

COUNTY OF ORANGE

AT YOUR SERVICE:
DELIVERING FOR ORANGE COUNTY



A GUIDE TO COUNTY OF ORANGE
AGENCIES AND DEPARTMENTS





BOARD OF SUPERVISORS

-  **1st District - Andrew Do**
www.firstdistrictnews.com
-  **2nd District - Michelle St**
www.ocgov.com/gov/bos/
-  **3rd District - Todd Spitze**
www.ocgov.com/gov/bos/
-  **4th District - Shawn Nels**
www.ocgov.com/gov/bos/
-  **5th District - Lisa Bartlet**
www.ocgov.com/gov/bos/



ELECTED DEPARTMENT HEADS

Assessor
Claude Parrish
www.ocgov.com/gov/assessor

Clerk-Recorder
Hugh Nguyen
www.ocrecorder.com

Sheriff-Coroner
Sandra Hutchens
www.ocsd.org

Auditor-Controller
Eric Woolery
www.ocgov.com/gov/auditor

**District Attorney-
Public Administrator**
Tony Rackauckas
www.orangecountyda.org

Treasurer-Tax Collector
Shari Freidenrich
www.ttc.ocgov.com



The work of thousands of County employees across nearly two dozen agencies and departments directly affects the daily lives of residents and businesses. What they do contributes to making Orange County a safe, healthy and fulfilling place to live, work and play, today and for generations to come. So just what do these employees do?

They:

- Care for your health and well-being.
- Protect our environment.
- Support activities of daily living and help those in need.
- Help make families stronger.
- Protect legal rights and prosecute criminals.
- Promote lawful, productive lifestyles to make OC safer.
- Ensure human safety and animal well-being.
- Make ocean recreation activities accessible.
- Connect people through a world-class airport.
- Provide outdoor spaces to create recreational memories and experiences.
- Open worlds of information through library resources.
- Perform marriage ceremonies and provide document services.
- Ensure children's financial resources.
- Protect consumers.
- Maintain Orange County's roads and facilities.
- Simplify processes for making payments.



County of Orange

BY THE NUMBERS

WITH A
\$6.1 BILLION
BUDGET



AND A
5 BOARD OF
MEMBER SUPERVISORS

AND

6 COUNTYWIDE
ELECTED
OFFICIALS

15 APPOINTED
DEPARTMENT
DIRECTORS

22 AGENCIES/
DEPARTMENTS





The County DELIVERS FOR:



3.1

MILLION
RESIDENTS



34

CITIES

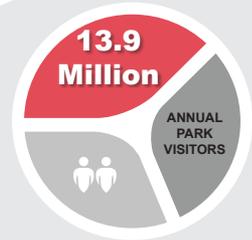
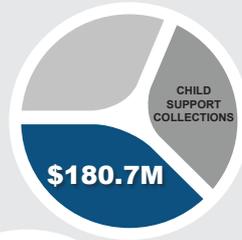
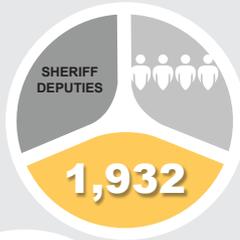


205

SQUARE MILES OF
UNINCORPORATED
AREAS

with **18,000**
EMPLOYEES

INCLUDING



SUPPORTING



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The County of Orange is a local governmental agency responsible for developing, managing and delivering a range of critical public services to more than 3.1 million county residents. Its core operations are implemented by a network of agencies and departments including public safety, public health, environmental protection, roads and infrastructure maintenance, public assistance, social services, animal care, an international airport and parks.

Orange County is a region known for its mild climate, miles of beaches, acres of parks and forest land, a wide range of tourist attractions and world-class venues for cultural and performing arts events. Its diversified work force contributes to Orange County's robust economy and thriving business community.





Location	Main Phone	Office Hours
Civic Center Plaza, Building 11 625 N. Ross Street, Room 142 Santa Ana, CA 92701	(714) 834-2727	8 a.m. – 5 p.m. Monday – Friday
Connect Online www.ocgov.com/gov/assessor		

Purpose:

The Office of the Assessor is responsible for fairly and accurately determining and providing the value of all legally assessable real and business property in the County. The Assessor produces Annual Property Tax Assessment Values in accordance with the laws prescribed by the Constitution of the State of California and helps property owners understand their valuations.

At Your Service:

Please call (714) 834-2727 or visit our Public Service Counter. The Assessor's staff helps and provides services to taxpayers who need to:

- Understand a property's taxable value.
- Apply for Homeowners' Exemptions and various other exemptions.
- Find a parcel number or mailing address.
- Update mailing addresses for valuation notices and property tax bills.
- Complete a change of ownership statement.

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- Valued more than 1 million properties on the Secured and Unsecured Roll.
- Increased the Low Value Exemption for property tax from \$1,350 to \$3,000, eliminating 13,443 small tax bills and saving \$173,000 in costs.
- Extended the deadline to file an appeal from September 15 to November 30, giving taxpayers additional time to review their notices and appeal if they so choose.



Location	Main Phone	Office Hours
12 Civic Center Plaza, Room 200 Santa Ana, CA 92701	(714) 834-2450	8 a.m. – 5 p.m. Monday – Friday
Connect Online www.ocgov.com/gov/auditor		

Purpose:

The Auditor-Controller (A-C) is an elected office charged with oversight of all County finances, internal audit functions, allocating County income to departments, and processing payroll and vendor payments. The office also implements state-mandated and other accounting services required for the County to receive and utilize more than \$4.5 billion of federal, state and other County agency funds.

At Your Service:

The A-C serves the public and County agencies:

- Provides oversight of County fiscal processes on behalf of citizens.
- Provides objective financial reporting to the Supervisors so they can make informed policy decisions.
- Performs a wide range of complex auditing, accounting and property tax services.
- Distributes property tax collections to taxing entities.
- Develops and maintains the County's accounting standards and practices manual.

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- Prepared the Orange County Citizen's Report, which provides an overview of the County's financial condition, where the County revenues come from and where those dollars are spent.
- Implemented the financial reporting requirements of Government Accounting & Standards Board regarding pension obligations.
- Identified and recorded a \$46 million one-time cash windfall to the General Fund via an alternative calculation of Teeter funds.
- Reinstated Internal Audit within the Office of Auditor-Controller.

CHILD SUPPORT SERVICES

Obtaining financial resources for children



Location	Main Phone	Office Hours
1055 N. Main St. Santa Ana, CA 92701	(866) 901-3212	7 a.m. – 4:30 p.m. Monday – Friday
Connect Online www.ocgov.com/gov/css 		

Purpose:

The Department of Child Support Services (CSS) provides family-centered services to ensure that children who need additional resources necessary to live each day and be successful are assisted receiving them. CSS establishes and enforces court orders that provide for the financial and medical support of children. The staff works with parents to promote the well-being of children and build self-sufficiency within families.

At Your Service:

Child Support Services helps and provides services to residents who need to:

- Establish legal paternity (fatherhood) and locate parents for purposes of establishing child support orders.
- Establish a parent visitation schedule.
- Modify child support orders.
- Collect or distribute child support payments.

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- Served more than 68,000 families; collected and dispersed more than \$180.5 million in child support in 2015.
- CSS Community Resource Center provided Forms Workshops, online access, a resource library and more.
- Served 210,000 callers with an average wait time of 26 seconds before speaking to a representative.
- Awarded the National Child Support Enforcement Association 2015 Excellence Award for Program Awareness as part of the Community Education Initiative.



CLERK OF THE BOARD OF SUPERVISORS

Administering the needs of the Board

Location	Main Phone	Office Hours
Hall of Administration 4th Floor 333 W. Santa Ana Blvd. Santa Ana, CA 92701	(714) 834-2206	8 a.m. – 5 p.m. Monday – Friday
Other Offices	Assessment Appeals Division Calendaring/Judicial Support Old Orange County Courthouse 211 W. Santa Ana Blvd., Room 209 Santa Ana, CA 92701	Assessment Appeals Division Application Processing/Intake Hall of Administration 333 W. Santa Ana Blvd., Room 101 Santa Ana, CA 92701
Connect Online www.ocgov.com/cob		

Purpose:

The Clerk of the Board of Supervisors (COB) provides administrative support to the Board and several other County-related governing boards. It also serves as the official repository of active Board records and processes assessment appeals applications, schedules hearings and publishes annual notices in accordance with legal requirements.

At Your Service:

- Prepares and publishes agenda and minutes for Board of Supervisors meetings.
- Facilitates live streaming of Board of Supervisors meetings and online access to meeting documents.
- Responsible for maintaining Lobbyist database.
- Maintains Conflict of Interest Codes for agencies under the jurisdiction of the Board.
- Provides support to Assessment Appeals Hearing Boards.

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- Processed appeals of property tax values and conducted hearings before the Assessment Appeals Board.
- Accommodated requests for public comments at Board meetings and via the Opinion Online website, enabling the public to take part in their government.



Main Office Location and Phone

12 Civic Center Plaza, (714) 834-2500
Rooms 101 and 106
Santa Ana, CA 92701

Branch Locations and Hours

South County Branch 24031 El Toro Rd., #150 Laguna Hills, CA 92653 Mon – Fri., 9 a.m. – 4:30 p.m.	Old Orange County Courthouse 211 W. Santa Ana Blvd. Room 201 Santa Ana, CA 92701 Mon – Fri., 8 a.m. – 4:30 p.m.	North County Branch Office 201 N. Harbor Blvd. Fullerton, CA 92832 Mon. – Fri., 9 a.m. – 4:30 p.m.
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Connect Online www.ocrecorder.com



Purpose:

The Clerk-Recorder is responsible for issuing, handling and safeguarding a variety of public records, including real-property recordings, and vital records such as marriage licenses and birth and death certificates.

At Your Service:

- Records and maintains property documents for all land transactions within the County.
- Issues and maintains birth, death and marriage certificates.
- Issues marriage licenses and performs civil marriage ceremonies.
- Accepts passport applications for processing by the U.S. Department of State.
- Oversees the County Archives, located in the Old County Courthouse.

Delivering for Orange County

- Celebrated the second year of special Saturday hours to issue marriage licenses, perform civil marriage ceremonies and accept passport applications.
- Received a 2015 National Association of Counties Achievement Award for offering Special Saturday Hours.
- Upgraded Orange County's multi-county electronic document recording system, allowing for electronic document submittals from all participating counties through one portal.



COUNTY COUNSEL

Providing general legal counsel for
the Board of Supervisors and County agencies

Location	Main Phone	Office Hours
Hall of Administration 333. W. Santa Ana Blvd. 4th Floor Santa Ana, CA 92701	(714) 834-3300	8 a.m. – 5 p.m. Monday – Friday

Purpose:

County Counsel is responsible for providing civil legal services to County government, including the Board of Supervisors, elected and appointed department heads, agencies/departments and staff, and Board-governed special districts.

At Your Service:

- Assures that County business is operated according to local ordinances and State laws.
- Reviews matters brought before the Board for consistency with rules and policies.
- Defends the County against legal claims and lawsuits.
- Asserts the County's rights before the courts.
- Manages the Fraud Hotline, with assistance from the Auditor-Controller's office.

Delivering for Orange County

- Successfully brought on the Fraud Hotline Team to empower the Board's oversight of County departments, agencies, and officers.
- Prevailed in the City of Irvine's (fourth) challenge to the Musick jail expansion.



Location	Main Phone	Office Hours
Hall of Administration 333. W. Santa Ana Blvd. 3rd Floor Santa Ana, CA 92701	(714) 834-2345	8 a.m. – 5 p.m. Monday – Friday
Connect Online www.ocgov.com  		

Purpose:

The County Executive Office is the corporate administrative branch of County government and is responsible for implementing policies of the Board of Supervisors; making recommendations to the Board regarding Countywide policies, procedures and best practices; maximizing revenue opportunities and shepherding County resources; and supporting County agencies and departments in providing efficient and cost-effective public programs.

At Your Service:

- Maintains a 24/7 online information portal, called AccessOC, for asking questions, making suggestions or filing complaints.
- Responds to Public Records Act requests through the public information office.
- Provides an interactive tool, called OpenGov, which offers fingertip access to the County's budget and financial data.
- CEO includes the offices of finance, information technology, human resources, operations and real estate.

Delivering for Orange County

- Developed the County's annual fiscal year budget.
- Fulfilled requests for information from the public and media.
- Completed major real-estate milestones, including a new year-round multi-service center for homeless services and a new Orange County Animal Shelter.
- Invested in a healthier County workforce, including expanding wellness programs and on-site wellness coach.



Location	Main Phone	Office Hours
401 Civic Center Drive West Santa Ana, CA 92701	(714) 834-3600	8 a.m. – 5 p.m. Monday – Friday
Connect Online www.orangecountyda.org    		

Purpose:

The District Attorney is responsible for the vigorous enforcement of criminal and civil laws toward enhancing personal safety, the environment and general quality of life in Orange County.

At Your Service:

- Provides information for reporting crime, bad checks and fraud.
- Supports the rights of victims and witnesses.
- Identifies at-risk youth and aims to increase school attendance and decrease gang activity.
- Provides public administrator services.

Delivering for Orange County

- Administered the OC GRIP program aimed to keep at-risk students out of gangs and in school by offering incentives for positive behavior.
- Continued to use DNA and forensic computer analysis in proving cases.
- Continued to ensure high-dollar criminals received substantial sentences for their crimes.
- With Placentia Police Department, obtained a preliminary gang injunction against two rival criminal street gangs, marking the 14th and 15th injunctions to be brought against Orange County gangs, leading to substantial reductions in crime.



Location	Main Phone	Office Hours
405 W. 5th Street Santa Ana, CA 92701	(800) 564-8448	8 a.m. – 5 p.m. Monday – Friday
Other Locations	Visit www.ochealthinfo.com/services/clinics for information on office and clinic locations that provide various physical and mental health services.	
Connect Online www.ochealthinfo.com   		

Purpose:

Through planning, direct service and partnerships, the Health Care Agency is responsible for protecting and promoting physical and behavioral health of individuals, families and communities within the County of Orange.

At Your Service:

- Offers immunizations and other preventive health measures.
- Operates clinics for direct treatment and prevention.
- Promotes healthy living through educational and support programs.
- Protects and tests ocean water.
- Provides public guardianship services.

Delivering for Orange County

- Implemented Assisted Outpatient Treatment (AOT) program, also known as Laura’s Law, which allows for court-ordered treatment for persons with severe mental illness who met specific criteria.
- Launched www.OCHealthierTogether.org, a Public Health website that provides data and information about health and wellness in Orange County.
- Introduced OC-MEDS, an electronic pre-hospital medical record across ambulance companies, fire departments, emergency rooms and OC Emergency Medical Services.



Location	Main Phone	Office Hours
3160 Airway Ave. Costa Mesa, CA 92626	(949) 252-5200	8 a.m. – 5 p.m. Monday – Friday
Connect Online www.ocair.com		   

Purpose:

Operated as a self-supporting entity that receives no general fund tax revenue, John Wayne Airport plans, directs and provides high-quality aviation services and facilities for Orange County in a safe, secure and efficient manner.

At Your Service:

- Provides nonstop air service to more than 20 destinations in the U.S., Canada and Mexico and serves approximately 10 million passengers annually.
- Supports the local community through an annual student art contest, exhibitions highlighting local nonprofit art and cultural venues, and volunteer-led tours of the Riley Terminal.
- Home to the Bob Hope USO-John Wayne Airport.

Delivering for Orange County

- Initiated Terminals A and B Improvement Project.
- Generated approximately \$6 billion in total economic impact and 43,000 jobs in the region.
- Initiated a review of General Aviation Facilities and Services.
- Completed installation of a new aircraft noise monitoring system.
- 90% of respondents in a passenger survey rated the airport's service as "excellent" or "good."
- Advocating for achieving "Port of Entry" status from US Customs and Border Protection.



Location	Office Hours
1770 N. Broadway, 4th Floor Santa Ana, CA 92706	8 a.m. – 5 p.m. Monday – Friday
Office Locations and Main Phone Numbers	
OC Animal Care Main Office 561 The City Drive, Orange (714) 935-6848 www.ocpetinfo.com	OC Parks Main Office 13042 Old Myford Road, Irvine (949) 923-3741 www.ocparks.com
OC Community Services 1300 S. Grand, Bldg. B, Santa Ana 1770 N. Broadway, Santa Ana (714) 480-2900 www.occservices.org	OC Public Libraries Main Office 1501 E. St. Andrew Place, Santa Ana (714) 566-3001 www.ocpl.org
Connect Online www.ocgov.com/gov/occr	

Purpose:

OCCR is responsible for operating and providing resources across four primary areas: Animal Care, Community Services, Parks and Public Libraries.

At Your Service:

- OC Animal Care: provides pet licensing, patrol services, temporary shelter and pet adoption.
- OC Community Services: helps with affordable housing; community revitalization; assistance for veterans, the elderly, victims of domestic violence or hate crimes, the unemployed and homeless.
- OC Parks: provides 60,000 acres of regional and wilderness parks, nature preserves, recreation trails, historic sites and beaches.
- OC Public Libraries: operates 34 branches offering book and media borrowing; literacy, educational and cultural programs and digital resources.

Delivering for Orange County

- Found homes for 9,500 animals and reunited 3,000 pets with their families.
- Secured \$19.5 million in federal Continuum of Care Homeless Assistance funding.
- Completed improvements to Aliso and Wood Canyons Wilderness Park, a project awarded a 2015 Project of the Year by the American Public Works Association.



Location	Main Phone	Office Hours
300 N. Flower St. Santa Ana, CA 92703	(714) 667-8800	8 a.m. – 5 p.m. Monday – Friday
Connect Online www.ocpublicworks.com   		

Purpose:

OC Public works is responsible for the development, maintenance and use of County of Orange facilities and land, serving both the general public and County operations.

At Your Service:

- Protects the environment through water resource programs.
- Constructs and maintains road and flood control facilities that serve the public.
- Enhances community safety by preparing public facilities for natural disasters and emergencies.
- Provides land survey, engineering and consumer product weights and measures services.
- Issues permits for and inspects grading and building projects.

Delivering for Orange County

- Coordinated the County's first design-build procurement for the new Orange County Animal Shelter.
- Achieved Board of Supervisors approval for a Geographic Information Systems enterprise license agreement, a Customer Relationship Management technology system and the County's first wireless communications facilities ordinance.
- Inspected more than 149,000 weight and measure devices.
- Implemented standard vehicle and equipment specifications across County government to standardize the County's fleet for added efficiency and consistency.



Location	Main Phone	Office Hours
300 N. Flower St. Suite 400 Santa Ana, CA 92703	(714) 834-4000 Recorded Information: (714) 834-6752	8 a.m. – 5 p.m. Monday – Friday
Landfill Locations		
Bowerman Landfill 11002 Bee Canyon Access Rd. Irvine	Olinda Landfill 1942 North Valencia Ave. Brea	Prima Deshecha Landfill 32250 La Pata Ave. San Juan Capistrano
Household Hazardous Waste Centers		
Anaheim - 1071 N. Blue Gum St. Huntington Beach - 17121 Nichols Street-Gate 6 San Juan Capistrano - 32250 La Pata Ave. Irvine - 6411 Oak Canyon		
Connect Online www.oclangfills.com   FB: ocecchallenge Twitter: @ocwaste		

Purpose:

OC Waste & Recycling (OCWR) manages one of the nation's premiere solid waste disposal systems, serving 34 cities and more than 3 million residents, protecting the environment and promoting recycling to ensure a safe and healthy community for current and future generations.

At Your Service:

- Provides waste management services for residents of Orange County's unincorporated areas.
- Operates landfills and household hazardous waste collection centers.
- Contributes to eco-friendly and recycling education programs.

Delivering for Orange County

- Responsibly managed the disposal of 4.6 million tons of municipal solid waste.
- Household Hazardous Waste Centers collected 7 million pounds of hazardous materials, including e-waste, for safe disposal.
- Orange County's landfills provided enough clean electricity to power more than 32,000 homes.
- Educated 62,109 Orange County students about recycling.



Location	Main Phone	Office Hours
320 N. Flower St. Santa Ana, CA 92703	(714) 834-5445	8 a.m. – 5 p.m. Monday – Friday
Connect Online www.ocgov.com/gov/oir		

Purpose:

The Office of Independent Review (OIR) is responsible for providing oversight of County law enforcement, to ensure the proper conduct in performing their duties and strengthen responses to critical incidents.

At Your Service:

- Provides full time review and monitoring of the Sheriff’s Department in its handling of critical incidents and allegations of employee misconduct.
- Has served as a conduit between the public and the Sheriff’s Department by increasing access and transparency.
- Provides reports to heighten public awareness and understanding.



Location	Main Phone	Office Hours
Hall of Administration Room 214 333 W. Santa Ana Blvd. Santa Ana, CA 92701	(714) 834-2608	8 a.m. – 5 p.m. Monday – Friday
Connect Online www.ocgov.com/gov/opad		

Purpose:

The Office of the Performance Audit Director (OPAD) reports directly to the Board of Supervisors and is responsible for evaluating County operations, functions, and programs to ensure they are performing efficiently and effectively.

At Your Service:

- Audits the performance of County agencies and departments periodically and makes recommendations to the Board of Supervisors for improving operational efficiency and effectiveness.
- Conducts follow-up reviews annually to ensure management has taken appropriate actions to implement all audit recommendations.



PROBATION DEPARTMENT

Promoting a safer Orange County through positive change

Location	Main Phone	Office Hours
1055 N. Main St. Santa Ana, CA 92701	(714) 569-2000	8 a.m. - 6:30 p.m. Monday and 8 a.m.-5 p.m. Tuesday - Friday
Other Locations		Visit www.ocgov.com/gov/probation/contact for more Probation Department offices and service locations.
Connect Online www.ocgov.com/gov/probation   		

Purpose:

The Probation Department is a public safety and criminal justice agency responsible for supervising adult and juvenile offenders on court-ordered probation or in diversion programs, conducting investigations for the court, producing sentencing reports and recommendations and collecting restitution.

At Your Service:

- Operates Orange County Juvenile Hall and three camps for juvenile offenders.
- Provides assistance for victims of criminal activity, including restitution, support and resources.

Delivering for Orange County

- Probation’s Juvenile Hall accepted an average of 195 bookings each month with an average length of stay of 23 days, with 52 days at the camps. There are 2,900 juveniles under probation supervision in Orange County.
- Managed an additional 4,633 adults placed on formal supervision with the department and 1,831 “realigned” offenders that in the past would have been monitored by the state.
- Continued protecting public safety through a focus on high-risk offenders, with the application of targeted interventions to reduce recidivism.



Location		Main Phone	Office Hours
14 Civic Center Plaza Santa Ana, CA 92701		(714) 834-2144	8 a.m. – 5 p.m. Monday – Friday
Other Locations			
Central Justice Center Santa Ana (714) 568-4860	North Justice Center Fullerton (714) 626-3700	Juvenile Justice Center Orange (714) 935-7578	
Harbor Justice Center Newport Beach (949) 476-4888	West Justice Center Westminster (714) 896-7281	Mental Health Unit Santa Ana (714) 568-4242	
Alternate Defender Santa Ana (714) 568-4160	Associate Defender Santa Ana (714) 568-4100		
Connect Online www.pubdef.ocgov.com			

Purpose:

The Public Defender provides legal representation to individuals who are unable to afford a lawyer in criminal, juvenile, mental health and dependency cases.

At Your Service:

- Public defender staff members serve as court-appointed attorneys.
- Preserves individuals' Constitutional and legal rights in court.

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- Provided legal representation to more than 79,000 clients in 2015 for those unable to afford an attorney in criminal, juvenile, mental health and dependency matters.
- The staff includes nearly 400 attorneys, investigators, paralegals and clerical staff.
- Assistant Public Defender Scott Sanders received the Attorney of the Year Award from the California Public Defender's Association for his work on behalf of the clients of the Orange County Public Defender.



Location	Main Phone	Office Hours
1300 S. Grand Ave. Santa Ana, CA 92705	(714) 567-7600	8 a.m. – 5 p.m. Monday – Friday
Connect Online www.ocvote.com		
  		

Purpose:

The Registrar of Voters is mandated by the State of California to execute all components of election management, including voter registration, poll worker and polling place recruitment, ballot creation, voting system security, ballot processing and vote tallying, community outreach and education, and candidate services such as candidate filing and campaign finance.

At Your Service:

- Prepares and provide voter registration and voting materials, including vote-by-mail ballots, sample ballots, polling place directory.
- Maintains election library.
- Translates election and voter materials.
- Provides robust website with real-time election results.

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- Transitioned as a pilot county to the new statewide voter database to comply with the Help Americans Vote Act (HAVA).
- Restructured the election poll worker training model which led to a consistent, streamlined and learner-centered redesign of all poll worker training approaches, including a training video, facilitated and online learning and a poll worker manual.
- Developed and launched a web-based mapping application for visualizing election results and other election-related data.
- Conducted six special elections in 2015 without major incidents.



Location	Main Phone	Office Hours
550 N. Flower St. Santa Ana, CA 92703	(714) 647-7000	8 a.m. – 5 p.m. Monday – Friday
Other Facilities	Operations centers, administrative offices, jails, training centers, coroner facility and courts. Visit www.ocsd.org/contact/contact for facilities.	
Connect Online	www.ocsd.org	    

Purpose:

OCSD is responsible for public safety by providing law enforcement services, custody and patrol operations, emergency management, homeland security and community outreach programs.

At Your Service:

- Provides land and sea-based patrol and investigative services to unincorporated County areas and to contract and task force partners at the city and County level.
- Operates and manages the Orange County Jail system and provides court security.
- Provides forensic and coroner services Countywide.
- Manages law enforcement databases and emergency communication network.

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- Opened the new Saddleback Substation in April 2015 to serve 271,000 residents, decrease emergency response times and allow closer proximity to residents served.
- Secured Board of Supervisors approval for an emergency preparedness funding agreement with Southern California Edison regarding the San Onofre Nuclear Generating Station (SONGS).
- Successfully managed the housing of inmates through traditional housing, alternatives to incarceration, return to community programs and rehabilitation.

Location	Main Phone	Office Hours
500 N. State College Blvd. Orange, CA 92868	(714) 541-7700	8 a.m. – 5 p.m. Monday – Friday
Connect Online www.ocgov.com/gov/ssa		

Purpose:

The Social Services Agency (SSA) is responsible for ensuring the accessibility of services and support that help and protect the health, safety and well-being of children, adults with disabilities, seniors and families by planning, implementing and operating social service programs.

At Your Service:

- Provides children and family services case management.
- Implements elder and child abuse reporting system and provides response services.
- Operates adoption and foster care programs and services.
- Provides in-home services and access to public assistance and health insurance programs (CalWORKS, CalFresh, MediCal, MediCare, Refugee Assistance, General Relief).

Delivering for Orange County

- SSA's CalWORKs Program surpassed the 30 percent federal work participation rate goal for the All Families category for Federal Fiscal 2015.
- SSA's CalWORKs Program was acknowledged by the California Department of Social Services for excelling in the areas of timely application processing and low error rate.
- Developed, implemented and trained 1,068 staff members on the "No Wrong Door" service delivery model, which removes barriers and connects customers to comprehensive services from the first point of contact with the agency.

TREASURER-TAX COLLECTOR

Protecting public funds



Location	Main Phone	Office Hours
625 N. Ross Street Building 11 Santa Ana, CA 92701	(714) 834-7625 Property Tax Call Center: (714) 834-3411 (9 a.m.- 4:45 p.m.)	8 a.m. – 5 p.m. Monday – Friday
Connect Online www.ttc.ocgov.com		

Purpose:

The Treasurer-Tax Collector department serves both taxpayers and public agencies and is responsible for collecting and investing public funds.

At Your Service:

- Provides online payment (eCheck at no cost) and in-person payment options for property tax and other County invoices.
- Provides online access to current/prior years' secured/unsecured property tax bills.
- Holds public auctions of tax-defaulted properties delinquent over five years.
- Offers delinquent property tax payment installment plans.
- Provides a monthly investment report of public funds online.

Delivering for Orange County

- Increased use of electronic payment methods for property taxes by 24 percent and fees by 46 percent.
- Protected the safety of public funds entrusted to the Treasurer with no investment losses.
- Enhanced online access to property tax information, such as Mello Roos and property tax bills from the previous five years.
- Provided an online GPS "Google"-type map of certain tax bill information at www.ocgov.com/octaxmap.



Connect to the County with AccessOC

AccessOC is an easy way to send a question, suggestion, complaint or compliment directly to the County of Orange staff member who can help you best.

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Then, follow the steps on screen to submit your request.





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