looks forward to assisting more veteran families at our office location.



Around the County continued

2016 Orange County Taxpayers Association Rose Awards

Board of Supervisors Chairwoman Lisa Bartlett and First District Supervisor Andrew Do accepted the Orange County Taxpayers Association Rose Award on behalf of the County of Orange for the elimination of Mello Roos districts. Over 12,000 property owners will also be receiving a tax credit this fall. On July 26, 2016 the Board of Supervisors voted affirmatively to dissolve the districts and return \$4.3 million back to property owners. Supervisor Todd Spitzer, Supervisor Michelle Steel, Supervisor Shawn Nelson, and past Board Members have been excellent stewards of taxpayer dollars. Special thanks was given to Treasurer-Tax Collector Shari Freidenrich, Auditor-Controller Eric Woolery, County staff for working collaboratively in bringing these moments to fruition.



Auditor-Controller Eric Woolery

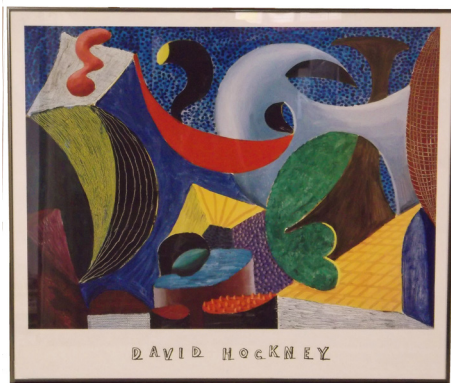


Chairwoman Lisa Bartlett and
First District Supervisor Andrew Do

Vintage Fine Art Posters on Display at John Wayne Airport

A collection of vintage fine art posters titled "The Art of Posters – The Posters of Art" is on display now at John Wayne Airport (JWA). The collection is in the Vi Smith Concourse Gallery, located on the Departure (upper) Level, across from Gates 2 through 5 in Terminal A, Gates 18 through 21 in Terminal C and in the free-standing display cases across from Gate 14. Ticketed passengers can view the exhibit through January 2017.

Prior to the advent of the digital promotion of art exhibitions, beautifully designed posters were employed to provide an artistic promotion of exhibits. This exhibition provides samples of the wide spectrum of poster formats, colors and shapes used for the promotion and advertising of high profile artists and venues, both public and private. To learn more about JWA's Art Programs and to view more images, click [here](#).



DAVID HOCKNEY



Picasso



Joan Miró

Around the County continued

John Wayne Airport Named a 2016 TripAdvisor Travelers' Choice Favorite for U.S. Airports

John Wayne Airport has been named a 2016 TripAdvisor® Travelers' Choice Favorite for U.S. Airports in the Medium Airports category, based on global feedback from the TripAdvisor community. John Wayne Airport was # 2 among the Top 5 Medium Airports in the U.S., and the only airport in California to win a 2016 TripAdvisor® Travelers' Choice Favorite award. JWA was recommended for its short, fast-moving security and check-in lines, as well as friendly staff.

The inaugural Travelers' Choice Favorites for U.S. Airports highlight the most popular domestic airports in the categories of large airports, medium airports, shopping and dining. Award winners were determined based on findings from a survey of more than 114,000 TripAdvisor travelers.

The awards recognized five airports in each category. For more information on the awards and the complete list of 2016 winners of the Travelers' Choice Favorites for U.S. Airports, go to: <http://blog.tripadvisor.com/2016/08/18/top-u-s-airports-according-travelers/>

Earn an Accredited High School Diploma at the OC Public Libraries



The library is a learning place for the entire community. Currently, more than 480,000 adults in Orange County lack a high school diploma or equivalent. OC Public Libraries now offers two great programs to help adults complete their education.

Starting on September 12, OC Public Libraries will offer qualified community members the opportunity to earn an accredited high school diploma and credentialed career certificate through Career Online High School (COHS), part of the world's first accredited, private online school district. COHS is specifically designed to reengage adults into the education system and prepare them for entry into post-secondary career education or the workforce.

OC Public Libraries will award up to 10 scholarships for COHS to qualified learners looking to earn a high school diploma and advance their careers. Classes are supported by board-certified instructors and students have 24/7 access to the online learning platform. Coursework begins in one of eight high-growth, high-demand career fields, before progressing to the core academic subjects. Many students are able to graduate in as few as four to six months by transferring in previously earned high school credits. To learn more about this exciting new program, visit the library's website at www.ocpl.org.

For those who aren't quite ready for their high school diploma, the library continues to offer free tutoring in basic reading and writing skills through OC READ, the adult literacy services of the OC Public Libraries. In OC READ, volunteer tutors work one on one with adult learners to help them gain the reading and writing skills they need for everyday life. OC READ learners work toward personal literacy goals such as reading to their children, filling out a job application, managing their health and finances, and more. Weekly tutoring is scheduled at a time and place convenient for the learner, in a comfortable and confidential setting. To learn more about getting reading help or becoming a volunteer literacy tutor, visit www.readoc.org.



Around the County continued

OC Waste & Recycling Teams Up with Angels Baseball and Discovery Cube for Eco Challenge Poster Contest

The culmination of OCWR's annual Eco Challenge Poster Contest is the on-field ceremony at Angel Stadium. OC Waste & Recycling staff joined the poster contest winners for this special ceremony on Sep 9. Selecting the winners was not easy. Staff reviewed a record 400-plus posters, narrowing it down for final selections by Board offices who chose the winning artist from their respective district. OCWR Community Outreach Ambassadors were there to congratulate the winners, along with Supervisor Todd Spitzer and representatives from all of the supervisorial districts.



L-R: Isabel Rios, Dylan Wright, Irene Alonso, Christina Roseli, Julie Chay, Lee Au



BOTTOM L-R: Maverick Malfavon, Jasmine Noh, Ellia Chai, Oscar Madrid, Elisa Sirin
TOP L-R: Adrianna Lagorio, Jeremy Tran, Supervisor Todd Spitzer, Mark Lopez, Paul Walters



SAFETY SPOTLIGHT

Over 200 employees attended the third annual Civic Center Awareness and Personal Safety Training, held Aug 31 at the Hall of Administration Board Hearing Room. The voluntary session included presentations from CEO, HCA Behavioral Health Services, the OC Sheriff's Department, and the Santa Ana Police Department on personal safety strategies as well as how to report problems and concerns. Accomplishments of the Civic Center Employee Safety Committee over the past year were also highlighted. Each presenter stressed the importance of immediate incident reporting and reminded employees about the "SEE SOMETHING, SAY SOMETHING" approach for any suspicious, uncomfortable or potentially dangerous situation. Reporting incidents quickly provides law enforcement officers with the information they need in order to respond. You can access the presentation materials online [here](#). If you have questions or would like more information about employee safety in the Civic Center or the work of the Civic Center Employee Safety Committee, contact Kari Schumaker at Kari.Schumaker@ocgov.com or 714-834-2051.

WHEN IN DOUBT, ALWAYS CALL 9-1-1!

OC Public Works Shane Silsby Named Public Works Leader of the Year

Director of OC Public Works, Shane Silsby is American City & County magazine's 2016 Public Works Leader of the Year. Shane's achievements are many since his arrival to the County in November 2013.

Earning this prominent recognition is not only a reflection of his public works ideas and solutions, but also for his leadership and dedication to the staff at OC Public Works. It's not a surprise that Shane would be bestowed the award because in less than three years, under Shane's leadership, OC Public Works:

- Utilized strategic budgeting initiatives to achieve annual department-wide reductions to the General Fund operating costs,
- Produced the first fiscally constrained Seven-year Capital Improvement Program to better promote and manage the \$500 million plan,
- Utilized innovative alternate delivery methods to deliver County projects,
- Played a critical role in the design and construction of the County's largest projects including Dana Point Harbor Revitalization, the new OC Animal Care Facility, the La Pata Avenue Extension, the Central Utility Facility Upgrade, the Civic Center Facilities Strategic Plan, and the James A. Musick Facility Expansion Project,
- Increased employee morale by creating department-wide transparency,
- Enhanced customer service and delivery of County projects,
- Increased efficiency through a massive Board-approved department reorganization in June 2014.

These accomplishments earned OC Public Works full accreditation for all 10 service areas from the American Public Works Association. "I would like to thank the entire OC Public Works team for their willingness to work hard and to have faith in the new processes and procedures that have had some level of impact on every employee," said Silsby. "Changing culture is not easy and the employees have remained focused on continuous improvement. The amazing, dedicated men and women throughout OC Public Works are a key part of this recognition."



Prepare For The Great California Shake Out

With the annual Great California Shakeout scheduled for October it is a good time to remind ourselves about earthquake preparedness. Let's begin by knowing the simple steps for Earthquake Safety.

Before an earthquake strikes, plan to be safe. Secure your space by identifying hazards such as heavy unsecured objects. Moveable objects on top shelves should be removed to lower levels.

Falling furniture and flying objects can become projectiles during ground shaking. It only takes a few minutes to note hazards and take action to make your surroundings safer.

The most recognized protocol to protect lives during an earthquake is to -



Drop, Cover, and Hold On Wherever You Are!

1. Drop! to the floor before the earthquake drops you (i.e., near an interior wall)
2. Cover! by getting beneath a sturdy table or desk, covering your head with your hands and arms, and
3. Hold On! until the shaking stops

What Not To Do:

1. Do not get in a doorway!
2. Do not move in case the initial jolt turns out to be the start of the Big One!
3. Do not try to run outside!

For additional information, contact the CEO Safety Loss and Prevention Program at 714-285-5500 or by e-mailing us at Safety@ocgov.com.

HUMAN RESOURCE SERVICES

News You Can Use

County of Orange Defined Contribution Program

The County of Orange Defined Contribution Program, in cooperation with Empower Retirement, is conducting a survey of the services we provide you and your fellow Program participants. We are interested in your feedback overall on the Program's services. Your input will help us identify ways to better meet your current and future needs.

Please take a few minutes to complete this confidential survey. To take the survey, go to: <http://www.research.net/r/OCDefinedContributionProgram>

If you have questions regarding this survey or your Defined Contribution Program or account, please call (866) 457-2254.

How To Make Southeast Asian Lettuce Wraps: Larb Gai

Larb Gai is a high-protein salad enjoyed in Southeast Asia, primarily in Laos and regarded as their national dish. A variation is also eaten in Thailand and has become very popular in American Thai restaurants because of its low carbohydrate ingredients. It is eaten by filling lettuce leaves with the aromatic salad ingredients and Southeast Asian flavors such as: fresh mint, lime juice, Thai chile and fish sauce. The best part about Larb Gai is that it is easy to make, delicious and healthy. You can find all of the ingredients in local supermarkets or if you want to have a culinary adventure, visit an Asian foods market like 99 Ranch, H Mart or any "Little Saigon" supermarket. Across the world, Larb Gai is made with variations according to regions. In this recipe, we added ginger for its anti-inflammatory properties, sesame oil for its unsaturated fat and basil for vitamin K.



Serves 4. 166 calories per serving

Ingredients:

1 lb. ground chicken
 1 tsp. sesame oil
 1 tsp. ginger root, diced
 2 tablespoons sliced shallots
 2 tablespoons finely chopped spring onion
 1/4 cup (five leaves) chopped fresh mint leaves
 1/4 cup (five leaves) chopped fresh basil leaves
 OPTIONAL: 3 tablespoons roasted rice powder (Khao Koor); can be bought at an Asian market or make your own
 2 tablespoons ground Thai chile
 3 tablespoons lime juice
 2-3 tablespoons fish sauce

Method:

The ground chicken can be purchased from the butcher at the supermarket, or ground chicken in your food processor.

Substitute cauliflower for rice in this brilliant recipe

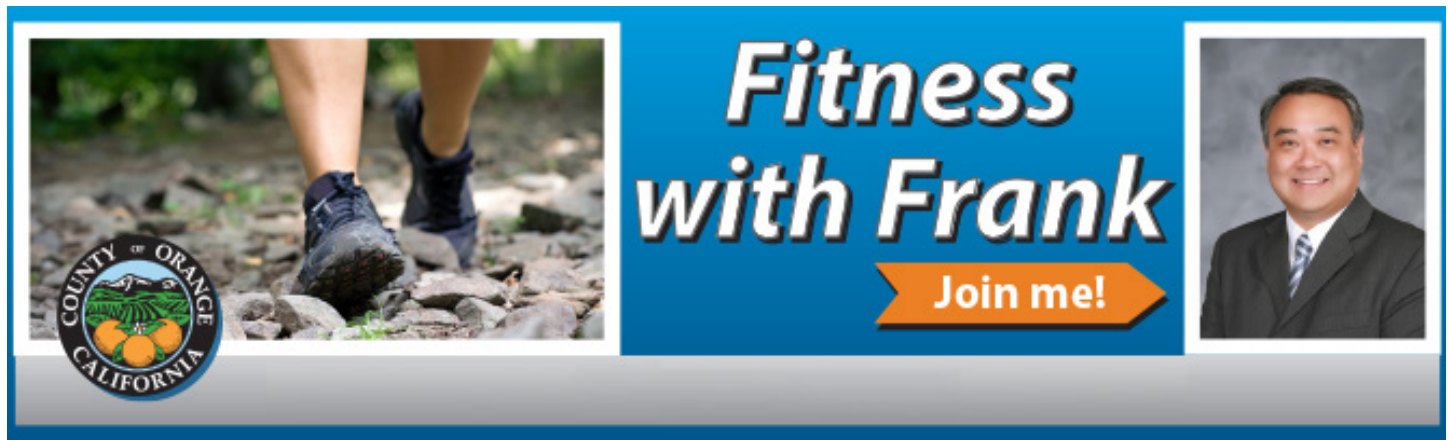
Add sesame oil to frying pan. Cook the chicken in a pan over moderate heat. Stir until done. Transfer cooked chicken into medium mixing bowl. Add the remaining ingredients, and mix well. Taste and season as desired.

You might want more or less ground chile and/or fish sauce, etc.

Serve with fresh vegetables such as thinly sliced fresh cabbage, sliced radish, cucumber, and coriander leaves.

OPTIONAL: Serve with Thai jasmine rice.

How to Make Khao Koor: In a fairly hot medium sized wok or skillet, add a couple of tablespoons of uncooked jasmine rice. Keep in movement until the rice starts to turn golden brown. Remove from the heat and allow to cool. Grind to a fairly coarse powder in a spice mill, or a mortar and pestle. Don't grind it too fine--the powder should retain some "texture").



The banner features a blue background. On the left is a photo of a person's legs running on a rocky trail, with the County of Orange seal overlaid. In the center, the text "Fitness with Frank" is written in a large, white, italicized font. Below this, an orange arrow points right with the text "Join me!". On the right is a portrait of Frank Kim, the CEO, smiling and wearing a suit.

On Saturday, October 29, CEO Frank Kim will be hosting his next fitness event - a 2.5-mile hike at Salt Creek Beach. The hike includes a modest elevation gain of 300 feet and goes over sand, trail and concrete, so strollers are not advised. While your families are welcome to attend with you, dogs are not allowed on this hike. The event will begin promptly at 8 a.m. so please arrive no later than 7:45 a.m. at the Selva Parking Lot, click [here to view map](#).

Please visit the Fitness with Frank webpage for full details of this and other CEO fitness opportunities. If you have any questions, please contact Kari Schumaker at 714-834-2051 or kari.schumaker@ocgov.com.

RECURRING RESOLUTIONS - OCTOBER

Every year, the Board of Supervisors approves a list of recurring resolutions. These resolutions commemorate or celebrate causes and/or organizational efforts on a monthly basis. Click on any of the recurring resolutions to the right to learn more about them.

Red Ribbon Week

Fire Prevention Week

Columbus Day

National Forest Products Week

Cyber Security Awareness Month

Workplace Safety - Fire Safety Month

As autumn begins, several safety tips are recommended for the season. Let's begin:

Fire prevention is a number one priority every year in California. Thousands of injuries and deaths occur due to preventable fires. Key fire prevention measures to ward off disaster include:

- Developing a fire protection plan at work as well as home to address potential fire hazards, ignition sources, and escape procedures - each agency/department should have one for their facilities
- Being alert around electrical equipment and disconnect it if there are signs that it is not working properly or emits an unusual odor; and call Facilities Maintenance as appropriate
- Protect surge protectors/power strips from damage, do not plug one into another(i.e., "daisy chaining/cheaters"), and do not plug more than one into a wall outlet
- Make sure all heat-producing equipment/appliances are away from walls and anything that is flammable
- Ensure there is sufficient space for air to circulate around copy machines, computers, and other equipment that generates heat
- Use only Department and Safety Office approved space heaters
- Turn off coffee makers, hot plates, toaster ovens, etc., at the end of each work day
- Keep storage areas, stairway landings, and other out-of-the-way locations free of waste paper, empty cartons or other combustible materials that may cause a fire

Halloween is another fun fill activity for children in the fall season. However, there are many dangers that are unrelated to ghouls, goblins and witches, and precautions should be taken with children.

The CEO Safety Loss and Prevention Program is available to help serve your safety needs. For questions or information regarding resources or training, please contact the office at 714-285-5500 or by e-mailing us at Safety@ocgov.com.



Get A Free Flu Shot from Employee Health Services

Influenza vaccination is the most effective way to prevent "the flu" and can protect you, your family and fellow co-workers from serious illness. Employees are encouraged to get a free seasonal flu shot at Employee Health Services (EHS) located at 600 W. Santa Ana Blvd., Ste. 405 in Santa Ana on Mondays, Wednesdays or Fridays from 1 - 3 p.m.



Flu shot clinics that are being held at several County buildings start this month, view the schedule here. An emergency preparedness exercise on Oct 14 from 11 a.m. - 1 p.m. in Buena Park and Placentia will also provide free flu shots and is open to the public. For details, view the flyer here.

If you cannot take advantage of the County program, we encourage you to seek vaccination from your health care provider or at one of the many community locations offering the vaccination. Pharmacies that also provide flu vaccinations can be found online at <http://flushot.healthmap.org/>.

This year's flu vaccine provides protection against influenza A and B viruses that are most likely to circulate in the upcoming season. Be sure to take precautions this flu season to prevent the spread of influenza and other infections. Wash your hands frequently with soap and water and be sure to cover your nose and mouth with a tissue if you cough or sneeze. For more information, call EHS at 714-565-3780 or email ehs@ochca.com.

October is Cyber Security Month

For those who are big fans of 80s military movies, hearing the phrase “attack vector sierra papa” might bring to mind something right out of “Top Gun.” Only this isn’t fighter-pilot jargon—attack vectors are something we face daily – and sierra papa is phonetic for SP, or short for “spear phishing.”

We face threats to our County networks and information systems from a variety of “attack vectors.” This is a cool term OCIT security folks use to describe the path or means by which an adversary (hacker) gains access to our network in order to steal, corrupt, destroy or deny access to the information stored on our systems.

The number one attack vector hackers use is a phishing campaign. Phishing is a scheme where an attacker masquerades, through email, as a legitimate entity in order to trick a victim into providing information, credentials or downloading malicious software. Spear phishing is a targeted phishing scheme to a specific person to achieve the same objectives as a phishing attack.

So, who would fall for phishing schemes? How about Target, Home Depot, Sony... All these companies had data breaches that started with a phishing campaign.

It looks like a legitimate email. It has the PayPal logo it may even have a spoofed (fake) PayPal email address.

Now here’s the important part: **You can infect your computer and the network just by clicking on the link.**

If you are not 100% sure of the legitimacy of an email, don’t open it; delete it! Contact your local security person or IT support staff for further assistance. If you are concerned about a financial matter, go directly to your bank website or call your customer service number from one of your statements.



Example of a phishing email.

The theme of National Cyber Security Month is: **Stop. Think. Connect.**

Stop: make sure security measures are in place.

Think: about the consequences of your online actions.

Connect: and enjoy the Internet.

In keeping with this theme, please take time to visit <https://stopthinkconnect.org>. This site provides a wealth of information on how to protect yourself online. **Stop. Think. Connect.** is a global online safety initiative. Resources on the site are free and include tips, videos, posters and memes that can be downloaded and shared.

OCIT is available to help answer questions and assure the safe conduct of County business over the internet. For questions or information regarding resources or training, please contact Chief Information Security Officer Jake Margolis at (714) 567-7611 or jacob.margolis@ceoit.ocgov.com.

Events



Save the Date
500 S. Sievers Avenue
714-990-7750
BreaSeniorCenter.com

Friday, October 14
9 am - 12:30 pm

Start smart and stay healthy! Get the latest information about key health practices, innovative products and helpful services. Participate in free screenings and enjoy prize drawings too! Plus, free flu shots will be available for adults 60+ with a Medicare Part B card* and a free year's supply of Omega-3 supplements will be given to senior attendees.

*At a small fee for others, while supplies last, first-come, first-served.



FREE Health Screenings

Stroke Screening
Cholesterol
Glucose
Bone Density
Skin Cancer
Lung Function
Spinal
Hearing
Balance
Body Mass

FREE Information and Services

Fitness programs
Volunteer opportunities
Physical therapy
In-home support
Health plan providers
Financial advisors
Senior housing
Travel excursions



SAVE THE DATE! MARK YOUR CALENDAR!

6th Annual Orange County Financial Planning Day

SATURDAY, OCTOBER 15, 2016

9:00 AM - 2:00 PM

Huntington Beach Central Library

7111 Talbert Avenue, Huntington Beach, CA 92648

EVERYONE IS INVITED!

Registration opens soon! For more information go to

www.OCFinancialPlanningDay.org

or call 877-622-3729

FREE One-On-One Personalized Financial Advice from CERTIFIED FINANCIAL PLANNER™ Professionals

FREE Financial Workshops on Budgeting, Social Security, Medicare, Retirement, Estate Planning, and More!

FREE Financial Educational Materials



Don't miss this annual opportunity for a **free, private consultation** with experts from the Financial Planning Association and highly qualified CERTIFIED FINANCIAL PLANNER™ professionals. It's our day to give back to Orange County. It's all free; no selling occurs. Stay as little or as long as you'd like. Bring friends and family! Walk-ups are welcome.



OC Moves

91 Express Lanes and #1 General Purpose Lane Weekend Closures

OCTA in partnership with Caltrans is repaving the 91 Express Lanes along the SR-91 corridor between Orange and Riverside Counties. This project will require the closure of the 91 Express Lanes, and the #1 general purpose lane over a series of weekends beginning in September.

Branded "The 91 Weekend Shift," repaving is scheduled to occur over 10 consecutive weekends, 5 weekends in each direction and 1 direction at a time. Paving will begin in the eastbound direction from about SR-55 to the county line. Once repaving is finished in the eastbound direction, crews will repave the 91 Express Lanes in the westbound direction, from about the county line to SR-55. The tentative schedule is below.

Weekend Closures of 91 Express Lanes and #1 General-Purpose Lane TENTATIVE SCHEDULE

Eastbound Direction (From 55 Freeway to County Line)	Westbound Direction (From County Line to 55 Freeway)
1. Friday, 9/9 thru Monday, 9/12	6. Friday, 10/14 thru Monday, 10/17
2. Friday, 9/16 thru Monday, 9/19	7. Friday, 10/21 thru Monday, 10/24
3. Friday, 9/23 thru Monday, 9/26	8. Friday, 10/28 thru Monday, 10/31
4. Friday, 9/30 thru Monday, 10/3	9. Friday, 11/4 thru Monday, 11/7
5. Friday, 10/7 thru Monday, 10/10	10. Friday, 11/18 thru Monday, 11/21

Eastbound weekend closures start at 11 p.m. on Fridays and end at 6 a.m. on Mondays. Westbound weekend closures start at 8 p.m. on Fridays and end at 4 a.m. on Mondays. Schedules are subject to change. No closures or work will occur on holidays.

GET MOVING
Orange County

PUBLIC FORUM
Wednesday, October 5 at 5:30 pm
St. Andrews by the Sea
2001 Calle Frontera, San Clemente, CA 92673

Transportation
Solutions Exhibits

Community
Feedback

Live Stream
Q&A

San Clemente Calle Frontera-Avd Fuentes

For more information, or to RSVP, visit GetMovingOC.com

Orange County Registrar of Voters*

Orange County Employees

November 8th Election Volunteer Sign-up Day

Sign up on Wednesday, October 12th from 11am to 1pm

At Civic Center Plaza – 630 N. Broadway in Santa Ana

Near the McDonnell Douglas A-4 Sky Hawk Jet Memorial (outdoor seating area)

Sign up anytime at ocvote.com/volunteer or stop by our OCROV Info Booth on October 12th to Register to Vote and Volunteer for the November 8th Election!

ORANGE COUNTY REGISTRAR OF VOTERS

English | 中文 | 한국어 | Español | Tiếng Việt

Registration Voting Results Data Media Community Volunteer About

Orange County's LIT encourages you to get involved!

"The Registrar of Voters needs thousands of volunteers to work the Presidential Election. You only count when you participate – so get involved!"

I'm Ready! Sign Me Up!
Are you ready to volunteer? Work as a poll worker, or volunteer at a polling place for a day.
[Volunteer now](#)

Election Volunteer Positions
Explore the various types of volunteer positions available in Orange County.
[Learn more](#)

Help Center
How can I help you?
Click to talk to an agent.

***OCROV:** A non-profit, non-partisan government agency that has access to over 1.4 million active registered voters in the Orange County community. We help raise awareness, educate and provide information about the upcoming elections to Orange County residents. Running successful elections **REQUIRES** the participation and support from the public. For each major election the OCROV needs 6,000 – 10,000 volunteers! Please help us reach our goal and contribute to the democratic process.

ocvote.com/volunteer

Service Awards

for the month of September



35 Years

Marylou Manzo
Sheriff-Coroner

Leslie Morales
Treasurer-Tax Collector

30 Years

Dena Basham
District Attorney

David Soto
OC Public Works

Edward Harrison
Probation

Guadalupe Aguilar
Social Services Agency

Gabriela Hernandez
Social Services Agency

Vichheka Hou
Social Services Agency

25 Years

Brian Ennis
Assessor

Estrella Orejudos
Assessor

Elizabeth Cruz
Auditor-Controller

Diane Smalley
Child Support Services

Shawna Treat
Employees Retirement

Elvia Duran
Health Care Agency

Brenda Suh
Law Library

Shirley Quan
OC Community Resources

Gloria Robinson
OC Community Resources

John Hussey
OC Public Works

Flavio De Moraes
Sheriff-Coroner

Lorena Alcaraz
Social Services Agency

Roberta Bracamonte
Social Services Agency

Blanca Corlett
Social Services Agency

Gabina Corona
Social Services Agency

Carla Duran
Social Services Agency

Peter Espinoza
Social Services Agency

Trinidad Garcia
Social Services Agency

MC Gonzalez
Social Services Agency

Azucena Holgado
Social Services Agency

Leticia Lopez
Social Services Agency

Patty Markus
Social Services Agency

Agustin Matus
Social Services Agency

Leticia Nedeau
Social Services Agency

Florence Puente
Social Services Agency

Isela Rodriguez
Social Services Agency

Nilsa Rodriguez
Social Services Agency

Patricia Romo
Social Services Agency

Rosa Ruiz-Guzman
Social Services Agency

Peggy Vivirito
Social Services Agency

(Continued on page 19)

20 Years

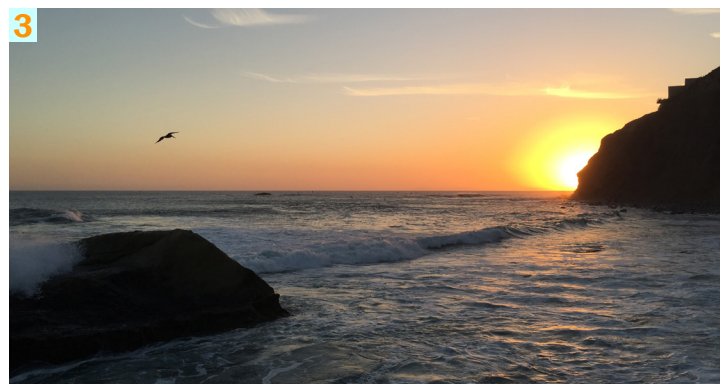
Craig Manning Airport Operation	Gabriella Garcia Child Support Services	Sean Hogan Child Support Services	Kimberly Drndarski Auditor-Controller
Elizabeth Jimenez Health Care Agency	Martha Medina Health Care Agency	Linda Vazquez Health Care Agency	Kim Nguyen OC Community Resources
Beryl Harris Probation	David Martinez Probation	Sandy Pham Probation	Rebecca Contreras Sheriff-Coroner
Jason Delmonico Sheriff-Coroner	Christopher Denison Sheriff-Coroner	Brent Gertner Sheriff-Coroner	Kimberly Okamoto Sheriff-Coroner
Julian Valencia Sheriff-Coroner	Erica Van Dusen Sheriff-Coroner	Charles Griffin Social Services Agency	Mindy Le Social Services Agency

To view the September list in its entirety, which also includes recipients of 5, 10 and 15-year Service Awards, please click [here](#).

Service Awards are announced in each edition of County Connection in the month immediately following work anniversaries, not in the month of the anniversary. If you believe there has been an error or omission in reporting your years of service, please email Navminder.Kaur@ocgov.com.

PARTING SHOT!

Welcome to Parting Shot, a feature designed to close County Connection with must-see visuals from Orange County, captured through the lenses of County employees. Click on the photos to enlarge.



1. **Maria Berumen**, OC Child Support Services officer, grabbed this photo of the fireworks and flamethrowers at Angel Stadium after a victory. "I enjoyed an Angels game on the hot summer night of Aug 30, 2016. I took the picture after the Angels beat the Reds 4-2."
2. A drone operator hired by OC Waste & Recycling shows the area of the Olinda Landfill in Brea that will be used during and after rains in the coming year. It is called the wet weather fill. Loads of crushed asphalt recycled from road and parking lot demolition projects are deposited and used for the fill. The shape taken on by recent load deposits is by chance, but OCWR landfills have heart every day!
3. **Casey Aguilar**, OC Child Support Services administrative manager, captured this gorgeous seascape at sunset. "On Friday (9/23) we were at Baby Beach in Dana Point having a barbecue and captured these beautiful pictures as the sun was setting."

(Continued on page 21)

(Parting Shot continued)



- 4. Jack Songer**, OCSD Sergeant, was recognized on the field at the Los Angeles Angels game on Saturday, September 17, for his assistance with the Red, White and Blue Warriors Wounded Warrior Amputee Softball program. Over a three year period, Sgt. Songer and members of the OCSD First Responders team have played in charity softball games, raising more than \$100,000 to benefit wounded veterans. Great job Sgt. Songer and the RWBW! #Heroes

Have you taken a photograph of something cool and beautiful in Orange County? Would you like to submit it to Parting Shot for consideration? If so, send it via email to travis.lariviere@ocgov.com. Please provide your job title and department and the details of the photo (location, what's happening, etc.) Please know that not all submissions will be used; decisions are at the discretion of the CEO Communications staff.

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.

Connect with Us on Social Media

 On **Twitter** at www.Twitter.com/OCGovCA

 On **Facebook** at www.Facebook.com/OCGov

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