



# COUNTY CONNECTION

A digital magazine for and about County of Orange employees

JANUARY 2018



# Table of Contents

January 2018

## SECTIONS

- 4 FRANKLY SPEAKING**  
A message from CEO Frank Kim
- 18 HUMAN RESOURCE SERVICES**  
News You Can Use
- 19 PROCUREMENT POINTERS**  
Understanding the procurement world
- 22 AROUND THE COUNTY**  
Various happenings among our agencies and departments
- 35 CAREER PAGES**  
Search open career opportunities within the County of Orange
  
- FITNESS WITH FRANK**  
Returning in 2018.  
Dates to be confirmed soon



### COVER PHOTO:

*Various quilts and items on display provided by the Orange County Quilters Guild at Snuggle Day 2017*

# Features

- 8 Employee Profile**  
Heavy equipment mechanic William “Billy” Aguilar made his career dream a reality with OC Public Works
- 10 OCWR Conducts Fire Recovery Effort to Save Oak Trees Affected by Canyon Fire**  
**2 Environmental Engineering Specialist**  
Weena Dalby’s seven years of work to replace trees lost at the Olinda Landfill almost turned to ash in November’s fire
- 14 Snuggle Day 2017**  
Social Services Agency’s fifth annual event brightens children and families holidays



**EMPLOYEE PROFILE**  
William Aguilar

8



**OCWR Fire Recovery Effort**

10



**Snuggle Day 2017**

14

## 16 Orange County Selected to Participate to Address Community Needs

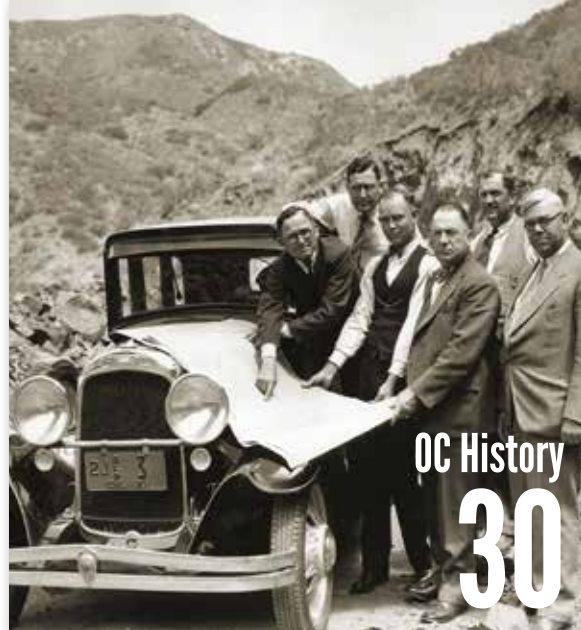
Teams from across County departments will identify ways to reduce barriers between criminal justice, mental health and substance use systems

## 17 County Presents Framework and Recommendations for Stepping Up Initiative

Report includes 10 recommendations, and cost estimates and funding sources for each

## 21 Q+A: Christine Smith Snapper, SSA

“Be the One” campaign relaunched to bring awareness to growing sex trafficking problem in Orange County



## SECTIONS *continued*

### 30 OC HISTORY

Improving Orange County's roads

### 32 CYBER SAFETY

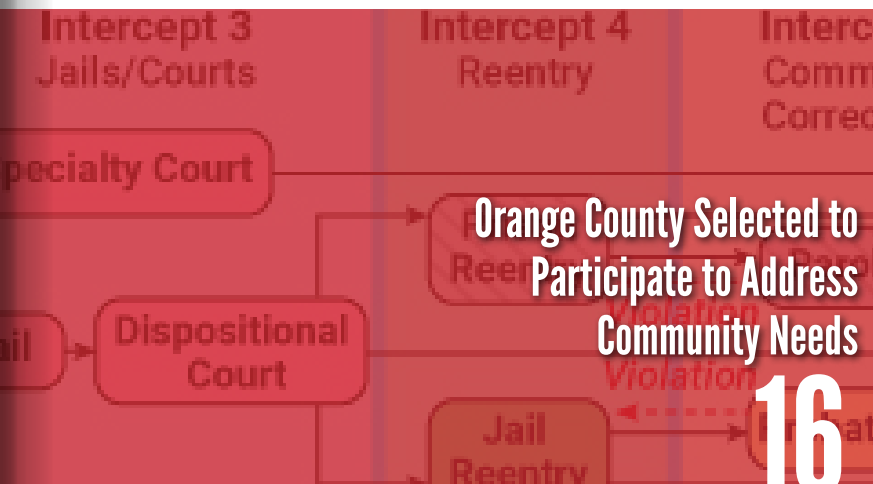
Beware of Phishing, Smishing and Vishing Scams

### 33 WORKPLACE SAFETY

Be aware of workplace injuries

### 34 SERVICE AWARDS

Recognizing our long serving employees and their accomplishments



# FRANKLY SPEAKING

a message from CEO Frank Kim



**FRANK KIM**

Welcome to 2018! I hope you've enjoyed the recent holiday season and that you're re-energized and ready for another exciting year ahead for the County of Orange.

In the coming year, we will build upon the successes of 2017 to continue delivering high-quality public services to Orange County's residents. Here are just a few examples of what we can expect to see in 2018:

- The completion of Bridges at Kraemer Place in Anaheim. The opening of Phase 2 will provide an additional 100 beds, enabling the facility as a whole to provide shelter and additional services to 200 individuals.
- The opening of the new OC Animal Care shelter on a 10-acre parcel at the former Tustin Marine Corps Air Station. The new facility will provide for an improved living environment for the animals, with expanded adoption and education programs to enhance opportunities for adoptions and successful outcomes.
- The completion of a 10,000-square-foot multipurpose facility at Mile Square Regional Park with indoor open space for events, as well as the completion of improvements at Aliso and Wood Canyons Wilderness Park's entry to include a visitor center, restrooms and park staff offices.
- Implementation of the pilot phase of the Restaurant Meals Program in the cities of Anaheim and Santa Ana. Through the Restaurant Meals Program, elderly, disabled and homeless CalFresh recipients and their spouses will be able to use their Golden State Advantage (EBT) card to purchase prepared meals from participating restaurants.

As we look forward to seeing efforts like these come to fruition in 2018, it's important that we recognize that these efforts would not be possible without you – the members of our County family. The work you put in on a daily basis is so valuable and does not go unnoticed. Thank you for all you do to keep the County of Orange running smoothly as we provide top-notch service to Orange County residents. I'm looking forward to achieving great things together in 2018.

A handwritten signature in white ink, appearing to read "Frank Kim". The signature is fluid and cursive, written over a dark blue background that features a faint, stylized image of a building or structure.



# RUTH STRICKLAND

*Registered Nurse - Health Care Agency*

"This photo was taken at the San Clemente pier last week. I believe some of the sky detail was due to smoke in the atmosphere."

# Make a New Year's Resolution to Prepare your Pets in the Event of a Disaster!

Do you have a survival kit for your pet in case of an emergency? The best way for you and your furry friend to remain safe is to be prepared. Develop an evacuation plan and disaster kits to accommodate your pets in time of a disaster. To view more disaster kit checklists or learn more tips on disaster preparedness, visit:

[www.ocpetinfo.com/edu/prepare](http://www.ocpetinfo.com/edu/prepare)



Food (Enough for at least 5 days)



Water (Enough for at least 5 days)



Pet First-Aid Kit, Medical/Vaccination Records & Medications



Portable Food & Water Bowls



Kennel or Carrier



Sturdy Leash, Collar or Harness



Pet Beds, Blankets & Toys



Waste Bags, Cat Litter, Litter Scoop & Box



Updated I.D. Tags & Photos



[www.ocpetinfo.com](http://www.ocpetinfo.com) - (714) 935-6848





ocparks.com

## Ninth Annual Monarch Butterfly Day

Saturday, February 3  
10 a.m. to 2 p.m.

Mile Square Regional Park  
16801 Euclid St.  
Fountain Valley, CA 92708

For more information:  
(714) 973-6600 or email  
milesquare@ocparks.com



Photo: Flickr user bark



Event and parking are free.

OC Parks invites children and families to learn all about Monarch butterflies and their natural habitat with an up-close look at the magnificent creatures at the ninth annual Monarch Butterfly Day!

The free event takes place in the Forest Shelter near parking lot C. Children can learn about planting plants to attract Monarch Butterflies. Participants can also go inside a netted butterfly enclosure.

Butterfly experts will be on-site to provide educational information and answer questions about the beautiful and unique specimens.

Additional activities include interpretive programs, children's crafts, face painting and a balloon artist. Food will be available for purchase.

Recommended for ages four to 12. Remember to bring your cameras!

## EMPLOYEE PROFILE

# WILLIAM AGUILAR

**JOB TITLE:**  
Technician III

**YEARS WITH THE COUNTY?:**  
3 Years

**DEPARTMENT:**  
Fleet Service Shop I,  
OC Public Works

**BEST PART OF YOUR JOB:**  
Traveling to different parks  
around Orange County

### **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 [jennifer.nentwig@ocgov.com](mailto:jennifer.nentwig@ocgov.com).



**W**illiam “Billy” Aguilar is so full of positive energy he could probably power all the heavy equipment he repairs and maintains, such as tractors, bomb squad vehicles and inmate buses.

“I love all the big stuff,” he says. “I’m still like a kid playing with all the big toys.” He knows the vehicles he works on inside and out thanks to what he calls “practice” before being hired on with the County three years ago.

Billy attended Central Arizona College’s mechanical engineer and diesel technician program before working for John Deere. He also has experience in welding, blacksmithing and metal fabrication.

“I’m in the middle of four sisters,” he says. “They always came home from the mechanic crying so as a little kid I decided to be an honest mechanic.”

Billy grew up knowing about the County through his father, who retired from the OC Public Works Flood Division. His dad raised him with tough love, something he keeps close to hand with a knuckle tattoo that reads “TUFF LOVE.” Billy realized one day that his father was able to provide for his family while working for the County, and he knew the opportunities the County provided would help him care for his own children.

His grandma worked for the California Employment Development Department and encouraged him to

apply to the County, which Billy did for eight years before getting the call to be extra help. Unfortunately she passed shortly before that. But Billy finds the positive: “She was helping me even though she was gone.”

Sadly, seven years ago – after Billy had started applying to work for the County – a motorcycle crash broke both his legs, leaving him in a wheel chair for a year and a half. Still, he sees it as a blessing in disguise. Billy’s son was born during this time and he was able to be a stay-at-home dad.

Billy, who also has two daughters, is still very close with his son. The pair go to the same parks he works in to ride bikes or play with RC cars. He also coaches his son’s soccer team, despite never playing himself. He tells the team, “If you’re not having fun, call for a timeout and tell Coach. I’ll make sure you’re having fun.”

That attitude of having fun and enjoying life is apparent on Billy’s postings where he posts videos and photos of the vehicles he works on across Orange County, from Ortega Highway to the beach.

Billy sees his colleagues as family, too, because they work so closely together, keeping all the equipment running perfectly.

“I know the County equipment is well maintained and now it’s my turn to continue that work.”



# OCWR CONDUCTS FIRE RECOVERY EFFORT TO SAVE OAK TREES AFFECTED BY CANYON FIRE 2

In March 2007, the Windy Ridge Fire impacted nearly 90 percent of Santiago Oaks Regional Park, burning more than 2,000 acres. Many of the hallmark canopies of classic coast live oak trees and native vegetation were gone.

Around the same time, Weena Dalby started her job as an environmental engineering specialist at **OC Waste & Recycling (OCWR)**. She recalls the Windy Ridge fire, but had no idea at the time that it would play an important role in a future project.

A few years later, Weena's challenge was to find a way to mitigate the loss of 11 oak trees at the Olinda Landfill, where development of the next phase was moving forward. The removal of the trees to create waste disposal space required mitigation by planting new ones at an approximate ratio of 10-to-1. But planting new trees requires adequate space, not easy to come by in OC. The fire-ravaged Santiago Oaks offered the perfect match for such a project – providing not only the space but also fulfilling a true need.

In March 2011, after careful coordination with OC Parks, 200 saplings were planted along the Santiago Creek Trail, with the goal of providing future shade for hikers, bicyclists and equestrians. A seemingly happy ending at least until October 9, 2017.

That's when the explosive Canyon Fire 2 blew through and charred more than 9,200 acres in northern and central Orange County, with Santiago Oaks once again in the crosshairs.

Ironically, on her 10-year anniversary of working for the County, Weena found herself back at Santiago Park conducting tree surveys on the same, now juvenile oaks. Three years shy of the 10-year mitigation completion, she's working to assess and save most of the initial oaks impacted by the Canyon Fire 2.

According to Weena, half of the original 2011 mitigation trees suffered partial or severe burns, with the other half showing varying degrees of smoke damage. It takes time to determine which will need replacing and which will survive, but she estimates that 25 percent of the trees will

need to be replaced.

"The dry, ongoing red-flag conditions can hinder recovery, so the plan is for weekly watering and surveying to see which oaks will show new signs of growth or recovery from the yellowing smoke damage," Weena said. She noted that one benefit derived from the fire is the carbon from burned vegetation, which provides a healthy fertilizer.

Six weeks after initial assessment, Weena is hopeful. She drives the dusty trail, past burnt fence posts, pointing out her trees by number, as if by heart (click link for site video). "Oh look, there!" she points. "I wasn't sure this one was going to make it, but it's coming back!" Around the corner, another tree with high hopes wasn't as fortunate. "It's been a mixed bag of results, some I thought would pull through aren't showing signs yet, and others are surprising me."

Once final surveying is complete, Weena plans to have replacement trees replanted; she's targeting completion in January 2018. On this particular day, she reaches for some flags to tag the trees, stored somewhere in her purse, as natural to her as her checkbook and lip balm. "There's still time," she added, "We'll see if the next assessment gives us a few more surprises."

*1: Weena Dalby, an environmental engineering specialist at OCWR, makes another walk through the main Coast Oak tree restoration area, which was one of the hardest hit areas during the Canyon Fire 2. More than half of the 200 mitigation trees sustained partial to severe smoke or fire damage. Photo credit: OCWR*

*2: Sign designating the restoration of oak trees. Photo credit: OCWR*

*3: All that is left for some of the oaks is to collect their identification tags and document the location for replacement. Photo credit: OCWR*

*4: Weena Dalby, an environmental engineering specialist at OCWR, scans the area for signs of life among the charred remains of the Oct. 9, 2017, Canyon Fire 2 in Santiago Oaks Regional Park. Photo credit: OCWR*

*5: Weena Dalby, an environmental engineering specialist at OCWR, is happy to see regrowth on one of the trees with significant smoke damage, now that weekly watering and time has passed for recovery. Photo credit: OCWR*



**OAK TREE RESTORATION AREA**

200 Coastal Live Oak trees were planted to enhance the native plant habitat which will benefit the animals that utilize this area.

Your cooperation is vital to the success of this project. Please stay on the designated trails.

OC Waste and Recycling Partners with OC Parks



2



3



4



5



# DJ LANCE ROCK

*of Yo Gabba Gabba!*

## PROMOTES



Orange County, CA  
**Public Libraries**  
*Open Doors. Free Access. Community.*

Watch the Videos at

**[WWW.OCPL.ORG/DJLANCE](http://WWW.OCPL.ORG/DJLANCE)**

### FOLLOW US



FACEBOOK  
[@ocpubliclibraries](https://www.facebook.com/ocpubliclibraries)



INSTAGRAM  
[@ocpubliclibraries](https://www.instagram.com/ocpubliclibraries)



SNAPCHAT  
[@ocpublib](https://www.snapchat.com/add/ocpublib)



TWITTER  
[@ocpublib](https://www.twitter.com/ocpublib)

# INDIGENOUS VOICES OF SAN JUAN CAPISTRANO

The Acjachemen (Juaneño) Indian Community



## The Acjachemen Indians of Orange County Community Story Project



Lecture and discussion of stories produced for the Acjachemen Community Stories project by Cultural Anthropologist, Stephen O'Neil.

*"Their Stories in Their Words"*

**TUES**  
**JAN 30**  
**5PM**

*We're Still Here: To Be a Southern California Native American in the 21st Century*

San Juan Capistrano Library \* 31495 El Camino Real 92675

**SAT**  
**FEB 24**  
**1PM**

*The Continuing Struggle: Federal Recognition, for Generations Past and Future, Saving the Ancestors*

Laguna Hills Tech Library \* 25555 Alicia Pkwy 92653

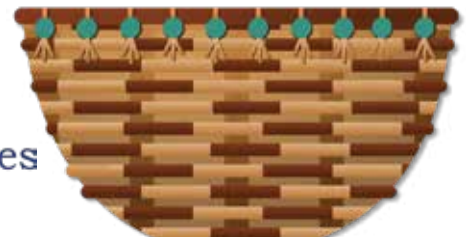
**SUN**  
**MAR 25**  
**2PM**

*Cultural Revitalization: Language, Basketweaving, Relearning Traditional Tools*

Laguna Niguel Library \* 30341 Crown Valley Pkwy 92677



Orange County, CA  
**Public Libraries**  
Open Doors. Free Access. Community.



This project was made possible with support from California Humanities, a non-profit partner of the National Endowment of Humanities. For more, please visit [www.calhum.org](http://www.calhum.org)

# SNUGGLE DAY 2017

Five years ago Sharon Landis, then a Senior Social Worker with Social Services Agency Children and Family Services (CFS) – Resource Family Recruitment and Training Unit, was inspired by the generosity of church partners who ramped up their efforts around the holidays to help the **Social Services Agency (SSA)**. She thought why not connect them with the social workers who knew exactly what families who foster or adopt need? Thus Snuggle Day was born.

The first year the Orange County Quilters Guild offered up quilts and Sharon Yanaura, founder of PJs from Heaven, asked how many sets of pajamas to donate.

“I said, ‘Could I be so bold and ask for 100?’” Sharon recalled at this year’s Snuggle Day. “She said, ‘How about 1,000?’”

On December 13 more than a dozen community partners came together at Saddleback Church in Anaheim to offer clothes – yes, including pajamas – toys, quilts, blankets, pillows, pillow cases, hygiene items, bikes and helmets. Social workers brought their lists – and checked them more than twice – to collect items their clients need.

“My families don’t have a lot so they appreciate everything,” Raul Reyes said as he perused Cornerstone Church’s table. “Something as simple as socks, they could really use.” He added that Snuggle Day was especially good for older children.

Sharon, who retired in January 2015, said, “When I was a care worker, it was wonderful to be able to walk into a home and say, ‘So many people are thinking about you!’ I’m blessed to be able to still participate through my church.”

For Project Unstoppable the day has an extra layer of meaning: Their volunteers were all former foster youth themselves. They offered duffle bags that contained a blanket, coloring book, stuffed animal and more. Gabriel Sanchez said they had three times as much as last year, their first time

participating. “We were done in 15 minutes last year,” he said.

“Snuggle Day helps kids in care have a good holiday, whether it’s Christmas, Hanukkah or another celebration,” said Roylyn Burton, a Community Program Specialist with Children and Family Services – Resource Family Recruitment and Training Unit in SSA, who was there with Sharon from the beginning. “These kids don’t get the same gifts as other kids do. They’re often overlooked.”

It’s also a way for those who aren’t able to foster or adopt for whatever reason to still support children and their families. Burton illustrated this with a story of a dad who had just regained custody of his children. He had a hard time finding a job because he had bad teeth. “A community partner – a dentist – said he would help with whatever he could,” she said. “People use their talents to help in so many ways.”

In March, the Resource Development and Management program took on coordinating Faith in Motion events such as Snuggle Day, Holiday Heroes and Christmas in Summer. Staff Specialist Ecel Navalta oversees and maintains the communication and coordination with community partners and CFS social worker staff, while Social Services Supervisor Mario Murillo provides support and guidance. The Resource Family Approval Recruitment and Training Team continues to work with Faith in Motion partners to recruit train and support resource families.

“The list of community partners has been growing through word of mouth,” Mario said in a phone interview. “Everyone wants to get involved.”

For more information about becoming a resource family, visit [oc4kids.com](http://oc4kids.com), call (888) 871-5437, or follow OC Let’s Foster Together on **Facebook** and **Twitter**.



**PARTICIPATING FAITH IN MOTION PARTNERS:**

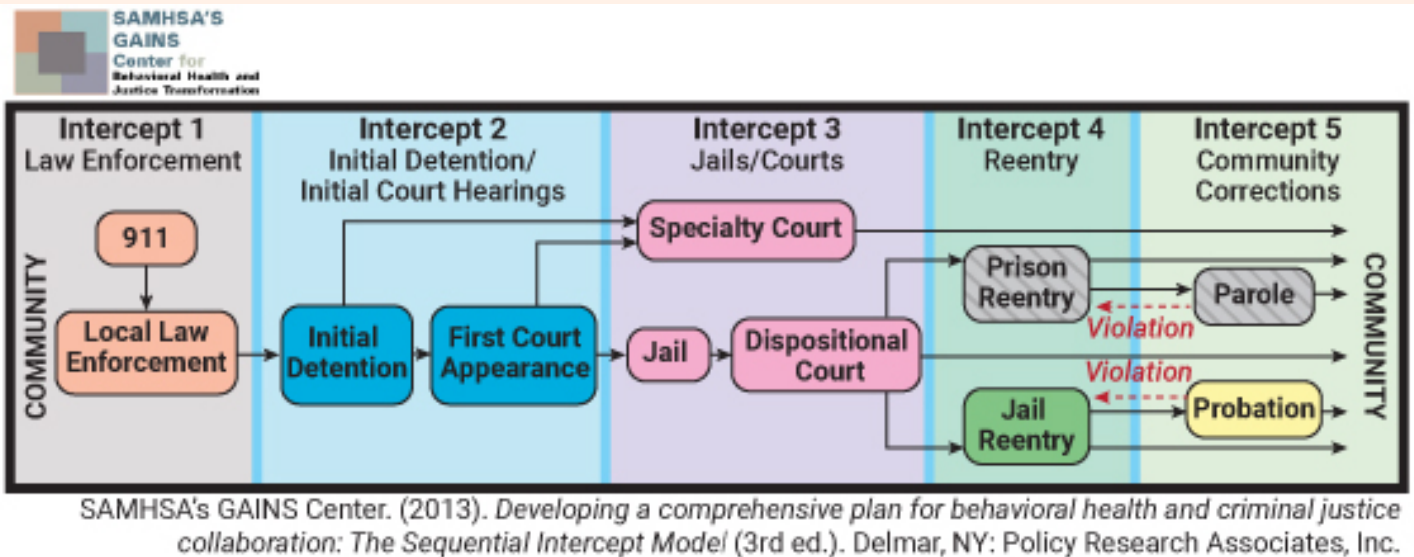
- Orange County Quilters Guild
- Project Unstoppable
- St. Bonaventure Church
- Harbor Mesa Lions Club
- Give Back Pack
- Saddleback Church
- Friends Church
- The Rock
- Christ Our Savior
- Young Life
- Dare to Be Project
- Pantsuit Nation
- Cornerstone Church

1: (TOP) More than a dozen community partners offered items ranging from quilts to backpacks to clothes to bicycles.

2: (LEFT) Roylyn Burton, left, Sharon Landis and Helen Lindsey worked together to get Snuggle Days started.

3: (RIGHT) Social workers select items based on their families' needs.

# ORANGE COUNTY SELECTED TO PARTICIPATE TO ADDRESS COMMUNITY NEEDS



Orange County has been named one of eight communities selected from a group of 45 applicants to participate in a **Sequential Intercept Mapping** (SIM) workshop designed to help participants plan how to better identify and respond to the needs of adults with mental and substance use disorders in contact with the criminal justice system.

The 1.5-day SIM workshop will be provided at no cost by the Substance Abuse and Mental Health Services Administration’s (SAMHSA) GAINS Center for Behavioral Health and Justice Transformation. During the workshop, multidisciplinary teams from the jails, probation, behavioral health treatment providers and organizations, housing providers, social service providers, and community organizations will come together to identify ways in which barriers between the criminal justice, mental health and substance use systems can be reduced and work toward developing integrated plans.

The workshop will focus on Intercepts 4 and 5 (reentry and community corrections), areas that have gained increased attention in recent years. Fostering successful reentry into the community after incarceration and success for individuals on probation or parole is critical to reducing further criminal activity and the risk of ending up back in jail.

“This SAMHSA workshop provides a great opportunity for our behavioral health and criminal justice partners to work together to develop an integrated approach to reentry and post-custody services,” said Mary Hale, Director of Behavioral Health Services, **Orange County Health Care Agency**. “We need to be more proactive in identifying barriers and developing solutions to coordinating services if we want to prevent individuals with behavioral health disorders from cycling repeatedly through the criminal justice system.”

The SIM workshop supports Orange County’s **Stepping Up Initiative**, a Countywide collaboration focused on reducing the number of individuals with behavioral health issues in our criminal justice system. For additional information on what the SAMHSA GAINS Center is doing to enhance behavioral health-criminal justice coordination, visit the **GAINS Center website**.



# COUNTY PRESENTS FRAMEWORK AND RECOMMENDATIONS FOR STEPPING UP INITIATIVE

County staff presented the Board of Supervisors a report on the Stepping Up Initiative on December 12, detailing a proposed framework, recommendations and estimated resources needed to meet the Stepping Up goal at the county level.

The **Stepping Up** Initiative, launched in May 2015, is a national movement to reduce the number of people with mental illnesses in U.S. jails. Orange County has been working on the Stepping Up Initiative since March 2016, after the County was selected to attend a National Summit in Washington, D.C., along with 49 other county and regional-based teams throughout the United States.

The County's Stepping Up Initiative report includes 10 recommendations for building a more comprehensive and cohesive collaboration between Orange County's law enforcement agencies, the criminal justice system, health and service providers, and nongovernmental organizations to meet the Stepping Up goal. (See the **full report** for details on each of the 10 recommendations.)

For each recommendation, the report includes cost estimates and potential funding sources. Once a decision is made to implement each objective, Stepping Up Initiative subcommittees and CEO Budget will further explore the funding sources to determine their viability. Projects related to the Stepping Up recommendations are included in the **2017 Strategic Financial Plan** and will continue to be included in the County's Strategic Financial Planning process until either implemented or deemed not applicable.

Developing Orange County's Stepping Up plan was an extremely ambitious and truly collaborative effort, involving dozens of dedicated individuals from throughout Orange County. A subcommittee for each recommendation met regularly between January and May 2017 to develop assessments, objectives and proposed costs.

The project would not have been possible without the tireless efforts of the subcommittees, which included representatives from the **Sheriff's Department**, the **OC Health Care Agency**, **Public Defender**, **District Attorney**, **County Executive Office**, **Probation**, **OC Community Resources**, **OC Information Technology**, **Social Services Agency**, the **Office of Care Coordination**, the **Superior Court of California – County of Orange**, **Orange County Reentry Partnership**, Hope Builders, Integrated Law and Justice Association of Orange County, municipal police departments, Regional Center of Orange County, Council of State Governments Justice Center, as well as community volunteers.

## RECOMMENDATIONS

- 1. Determine a standard definition of mental illness*
- 2. Develop a screening/assessment tool to identify mentally ill persons*
- 3. Develop a comprehensive community outreach program to preemptively divert mentally ill persons toward treatment and away from the criminal justice system*
- 4. Construct a County Urgent Care and Restoration Center with 24/7 access*
- 5. Remodel the Intake and Release Center to expand mental health treatment services in the Orange County Jail*
- 6. Expand programs in the jail for mentally ill offenders to include integration upon release*
- 7. Expand collaborative court efforts to divert mentally ill offenders*
- 8. Expand post-custody outpatient services, housing and treatment for mentally ill offenders*
- 9. Develop a comprehensive data collection and analysis plan*
- 10. Consider the implementation of an Office of Integrated Services*

# HUMAN RESOURCE SERVICES

## NEWS YOU CAN USE

A section for news regarding wellness, benefits and other employee services

### A Reminder from HRS to Keep Your Address Up-To-Date to Receive Important Mailings

To ensure you continue to make informed decisions about your ongoing County benefits, Human Resource Services (HRS) encourages you to carefully read all communications mailed to you by Employee Benefits and the Benefits Center. To ensure you receive these important mailings, it is very important to **keep your mailing address current** in the County payroll system.

To update your address, please contact your department's Human Resource Services or Payroll office to update your address in the County payroll system. Communications from Employee Benefits and the Benefits Center will be sent to the address on file. If your address is not current, you may miss important information. For additional information about Human Resource Services and Employee Benefits, visit the [HRS website](#).



# PROCUREMENT POINTERS

## • *What is an RCA?*

The **CEO/County Procurement Office (CPO)**, under the direction of the County Procurement Officer, solicits bids/proposals for cooperative contracts known as Regional Cooperative Agreements (RCAs). RCAs are issued for Countywide procurement of services and commodities for multi-department usage. Cooperative contracts are used to leverage the County's purchasing volume to receive corporate discounts for commonly purchased items and services and to reduce procurement costs.

The Procurement Operations Unit, within the CPO, is dedicated to ensuring that County departments have the necessary tools in place to serve the public in the most efficient and economical manner possible and is responsible for issuing and identifying cooperative purchasing arrangements that may be advantageous to the County.

## • *When does CPO establish an RCA?*

The Operations Unit executes cooperative contracts for commonly purchased services and commodities for use by all County Deputy Purchasing Agents. The process to establish an RCA requires collaboration with County departments, as well as outside public entities, to identify the commonly purchased services and commodities. In addition, the Operations Unit compiles historical purchasing trends and data to determine volume and need throughout the County.

Various criteria also apply including department cumulative spending, multiple department usage, as well as contracts that may require Board of Supervisors approval due to vendor exceptions to County terms and conditions.

## • *What are the benefits?*

Competitively bid cooperative contracts are an effective and efficient means to leverage the consolidated purchasing power of government agencies for their service or commodity requirements. It also avoids duplication of bidding/contracting efforts across multiple departments and standardizes contract terms and conditions to a vendor or group of vendors instead of multiple agreements with potentially different terms and pricing.

In order to promote efficiencies in the purchasing process and reduce County costs and save taxpayer dollars, County departments are required to use cooperative contracts issued by the office of the County Procurement Officer or provide valid written justification detailing the reasons for not using available contracts in the procurement file.

For more information, see the **[RCA and Cooperative Purchasing Procedures Manual](#)**.

# SEX TRAFFICKING



**IT'S NOT WHAT YOU THINK.  
CHILDREN ARE VICTIMS, TOO.**

**Be the One to Help Out:  
National Human Trafficking Hotline  
(888) 373-7888**

**Learn More at  
BeTheOneOC.com**

**BE THE ONE  
BT1  
TO HELP OUT**



# CHRISTINE SMITH SNAPPER

Deputy Director of Children and Family Services,  
SOCIAL SERVICES AGENCY



Sex trafficking is an issue in Orange County, even though some county residents may not be aware of it. January is National Slavery and Human Trafficking Awareness Month, which aims to educate the public on the issue and support trafficked victims. The Social Services Agency (SSA) has led the county's efforts in combating the inhumane crime of sex

trafficking, offering support to victims, educational resources to the community, and launching their "Be the One" campaign. Christine Smith Snapper, Deputy Director of Children and Family Services, offers her take on Orange County's efforts against sex trafficking, clarifies misconceptions and shares why it is important the County has worked hard to recognize the issue.

**Q Can you tell me about your position and the division you work for?**  
I am a Deputy Director, Administrative Manager III classification, for SSA with Children and Family Services.

**Q Why is sex trafficking a growing problem in Orange County?**

**A** Child sex trafficking is a nationwide epidemic. Traffickers target vulnerable children and lure them into sex trafficking using physical and psychological manipulation and violence, causing their victims long-lasting trauma. Those who "purchase" children for sex encompass all racial, socio-economic and cultural statuses. Because of Orange County's amenities, like the beach and theme parks, we are a "destination county" where child sex traffickers congregate to lure minors in and force them into a life of commercial exploitation. With advances in technology, like the growing usage of social media, traffickers are finding even more ways to target and lure minors in.

**Q What is the "Be the One" Campaign, and how has it helped sex trafficked victims?**

**A** The "Be the One" Campaign was originally launched by the Orange County Transportation Authority (OCTA) in 2012 to raise awareness of human trafficking in Orange County. In 2017, SSA partnered with OCTA to relaunch the "Be the One" campaign with a focus on raising awareness of the risks and indicators of the sex trafficking of children, including how to identify victims and on how to keep your child safer. The campaign also impresses on the public to **please be the one to help out — by calling local law enforcement or the Orange County Child Abuse Hotline at 714-940-1000 or the National Human Trafficking Hotline at 888-373-7888.**

**Q What are some common misunderstandings about the sex trafficking market?**

**A** Some myths regarding the sex trafficking market are:  
• Myth: Child sex trafficking does not happen where we live.

Child sex trafficking happens in other countries.  
o Reality: It is happening here in Orange County. In 2016, 75 child victims were identified.

• Myth: Sexually exploited youth are criminals.  
o Reality: The Commercial Sexual Exploitation of Children (CSEC) is a serious form of child abuse and children involved are victims.

• Myth: Child sex trafficking or exploitation only happens to girls or young women  
o Reality: While sex traffickers more commonly victimize girls, it does happen to boys, young men and transgender youth.

• Myth: Child sex trafficking or exploitation only happens to children who are in care or who come from a "bad family," or are a particular race, or economic background...

o Reality: Any child can become a victim as young people are more at risk if they are vulnerable. Trafficking and exploitation can occur in different ways and different situations such as being approached at the mall for a modeling opportunity or meeting a stranger through social media channels.

**Q Why is it important or meaningful for you to be part of the fight against human trafficking?**

**A** I believe it is our job to keep children safe. We can start by talking to adults to educate them. We can also talk to our children about personal safety, what sexual exploitation and trafficking actually is, and what to do should they find themselves in a difficult situation. Children who are being trafficked are victims and endure serious trauma. They need to be identified, rescued and provided services to help them heal and reunify with their family if it's safe to do so.

It should be noted that there are many others in OC that are working hard to fight against human trafficking. OC has a Human Trafficking Task Force, which includes Anaheim Police Department, Wayfinders (formerly Community Service Programs), the District Attorney's Office, SSA and many community partners who are working collaboratively every day 24/7 to fight against human trafficking. OC also has an OC CSEC (Commercially Sexually Exploited Children) Steering Committee, co-chaired by Supervisor Todd Spitzer, SSA's Children & Family Services Division Director Anne Bloxom, and the Presiding Judge of the Juvenile Court, formerly the Honorable Maria Hernandez and now the Honorable Joanna Motoike, that meets regularly to address the issue of child sexual exploitation.

**Q Is there anything the public can do to help?**

**A** Please be the one to help out — by calling local law enforcement or the Orange County Child Abuse Hotline at 714-940-1000 or the National Human Trafficking Hotline at 888-373-7888 if you have concerns about someone that might be a victim of trafficking or child exploitation. To learn more, visit SSA's "**Be the One OC**" website.

### 23 COUNTY EXECUTIVE OFFICE

- *HRS Recruitment Services Team Perseveres to Complete New Hires, Promotions and Transfers in 2017*

### 24 HEALTH CARE AGENCY

- *Community Surveys Encourage Input to Address Opioid Crisis*

### 25-26 JOHN WAYNE AIRPORT

- *Airport Guests and Staff Enjoy JWA High School Holiday Music Program*
- *Hands-Only CPR Training Kiosks Unveiled at John Wayne Airport*

### 27 OC ANIMAL CARE

- *OC Animal Care Thanks Community Members for Holiday Donations*
- *OC Animal Care's Animal Control Rescues Mountain Lion Cub in Silverado Canyon*

### 28 OC WASTE & RECYCLING

- *'Tis the Season to Tree-cycle*

### 28 SHERIFF'S DEPARTMENT

- *Two Lives Saved Thanks to Deputies Quick Response*

### 29 SOCIAL SERVICES AGENCY

- *LA Chargers Make Holidays Extra Special for Families in Need*

## *HRS Recruitment Services Team Perseveres to Complete New Hires, Promotions and Transfers in 2017*

From January 1 through December 19, 2017, Human Resource Services (HRS) Recruitment Services processed a total of 1,100 new hires, 1,637 promotions and 287 transfers of County employees.

HRS Recruitment Services team members have persevered together to meet difficult deadlines and timelines.

“I am very proud of our HRS Recruiters. They have been doing double duty in that they are diligently working to fill the vacant positions, while learning the new streamlined system, which has shortened the time from opening the position to creation of an eligibility list by an average of eight weeks for a five-day job bulletin posting,” said Brenda Diederichs, the County’s Chief Human Resources Officer.

Thank you to the recruiters and recruitment office support staff for serving the County with hard work and dedication so that departments can provide outstanding services to their customers.

### **A SPECIAL THANKS TO THE HRS RECRUITMENT SERVICES TEAM AND OTHER RECRUITMENT TEAMS SUCH AS DISTRICT ATTORNEY, OC SHERIFF’S DEPARTMENT (OCSD) AND PUBLIC DEFENDER.**

Alexa Rodriguez <i>OCSD</i>	Andrea Aguilar <i>Health Care Agency (HCA) Satellite Team</i>	Arleen Berberoglu <i>OC Public Works (OCPW) Satellite Team</i>	Cara Allen <i>OC Community Resources (OCCR) Satellite Team</i>	Carlos Franco <i>Auditor-Controller Satellite Team</i>	Christine Reese <i>Public Defender</i>
Dori Edles <i>HCA Satellite Team</i>	Duke Trinh <i>Probation Satellite Team</i>	Eugenia Vasquez-Puentes <i>OCSD</i>	Fran Vuoso <i>HCA Satellite Team</i>	Gazala Yerunkar <i>Central HRS Team</i>	George Menendez <i>Probation Satellite Team</i>
Gwendoly Jorris <i>OCPW Satellite Team</i>	Hajara Shabbir <i>OCPW Satellite Team</i>	Iolani Kleen <i>HCA Satellite Team</i>	Isuara Suarez <i>John Wayne Airport Satellite Team</i>	Ivonne Nunez <i>Child Support Services Satellite Team</i>	James Breedon <i>OCCR Satellite Team</i>
Janeth Reyes <i>HCA Satellite Team</i>	Jennifer Ramirez <i>Public Defender</i>	Jessica Medina <i>Social Services Agency (SSA) Satellite Team</i>	Linda Crater <i>SSA Satellite Team</i>	Linda Mathews <i>SSA Satellite Team</i>	Lori Wright <i>SSA Satellite Team</i>
Lynda Hurtado <i>HCA Satellite Team</i>	Maggie Rivera <i>Central HRS Team</i>	Maria Cervantes <i>OCSD</i>	Mary Cortez-Valadez <i>OCSD</i>	Mary Felix <i>OCSD</i>	Mayra Manzo <i>SSA Satellite Team</i>
Nam Tran <i>OCPW Satellite Team</i>	Nereida Gutierrez <i>OCSD</i>	Nhi Manarang <i>District Attorney</i>	Nicole Cove <i>OCCR Satellite Team</i>	Pam Niemi <i>OCCR Satellite Team</i>	Raylina Avila <i>SSA Satellite Team</i>
Steven Nguyen <i>Central HRS Team</i>	Paige West <i>District Attorney</i>	Thai Do <i>Central HRS Team</i>	Zachary Gutierrez <i>OCPW Satellite Team</i>		

## Community Surveys Encourage Input to Address Opioid Crisis

To assist the Alcohol and Drug Advisory Board (ADAB) and Behavioral Health Services (BHC) develop a strategic plan to address the increasing opioid crisis in Orange County, the OC Health Care Agency (HCA) recently encouraged the community to share their thoughts with us by taking brief, online surveys.

A total of 800 respondents participated in the surveys, which targeted current and previous opioid users, treatment providers, community stakeholders as well as the family and friends of those who misuse/misused opioids.

The surveys were promoted through prevention and treatment coalitions, posted in all OC Public Libraries branches and within the offices of treatment providers and support groups, as well as via advertisements placed on HCA's official [Facebook](#) page (the ads alone reached over 10,000 people).

So what happens next? Health Policy, Research and Communications staff will analyze the results from the survey and compare them to the services available in Orange County to identify gaps and propose strategies to prevent addiction and opioid overdoses. Results from these findings will be presented at a public forum hosted by the ADAB and BHS in January 2018.

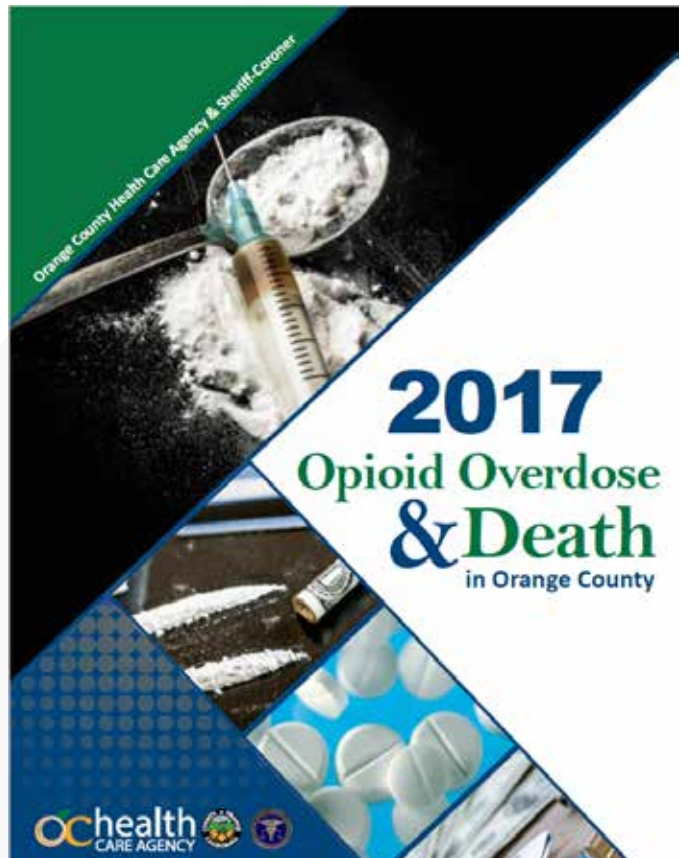
For information about opioid prevention and treatment resources, click [here](#) or to read the 2017 Opioid Overdose & Death in Orange County report, click [here](#).

▲ *The OC Health Care Agency promoted brief online surveys to garner feedback from those affected by opioid misuse, including family and friends.*

▼ *Comparing the survey results to services currently available will identify gaps. The findings will be presented this month.*



Having a loved one who struggles or has struggled with opioid addiction gives you a unique perspective with valuable insights. The Orange County Alcohol and Drug Advisory Board (ADAB) is seeking input from you in order to provide recommendations to County of Orange, California leaders on how to help reduce opioid addiction and overdose by improving access to treatment and prevention services. You can share your thoughts by taking this short survey: <https://www.surveymonkey.com/r/FriendFamilyOpioidUser>. You may also provide comments, input, concerns or questions about opioid issues at [opioidinfo@ochca.com](mailto:opioidinfo@ochca.com). To read the "2017 Opioid Overdose & Death in Orange County" report, view it's corresponding story map and for additional information and resources about opioids, visit [www.ochealthinfo.com/opioids](http://www.ochealthinfo.com/opioids).





# JOHN WAYNE AIRPORT

## Airport Guests and Staff Enjoy JWA High School Holiday Music Program

During the holiday season from December 14-22, airport guests and staff enjoyed holiday music performances presented by local Orange County high schools: John F. Kennedy High School in La Palma, Westminster High School, Villa Park High School, Irvine High School, Sergerstrom High School in Santa Ana, Santa Ana Valley High School, Estancia High School in Costa Mesa, Orange Lutheran High School, Saddleback High School in Santa Ana, Corona del Mar High School, Foothill High School in Tustin, Tesoro High School in Rancho Santa Margarita and Magnolia High School in Anaheim.

These **holiday musical performances** brought our guests **a bit of levity** during the holiday travel experience. **John Wayne Airport** appreciates the participation of both the returning and new high schools!



PHOTOGRAPH COURTESY OF JOHN WAYNE AIRPORT



PHOTOGRAPH COURTESY OF JOHN WAYNE AIRPORT

▲ Westminster High School Abbey Singers perform for travelers on December 15.

▼ John F. Kennedy High School students celebrate their performance at John Wayne Airport on December 14.

## Hands-Only CPR Training Kiosks Unveiled at John Wayne Airport



PHOTOGRAPH COURTESY OF **CEO COMMUNICATIONS**

▲ Chairwoman Michelle Steel, left, and Supervisor Todd Spitzer, Fourth District Supervisor, try out a hands-only CPR training kiosk at John Wayne Airport. Airports represent an opportune setting to train the public in Hands-Only CPR at kiosks, according to a study recently published in *Resuscitation*.

Amid the peak holiday travel season, Chairwoman Michelle Steel and Supervisor Todd Spitzer, Fourth District, were on-site at John Wayne Airport to unveil three Hands-Only CPR training kiosks from the American Heart Association on December 4, 2017. The kiosks are in Terminal A at Gate 8, in Terminal B at Gate 12 and in Terminal C at Gate 16.

Each kiosk has a touch screen with a short video that provides an overview of Hands-Only CPR, followed by a practice session and a 30-second test. With the help of a built-in practice manikin, the kiosk gives feedback about the depth and rate of compressions, as well as proper hand placement – factors that influence the effectiveness of CPR.

Each year, more than 350,000 cardiac arrests occur outside the hospital, and about 20 percent occur in public places such as airports. Hands-Only CPR has been shown to be as effective as conventional CPR for cardiac arrest when it occurs in public, and CPR can double or triple a victim's chance of survival.

Hands-Only CPR has two steps, performed in this order: When you see a teen or adult suddenly collapse, call 911. Then, push hard and fast in the center of the

chest at a rate of 100 to 120 beats per minute until help arrives.

Airports represent an opportune setting to train the public in Hands-Only CPR at kiosks, according to a study recently published in *Resuscitation*. The first life-saving pilot kiosk was installed in 2013 at the Dallas/Fort Worth International Airport (DFW). Researchers evaluated data from the American Heart Association's pilot kiosk at DFW during a 32-month period. The study showed there was noticeable interest by the public to learn Hands-Only CPR as nearly 23,500 visitors used the kiosk from July 2013 to February 2016.

The kiosks at John Wayne Airport were made possible thanks to generous grants from the Argyros Family Foundation, McCarthy Building Companies Inc., the Anthem Blue Cross Foundation and the CareMore Foundation.

For additional information about the American Heart Association, visit [heart.org](http://heart.org).

For additional information about John Wayne Airport, visit [www.ocair.com](http://www.ocair.com). More information about the County of Orange can be found at [www.ocgov.com](http://www.ocgov.com).

## OC Animal Care Thanks Community Members for Holiday Donations

OC Animal Care has been thrilled by the outreach of local community members this holiday season. The many deliveries were gathered by Girl Scout and Boy Scout troops, large corporations, single families and even young kids just doing their best to make a difference.

Deliveries of blankets keep shelter pets comfortable during their temporary stay at OC Animal Care. The many deliveries of treats help volunteers coax shy dogs out of their shells and help teach silly dogs manners, while toys provide enrichment and engaging playtime that keep shelter animals healthy and happy while they wait for “fur-ever” homes. The deliveries are also a huge morale booster for OC Animal Care staff, who get to see that the community cares about their sometimes difficult jobs.

OC Animal Care thanks everyone who donated to their shelter pets this season!

▶ *Scouts, companions and families made the season brighter for pets awaiting their “fur-ever” homes by donating all types of items.*



PHOTOGRAPH COURTESY OF OC ANIMAL CARE

## OC Animal Care’s Animal Control Rescues Mountain Lion Cub in Silverado Canyon



OC Animal Care’s Animal Control rescued a mountain lion cub who was trapped in someone’s backyard and unable to get out. On Thursday, November 9, Officer Meagan Chung responded to the call in Silverado Canyon regarding the confined animal who was initially thought to be a bobcat. Upon arrival, Officer Chung discovered the animal was not a bobcat, but a mountain lion cub. Lt. Kerrie Morgan and Lt. Scott Evans responded to assist with the situation, and together they transported the cub to a licensed wildlife rehabilitator for evaluation. The cub was deemed too young to be released back into the wild, and previous call history reported a deceased female mountain lion that had been struck by a vehicle. Due to the high possibility of the cub being an orphan, the licensed wildlife rehabilitator reached out to a zoo who gladly adopted the cub to give it the necessary care it needs. Thank you Officer Chung, Lt. Morgan and Lt. Evans for ensuring the safety and well-being of the wildlife in our community!

# OC WASTE & RECYCLING

## 'Tis the Season to Tree-cycle

Each year about 25 million to 30 million real Christmas trees are sold across the U.S. As important as these trees are to our holiday traditions, they play an even bigger role once the festivities are over. Real trees are a renewable, recyclable resource.

Most trees can be chipped and turned into mulch if the right steps are taken during the first weeks after the holidays. Christmas "tree-cycling" requirements are different for each city and waste hauler — including when the pick-up begins and how long it's available

Here are some tips to ensure your tree is repurposed the best way possible in your area:

1. Check ahead with your hauler to find out their schedule for picking up Christmas trees. Missing the last pick-up day means finding another alternative. It is often done on the same day as the weekly curbside trash pick-up. You can find OC waste hauler information [here](#).

2. Follow any special instructions from your waste

hauler. Sometimes taller trees must be cut in half before pick-up or even cut into pieces and placed in the greenwaste bin. Most have detailed recommendations on their company websites.

3. Only the tree is recyclable. Remove all decorations, including lights, tinsel, garland, tree stands and ornaments

4. Flocked trees cannot be recycled. They may be cut down and placed in your regular trash bin.

5. If you miss the tree recycling dates of your hauler, check with your city [Recycling Coordinator](#) for other options.

6. If you have Christmas lights or other e-waste to dispose of after the holidays, take them to one of Orange County's four free Household Hazardous Waste Collection Centers. They're open Tuesday through Saturday, 9 a.m. to 3 p.m. Find locations and other information [here](#).

For more information, visit [oclandfills.com](http://oclandfills.com) or call 714-834-4000.

# SHERIFF'S DEPARTMENT

## Two Lives Saved Thanks to Deputies' Quick Response

Two Orange County residents are recovering and able to be home for the holidays thanks to the quick action of several Orange County Sheriff's Department deputies.

At about 1 a.m. Saturday, December 16, deputies were requested by the Orange County Fire Authority to respond to a medical aid call in the unincorporated community of Las Flores.

When they arrived, Deputies Reneger, Gonzalez and Mai found a 58-year-old woman unresponsive and not breathing. The deputies performed CPR until fire paramedics arrived on scene and the woman eventually regained her pulse and began breathing again.

The woman was taken to a local hospital for treatment, where she is recovering.

Later that day, at about 6 p.m., a deputy in Stanton was dispatched to help a 68-year-old man suffering a heart attack. The man was at a Christmas party and had collapsed.



When Deputy Maldonado arrived on scene, he found the man not breathing and without a pulse. Deputy Maldonado administered CPR until fire paramedics arrived.

The man regained a pulse and started breathing again before being taken to a local hospital, where he is recovering.

We are proud of the quick response of our Sheriff's Deputies!

# SHERIFF'S DEPARTMENT

## LA Chargers Make Holidays Extra Special For Families In Need

On December 21, the Social Services Agency (SSA) was honored to be a part of a special gift delivery from the Los Angeles Chargers players and their families. The Chargers asked SSA to help them identify families in need that are connected to SSA through the child welfare system in order to help make the families' holidays extra special. SSA social workers from various programs submitted nominations, and 13 families with their specific needs (such as household needs, clothing sizes, age and gender of children, etc.) were selected and shared with Brionna Barksdale, wife of Chargers Offensive Tackle Joseph Barksdale. Mrs. Barksdale coordinated with the families of several other Chargers players to buy numerous gifts for each of these families. The delivery van bursting with gifts arrived to SSA's Eckhoff Auditorium where social workers were on hand to pick up the gifts and, in turn, deliver to the families. SSA is thrilled for the families that were selected to be a part of this special holiday program. SSA would like to express immense gratitude to the Los Angeles Chargers players and their families for their incredible thoughtfulness and generosity in support of the families SSA serves. They truly made the holidays extra special!



PHOTOGRAPH COURTESY OF SOCIAL SERVICES AGENCY

▼ SSA employees and LA Chargers' family members stand with gifts donated to help make the holidays extra special for 13 families connected with SSA through the child welfare system. Photo credit: SSA

▲ Brionna, wife of Chargers Offensive Tackle Joseph Barksdale, and Cierra, wife of Chargers Safety Tre Boston, stand with gifts they and other Chargers players and families donated to families in need. Photo credit: SSA



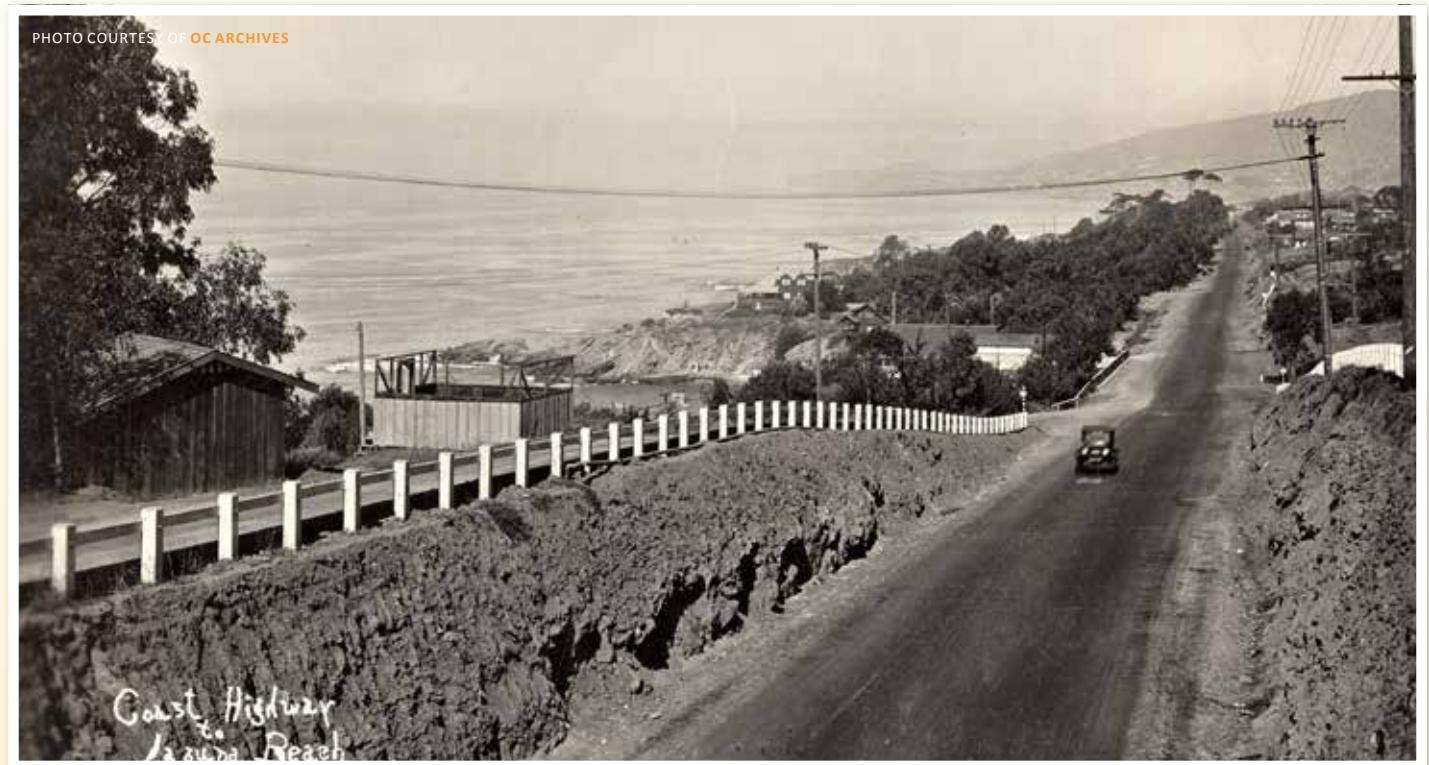
PHOTOGRAPH COURTESY OF SOCIAL SERVICES AGENCY

# OC HISTORY

## IMPROVING ORANGE COUNTY'S ROADS

BY CHRIS JEPSEN

▼ *Coast Highway, Laguna Beach, circa 1920s.*



▲ *County Officials inspect Ortega Highway route, 1930, including Supervisors Smith (left) and Jeffrey (right).*



▲ *State Highway is paved through Tustin, 1910s.*

**A**lthough some local towns had paved streets in the earliest years of the 1900s, the roads between towns were rutted, muddy or dusty, depending on the season. “There was not an inch of oil, gravel or paved county road in Orange County when I became a member of the Board of Supervisors in 1909,” wrote Tom Talbert. “Barley straw was piled onto the roads to keep down the summer dust and to fill in the chuckholes ... With the advent of automobiles and increase of traffic, the roads completely disintegrated ... When we drove to town, our faces were so thickly coated with dust that we were almost unrecognizable. We could scarcely see out from the dust ring around our eyes. We pulled off our long dusters to shake out clouds of dust in an endeavor to make ourselves presentable.”

In 1902, a statewide movement began to mark the historic El Camino Real. The newly designated route loosely followed the original, but zig-zagged to take advantage of already paved roads within city limits and to herd potential customers toward commercial districts. (The I-5 Freeway runs along a similar trajectory today.) In 1910, California voters finally got serious about highway bonds. A couple years later, the Orange County Board of Supervisors tackled the planning and financing of improved local roads, including the Orange County segment of a new State Highway which would largely follow the new El Camino Real.

Construction efforts were overseen by County Surveyor John L. McBride in his secondary capacity as Superintendent of Highways. This project, known as the “Good Roads Plan,” owed much to the engineering skills of McBride’s uncle, longtime County Surveyor (and later Supervisor) Col. S. H. Finley, as well as to the political savvy of Supervisor Tom Talbert.

McBride was in office from 1911 to 1921, had virtually no staff, and took directions and advice directly from the Supervisors. Construction began in 1914, and by the time McBride left office the county had at least 160.9 miles of paved roads. McBride also directed the route survey for Pacific Coast Highway through Orange County. It was “laid out along purely scenic lines that follow the curve of the coast, disclosing the continuous panorama of splendid views.” This iconic route was officially completed in 1926,

with the final segments completed in 1929. This highway’s development led to the creation of such communities as San Clemente, Dana Point, Capistrano Beach, Corona Del Mar and Surfside.

The first County Highway Commission was appointed in 1915 and hired engineer Dan S. Halliday to provide designs for additional expansions to Orange County’s system of improved highways.

In 1929, ground was finally broken for a long-discussed highway over the Santa Ana Mountains, from San Juan Capistrano to Lake Elsinore. The Ortega Highway was not dedicated until 1933. The highway was named for Portola Expedition scout Jose Francisco Ortega – an ancestor of the wife of highway proponent Supervisor George Jeffrey.

The stretch of the Imperial Highway from Yorba Linda to Brea was completed in 1937, with a grand opening that included orange juice poured onto the highway from a blimp. But the stretch of Imperial Highway from Yorba Linda east into Santa Ana Canyon wasn’t approved until 1952.

The Collier-Burns Act of 1947 required each county to appoint a single road commissioner. Orange County ultimately selected Road Department Head Allen S. Koch for the job. Previously, Orange County had five separate road districts, with boundaries matching the supervisorial districts, each headed by its respective county supervisor. It wasn’t until the post-war development boom of the 1950s that the Roads Department was folded into a larger agency, the new Department of Public Works, which combined the county’s surveying and engineering functions into a single agency.

Over the years, the roads function of county government has been repeatedly moved from one agency to another, reorganized and reworked, along with the accompanying acronym and address changes. What’s now OC Roads (a division of OC Public Works) continues the important work of planning, creating and maintaining roads in unincorporated territory. But they hardly ever fill chuckholes with barley straw anymore.

**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](mailto:Chris.Jepsen@rec.ocgov.com) or 714-834-4771 if you have questions about the Archives.**

## CYBER-SECURITY CORNER

### *Beware of Phishing, Smishing and Vishing Scams*

It's not just the holiday season for shoppers – cybercriminals look forward to this time period of increased retail activity as a way to steal money and personal information. New types of fraud no longer target your desktop computer or laptop but find ways to rip you off via phone calls.

During this holiday season, you may receive a text message or an automated phone call on your cell phone saying there's a problem with your bank account. You're given a phone number to call or a website to log into and asked to provide personal identifiable information.

Beware: It could be a "smishing" (a combination of SMS texting and phishing) or "vishing" (voice and phishing) scam. Criminals on the other end of the phone call could be attempting to collect your personal information in order to help themselves to your money.

In vishing scams, callers impersonate legitimate companies to steal money and personal information. The Federal Trade Commission reports that 77 percent of its fraud complaints involved contact with consumers by telephone. Vishing calls are most likely made via Voice over Internet Protocol ("VOIP"), where millions of VOIP calls can be made around the world in an instant over the internet and are untraceable. Vishing scammers also use recordings and caller ID "spoofing" (falsifies caller ID information) to avoid any further detection.

#### **How "smishing" and "vishing" scams work:**

- Criminals set up an automated dialing system to text or call people in a particular region or area code. (Sometimes they use stolen customer phone numbers from financial institutions)
- The victims receive messages like: "There's a problem with your account," or "Your ATM card needs to be reactivated," and are directed to a phone number or website that asks for your personal information.
- With that information obtained, criminals can steal from victim's bank accounts, charge purchases on their charge cards, create a phony ATM card, etc.
- At times, if a victim logs onto a website from their smartphone, they could end up downloading malicious software that could give criminals access to anything on the phone.
- With the increase of mobile banking and the ability to conduct financial transactions online, smishing and vishing attacks may become even more attractive and lucrative for cyber criminals.
- Oftentimes the caller claims to have personal information about you such as your name, where you work or your address and they want you to confirm this information.

#### **Tips:**

- Treat all unsolicited phone calls with skepticism.
- Report the phone call to the consumer's hotline number at 877-382-4357
- Whether you receive messages in the form of text, email, advertisement, or phone call, never share your financial or personal information. Look up the company's number and contact them directly rather than call them back on the number they provided.
- Do not confirm or deny your identity until you know who is calling.
- Check the legitimacy of any company or organization calling you by doing a quick online search.
- Do not go to any websites following the prompts of an unknown caller.
- If you receive a text or email claiming to be from your bank, do NOT call the phone number that is provided. Whenever you need to discuss banking details, always call the number that is listed on the back of your debit, credit card or statement. That way you know the number is legit and you're not going to be scammed.
- Avoid filling out forms contained in sweepstake entries or contained in e-mail messages that ask for personal information.
- Don't respond to unsolicited e-mails (or texts or phone calls) requesting personal information, and never click on links or attachments contained within unsolicited e-mails. If you want to go to a merchant's website type their URL directly into your browser's address bar.
- Treat your mobile phone like your computer, don't download anything unless you trust the source.

If you have any questions, please email [SecurityAdmin@ceoit.ocgov.com](mailto:SecurityAdmin@ceoit.ocgov.com)



## Workplace Safety - Be Aware of Workplace Injuries

### Did You Know?

The Countywide frequency of injuries over the past four years revealed that most injuries occur on Thursday, and the leading cause of injury is “strain and repetitive motion.” Workplace injuries are always occurring regardless of safety rules and training.

### Why?

In order to prevent accidents and injuries, a safe environment is critical and needs to be maintained at all times. It is good to be confident, but when our everyday attitude becomes complacent, it leads to incorrect safety procedures, methods and uses of tools while working.

To increase safety awareness, employees can attend Safety Training Classes, be aware of injuries that can put them at risk, or contact the Safety Training Officers with specific questions or requests for inspections.

As 2018 begins, the Safety and Loss Prevention Team is dedicated to remedy workplace hazards at all levels.



For Information Regarding Safety Resources and Training

Call 714-285-5500

Or

Email [Safety@ocgov.com](mailto:Safety@ocgov.com)

### SAFETY SPOTLIGHT



Just like drunk driving, driving under the influence of drugs is a crime – including prescribed medications, illicit drugs, over-the-counter medications or marijuana – medical or recreational. The legal and monetary consequences are the same – up to \$10,000 in fines, fees and insurance costs, restricted licensing, days off work to go to court, a criminal record and more.

In 2014, 38 percent of all drivers who were killed in motor vehicle crashes in California tested positive for legal and/or illegal drugs. That percentage has been increasing every year. The California Office of Traffic Safety, together with partners in law enforcement, state and federal agencies, pharmaceutical and cannabis industry associations, and concerned organizations and advocates across the state, wants to bring awareness to the California public about the dangers of drugged driving so that injuries and fatalities can be reduced on roadways.

- Content courtesy of the California Office of Traffic Safety

# JAN 2018 SERVICE AWARDS

Recognizing our long-serving employees and their years of dedication to the County of Orange

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

## 40 YEARS

### HEALTH CARE AGENCY

Thuyet T Nguyen

## 35 YEARS

### AIRPORT OPERATION

Kari A Rigoni

### HEALTH CARE AGENCY

Martha Garcia

## 30 YEARS

### CHILD SUPPORT SERVICES

James Gorzo

### DISTRICT ATTORNEY

Mary T Meloch  
Stephan L Sauer

### OC COMMUNITY RESOURCES

Allen J Robinson  
Faranak Yazdi

### OC PUBLIC WORKS

Rick A Nagle

### PROBATION

Elia R Madrigal  
Marco A Perez  
Wanda L Haaland

### SHERIFF-CORONER

Gregory S Seachrist  
Sophie J Aldana  
Wayne M Byerley

### SOCIAL SERVICES AGENCY

Isabel R Geraud  
Lauren F Singletary  
Lisa A Liera  
Louie R Mecado  
Maureen F Loya  
Wendy M Aquin  
Yen Thu Nguy

## 25 YEARS

### AUDITOR-CONTROLLER

Nancy N Ishida

### CHILD SUPPORT SERVICES

Marcela T Mandagie  
Robin M Winder  
Sergio J Burgos

### CLERK-RECORDER

Debra D Nweke

### COUNTY EXECUTIVE OFFICE

Kathleen L Long

### HEALTH CARE AGENCY

Kathleen M Clodfelter  
Verona C Borba

### PROBATION

David Morales  
Joseph R Ortiz  
Julie M Harmon  
Kelly A Brazao  
Lawrence D Wheeland  
Sarah J Guidi

### SHERIFF-CORONER

Christopher K Wax  
Margaret A Peters

### SOCIAL SERVICES AGENCY

Adriana A Garcia  
Alba Y Fierro  
Elidia Mejia  
Eugenia Vargas  
Eva G Guerrero  
Fabiola Lopez  
Hong Q Gordon  
Jasmina B Nguyen  
Joao A Martins  
Jorge U Baquedano  
Julio C Escamilla  
Lorena M Valdez  
Maria Jaques  
Norma A Acuna  
Raquel M Vargas  
Salvador L Franco

## 20 YEARS

### CEMETERY DISTRICT

Julio G Amarillas

### CHILD SUPPORT SERVICES

Ruben Padilla

### COUNTY COUNSEL

James C Harman  
Marianne Van Riper

### DISTRICT ATTORNEY

Janet L Chun

### HEALTH CARE AGENCY

Bernice L Dunlap  
Beverly A Graves  
Martha J Meza  
Minh L Nguyen  
Natalie C Silva  
Tony Price

### OC COMMUNITY RESOURCES

Erik K Hanson  
Jared P Olivares  
Renee K Jenkins

### OC PUBLIC WORKS

Edward A Robb  
Ma Cristina R Rivera

### PUBLIC DEFENDER

Michael E Perez

### SHERIFF-CORONER

Eric H Gooselaw  
Annette T Mccall  
Anthony V Lim  
Chi D Van De Kreeke  
Cruz Alday  
Doris E De La Cruz  
Edward P Manhart  
Harrison D Manhart  
Howard J Mc Culloch  
Jeffrey T Puckett  
Joshua A Brass  
Khanh V Vu  
Michael E Duda  
Shaleen R Mcdonald  
Steve A Bernal  
Steven A Pace  
William M Simandl  
William T Kim

### SOCIAL SERVICES AGENCY

Ana M Jimenez  
Diana G Savala  
Dianne E Saylor  
Elizabeth Navarro  
Goudarz Yavarinia  
Jennifer Jindrich  
Jim G Luna  
Maria V Sandoval  
Shannon K Bluhm  
Stephanie L Nguyen

If you would like to have your name not printed in the Service Awards section, email [CEOcom@ocgov.com](mailto:CEOcom@ocgov.com). If you believe there has been an error or omission in reporting your years of service, please email [Navminder.Kaur@ocgov.com](mailto:Navminder.Kaur@ocgov.com).

# CAREER PAGES

AVAILABLE JOB OPPORTUNITIES  
AT THE COUNTY OF ORANGE

See below for this month's highlighted career opportunities with the County. Please check out the County's website at [www.ocgov.com/jobs](http://www.ocgov.com/jobs) for details on all current opportunities or follow us on social media.



*Dates included below refer to closing deadlines as of publication date. Please refer to the job announcement for specific details.*

## OPPORTUNITY AWAITS

*Don't miss these career opportunities*

### OPEN NOW

Employee Benefits Project Analyst  
(Administrative Manager I) – ASAP

HR Staff Analyst - Extra Help (OCERS) – ASAP

Bindery Technician – 01/08/18

Sr. IT Business Analyst – 01/17/18

Program Manager - Food and Pool Safety  
(Health Care Agency) – 01/16/18

Sr. Information Technologist – ASAP

Procurement Contract Specialist – 01/08/18

IT Systems Technician II (District Attorney) –  
ASAP

Executive Secretary I – 01/07/18

Equipment Operator (OCPW) – 02/14/18

Public Information Manager (Administrative  
Manager II) – ASAP

### PROMOTIONAL

IT Business Analyst II (Health Care Agency)  
- ASAP

**Be sure to check the website often for any career opportunities that may be listed!**

# 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.**



THANK YOU FOR READING

# COUNTY CONNECTION

*CONNECT WITH US ON SOCIAL MEDIA*



On **Twitter** at [www.Twitter.com/OCGovCA](http://www.Twitter.com/OCGovCA)



On **Facebook** at [www.Facebook.com/OCGov](http://www.Facebook.com/OCGov)

**COUNTY CONNECTION** is distributed monthly by the County Executive Office and is published by CEO Communications. Call 714-834-2053 or email [ceocom@ocgov.com](mailto:ceocom@ocgov.com) with any suggestions and comments.