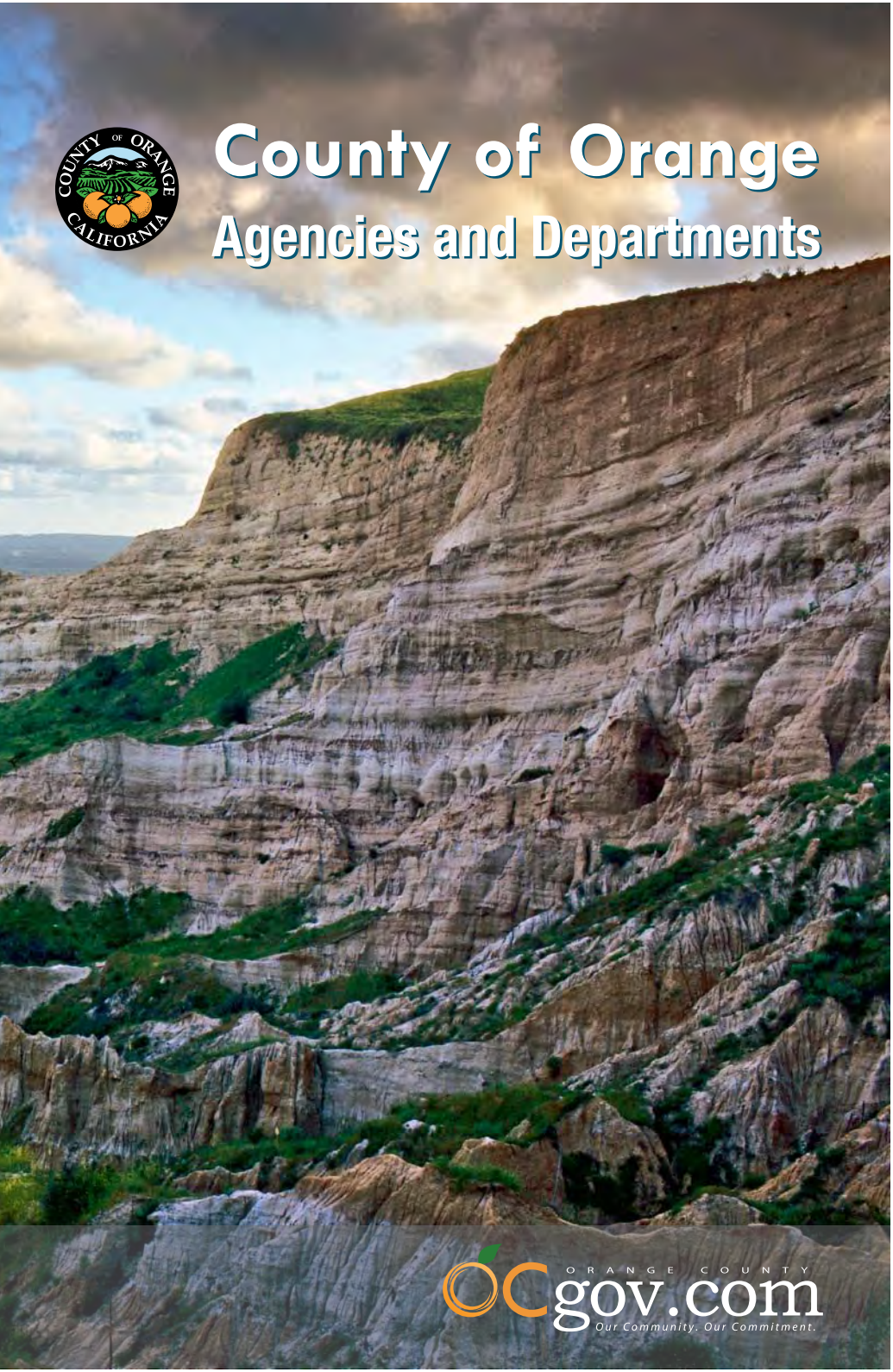
County of Orange

Agencies and Departments



ORANGE COUNTY
OCgov.com
Our Community. Our Commitment.

County of Orange
Agencies and Departments

ORANGE COUNTY

Orange County's 3 million residents enjoy a nearly perfect climate in which parks and beaches provide abundant opportunities for outdoor activities. Orange County is the home of exciting professional sports, a wide range of tourist attractions and quality venues for visual and performing arts. Orange County boasts a thriving business economy and a well educated work force.

Orange County: Our Community/Our Commitment

COUNTY OF ORANGE

The County of Orange is a regional service provider and planning agency whose core businesses include public safety, public health, environmental protection, regional planning, public assistance, social services and aviation.

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."

CORE VALUES

- Respect
- Integrity
- Caring
- Trust
- Excellence

The County of Orange currently has a workforce of 17,257 authorized positions.

www.ocgov.com

Our Community.
Our Commitment.

BOARD OF SUPERVISORS

John M. W. Moorlach
Chairman
Second District

Shawn Nelson
Vice Chairman
Fourth District

Janet Nguyen
First District

Bill Campbell
Third District

Patricia C. Bates
Fifth District

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ASSESSOR

Webster Guillory

11 Civic Center Plaza
625 N. Ross St., Room 142
P.O. Box 149
Santa Ana, CA 92701
714.834.2727

Hours: Mon. - Fri. 8 a.m. to 4:45 p.m.

"Our mission is to serve the citizens of Orange County by valuing all legally assessable property with uniformity and impartiality, to produce assessment rolls in accordance with the laws of the State of California, and help property owners understand their property valuations."

The County Assessor is an elected official with a four-year term, and is mandated by the California Constitution to value all taxable property located in the county and produce annual assessment rolls of value. The annual "roll" is the official listing of the taxable value and ownership of all locally assessed property.

The Office of the Assessor offers the following public services including help with:

- Explaining property's taxable value
- Applying for various exemptions
- Finding a parcel number or mailing address
- Updating mailing addresses for valuation notices and property tax bills
- Completing a change of ownership statement

The Assessor Department has 315 positions that are organized into six teams: Business Property, Real Property, Roll Support, Quality Assurance, Computer Systems and Management Services.

To learn more about the Office of the Assessor, visit www.ocgov.com/assessor.

AUDITOR-CONTROLLER

Jan Grimes, Chief Deputy

12 Civic Center Plaza
630 N. Broadway, Room 200
P.O. Box 567
Santa Ana, CA 92701
714.834.2450

"Our mission is to promote public oversight, provide accountability and support financial decision-making for the County."

The Auditor-Controller's office is responsible for providing unbiased and accurate financial information to the public, the Board of Supervisors, departments, agencies, vendors, bond holders, and other governmental agencies.

The Auditor-Controller, who is an elected official, provides the County's accounting and property tax administration programs. The office also provides out-stationed accounting services for the County's largest departments and agencies. The office's varied duties include:

- Paying 20,000 County and Court employees every two weeks and disbursing over $2 billion annually to our suppliers
- Maintaining appropriations control over the County's $5.5 billion budget.
- Preparing the $4.8 billion property tax roll, and distributing tax proceeds
- Providing oversight over $6.3 billion in the county treasury
- Monitoring control over the County's $3.2 billion in capital assets
- Preparing the County's annual financial statements
- Maintaining the County's automated financial and accounting systems
- Developing and maintaining all County accounting policy

To learn more about the Office of the Auditor-Controller, visit www.ac.ocgov.com.

CHILD SUPPORT SERVICES

Steven Eldred
1055 N. Main St.
P.O. Box 22099
Santa Ana, CA 92701
866.901.3212

Hours: Mon. - Fri. 7 a.m. to 4:30 p.m.

"Our mission is to enhance the quality of life for children and families by establishing and enforcing court orders for the financial and medical support of children in an effective, efficient and professional manner."

As a federally mandated program, it is the Department of Child Support Services' (CSS) responsibility to ensure that each child receives the resources necessary to live each day and to be successful. To meet the needs of the children, CSS works with parents to promote the well being of children and the self-sufficiency of families.

Services CSS provides:

- Establishment and enforcement of court orders for the medical and financial support of children
- Establishment of legal paternity (fatherhood)
- Locates parents for purposes of establishing child support orders
- Modification of child support orders
- Collection and distribution of child support payments

The department has 600 employees who are divided into four divisions: Case Management Operations, Policy & Process Management, Administrative Support Services/Information Technology, and Court Operations.

To learn more about Child Support Services, visit www.css.ocgov.com.

CLERK OF THE BOARD OF SUPERVISORS

Susan Novak
10 Civic Center Plaza
333 W. Santa Ana Blvd., Room 465
P.O. Box 687
Santa Ana, CA 92701
714.834.2206

"The mission of the Clerk of the Board of Supervisors is to provide the County and its citizens easy access to information and guidance to facilitate fair, equitable and open participation in the decision and policy making of Orange County government."

The Clerk of the Board of Supervisors is the official repository of County records and provides administrative support to the Board of Supervisors, the governing boards of certain districts and authorities, and the Assessment Appeals Boards and Hearing Officers. The majority of its functions are defined and mandated by various California Statutes, Revenue and Taxation Codes, County Ordinances, Board Resolutions, County Rules of Procedure and by Board of Supervisors' policy.

The department is comprised of 30 employees and is divided into three divisions: Board Services, Assessment Appeals, and Files Management & Administrative Services.

To learn more about the Clerk of the Board of Supervisors, visit www.ocgov.com/cob.

CLERK-RECORDER

Tom Daly

12 Civic Center Plaza
630 N. Broadway, Rooms 101 & 106
Santa Ana, CA 92701
714.834.2500

Hours: Mon. - Fri. 8 a.m. to 4:30 p.m.

South County Branch Office
24031 El Toro Rd., Suite 150
Laguna Hills, CA 92653
Hours: Mon. – Fri. 9 a.m. to 4 p.m.

Old Orange County Courthouse
211 West Santa Ana Blvd., Room 201
Santa Ana, Ca 92701
Hours: Mon. – Fri. 8 a.m. to 4:30 p.m.

North County Branch Office
201 N. Harbor Blvd.
Fullerton, CA 92832
Hours: Mon. – Fri. 9 a.m. to 4 p.m.

"The Clerk-Recorder department records and maintains property documents for land within the county; issues and maintains birth, death, and marriage certificates; issues marriage licenses and performs civil wedding ceremonies; and accepts passport applications."

The Department assures that public records are readily accessible in a convenient manner, while safeguarding the confidentiality and security of those records.

The Clerk-Recorder, who is an elected official, also oversees the Orange County Archives, located in the Old Orange County Courthouse. The Archives serves as the center for research of Orange County history dating back to the county's creation in 1889. The unique collections include government records, historical photographs, and other material documenting the rich history of Orange County.

Services are provided weekdays from 8 a.m. to 4:30 p.m. at two locations in the OC Civic Center in Santa Ana (630 N. Broadway, Rooms 101 and 106, and marriages and passports at the Old County Courthouse, 211 W. Santa Ana Blvd.) and from 9 a.m. to 4 p.m. at branch offices in North County (201 N. Harbor Blvd., Fullerton) and South County (24031 El Toro Road, Suite 150, at the Laguna Hills Civic Center).

To learn more about the Clerk-Recorder department, visit www.ocrecorder.com. For more information about the Archives, visit www.ocarchives.com.

COUNTY COUNSEL

Nicholas Chrisos

10 Civic Center Plaza
333 W. Santa Ana Blvd., Fourth Floor
P.O. Box 1379
Santa Ana, CA 92701
714.834.3300

Hours: Mon. - Fri. 8 a.m. to 5 p.m.

"The mission of County Counsel is to provide the highest quality legal advice and representation to the Board of Supervisors, elected and appointed department heads, County agencies/ departments and staff, and Board-governed special districts."

County Counsel's primary client is the Board of Supervisors. County Counsel also acts as counsel for all County agencies and departments. County Counsel provides legal advice and representation to all County elected officials, including the Assessor, Auditor-Controller, Clerk-Recorder, District Attorney, Sheriff-Coroner, Public Administrator, and Treasurer-Tax Collector.

The scope of County Counsel's practice is extremely broad. From the airport to water quality, there is not a single important issue of law facing the County of Orange that does not receive some level of scrutiny by County Counsel. Advice is rendered and representation in litigation is provided on matters of great importance to the operation of County government in areas relating to labor and employment issues, purchasing contracts, real estate transactions, public works projects, law enforcement policies and procedures, public finance, tax assessment and collection, child protection, public health, and other matters of great interest to public officials and the public at large, including public records, public meeting laws and ethics in government.

The department has 98 employees.

COUNTY EXECUTIVE OFFICE

333 W. Santa Ana Blvd., Third Floor
Santa Ana, CA 92701
714.834.2345

"The mission of the County Executive Office is to support and implement Board policy and direction through corporate action and leadership, communication and coordination of strategic and regional planning; to ensure effective service delivery through efficient management of the County's workforce and resources; and to identify and respond to needs in a proactive style focused on customer service."

The County Executive Office (CEO) is the corporate administrative branch of Orange County government. The CEO is responsible for providing leadership, vision and knowledge of emerging trends and issues impacting Orange County. The CEO, in turn, supports and implements Board of Supervisors' policy and ensures that the County of Orange operates in an efficient, accountable and responsive manner. The County Executive Officer provides direction to all County agency/department heads directly assigned to him and also provides administrative oversight to those department heads who report directly to the Board of Supervisors. In addition, CEO staff also has oversight of a $5.5 billion budget.

The CEO has 85 employees who are divided into five groups: OC Infrastructure, Information and Technology, Finance and Budget, Government and Public Services, Community/Media Relations and Administration.

To learn more about the County Executive Office, visit www.ocgov.com/ceo.

DISTRICT ATTORNEY

Tony Rackauckus
401 Civic Center Dr. West
Santa Ana, CA 92701
714.834.3600

Hours: Mon. - Fri. 8 a.m. to 5 p.m.

"The mission of the Office of the District Attorney is to enhance public safety and welfare and create a sense of security in the community through the vigorous enforcement of criminal and civil laws in a just, honest, efficient and ethical manner."

The District Attorney is an elected official with a four-year term. The department represents the People of the State of California in criminal prosecutions and some civil cases.

The residents of Orange County rely on the District Attorney to maintain public safety and bring justice to those who engage in criminal activities. The Orange County District Attorney prosecutes more than 65,000 cases a year with a felony conviction rate over 90 percent.

The office has 700 employees who are divided into three groups: Legal, Bureau of Investigation, and Administrative Services.

To learn more about the Office of the District Attorney, visit www.orangecountyda.com.

HEALTH CARE AGENCY

Mark Refowitz

405 W. Fifth St.
Santa Ana, CA 92701
Health Referral Line: 800.564.8448

"We are dedicated to protecting and promoting the optimal health of individuals, families, and our diverse communities through: partnerships, community leadership, assessment of community needs, planning and policy development, prevention and education, and quality services."

The Health Care Agency (HCA) works to prevent disease and disability, while also promoting healthy lifestyles through the coordination of public and private sector resources.

HCA service areas include:

- Public Health Services, including Environmental Health
- Behavioral Health Services, including mental health care for adults and children, as well as services for alcohol and drug abuse
- Correctional Health Services, including Juvenile, Correctional and Adult Health Services, as well as Correctional Mental Health
- Medical Services, including Health Disaster Management, Medical Services Initiative (MSI), and California Children's Services, as well as Employee Health
- Financial and Administrative Services

The Health Care Agency's more than 2,700 employees exercise the values of excellence, integrity and service in partnering with our clients and the community, including the millions who visit Orange County each year for business and pleasure.

To learn more about the Health Care Agency, visit www.ochealthinfo.com.

HUMAN RESOURCES DEPARTMENT

Steve Danley

10 Civic Center Plaza
333 W. Santa Ana Blvd.,
Second Floor
Santa Ana, CA 92701
714.834.5315

Hours: Mon. - Fri. 8 a.m. to 5 p.m.

"The mission of the Human Resources Department is to foster business and customer partnerships, provide exceptional customer service, develop employee excellence and proactively lead in the creation and use of effective organizational systems within a dynamic and diverse environment."

The Human Resources Department (HRD) serves as the corporate leader for setting human resources policies, programs and systems with the overarching objective of defining and supporting employee excellence within the County of Orange. The Human Resources Department supports and implements Board of Supervisors' and CEO policies and programs and partners with County departments and other customers/stakeholders to implement employee programs. HRD is committed to working with Agencies/Departments and other stakeholders to ensure that the County is a competitive leader in its search for and retention of talent to serve the Orange County community.

HRD has 40 employees, and provides corporate level services and support to all County departments.

To learn more about the Human Resources Department, visit www.ocgov.com/hr.

INTERNAL AUDIT

Dr. Peter Hughes, CPA
12 Civic Center Plaza
630 N. Broadway, Room 232
Santa Ana, CA 92701
714.834.5475

Hours: Mon. - Fri. 8 a.m. to 5 p.m.

"The mission of the County of Orange Internal Audit Department (IAD) is to provide reliable, independent, objective evaluations, and business and financial advisory services to the Board of Supervisors and County executive management. Our role is to assist both parties with their important business and financial decisions as well as to contribute to protecting and safeguarding the County's resources and assets."

IAD is an independent audit function reporting directly to the Board of Supervisors. The department provides a variety of audit services to the Board, whose members share in the responsibility of accountability for the financial stewardship of the County. Another recipient of our audit services is County management as these employees are responsible for the day-to-day operation of the County's departments and agencies. Our published reports are used by Federal and State regulatory agencies, the Grand Jury, the investment community and the public at large.

For more information on the Internal Audit department, visit www.ocgov.com/audit.

JOHN WAYNE AIRPORT

Alan Murphy
3160 Airway Ave.
Costa Mesa, CA 92626
949.252.5171

"The mission of John Wayne Airport (JWA) is to plan, direct and provide high quality aviation services and facilities for Orange County in a safe, secure and efficient manner."

John Wayne Airport plays a unique and important role in the Orange County community. It is the only airport in Orange County that provides commercial passenger and air-cargo service and is the primary provider of general aviation services and facilities in the county. It is home to local law enforcement aviation operations and medical/mercy flights. JWA is a vibrant economic engine and is the gateway through which millions of passengers travel each year to their homes, families, vacations and businesses.

To learn more about the John Wayne Airport, visit www.ocair.com.

OC COMMUNITY RESOURCES

Steve Franks
1770 N. Broadway, 4th Floor
Santa Ana, CA 92706
714.480.2815

Hours: Mon. - Fri. 8 a.m. to 5 p.m.

"Our mission is to connect people and resources."

OC Community Resources provides greater access to our residents and visitors who want to fully utilize the resources available in their communities.

We connect people and resources through:

OC Animal Care: provides pet licensing and patrol services to 18 contract cities and all unincorporated areas of the County; temporary shelter and medical care for "lost" owned or stray animals; and pet adoption opportunities. www.ocpetinfo.com

OC Community Services: offers affordable housing opportunities for renters and homeowners; community revitalization for homeowners and unincorporated communities; and community services for special needs populations such as older adults, veterans, victims of domestic violence or hate crimes, the unemployed, and the homeless. http://egov.ocgov.com/ocgov/Info OC/Departments & Agencies/OC Community Services

OC Parks: operates nearly 60,000 acres of parkland and open space, including regional and wilderness parks, nature preserves, recreation trails, historic sites, and beaches. www.ocparks.com

OC Public Libraries: operates 34 branch libraries and offers a variety of services to residents from borrowing of books to literacy programs. www.ocpl.org

OC DANA POINT HARBOR

Brad Gross
24650 Dana Point Harbor Dr.
Dana Point, CA 92629
949.923.2236

Hours: Mon. - Fri. 8 a.m. to 5 p.m.

"To provide public coastal access, environmental stewardship, and a diverse regional recreational facility so all users and visitors may experience the unique Dana Point Harbor resource in a safe and enjoyable way. "

In April 2005, the Orange County Board of Supervisors unanimously approved the formation of OC Dana Point Harbor as a stand-alone department to provide direct oversight for the Revitalization Project and to oversee Harbor operations.

By the year 2020, it is anticipated Dana Point Harbor will have re-emerged as a thriving recreational, boating and retail activity center for Southern Orange County. There will be a new commercial core, complementing Dana Wharf with the Festival Plaza serving as a gathering place for thousands of boaters, shoppers, and all types of visitors. Each year more than 50,000 boaters will continue to launch their watercrafts at the renovated launch ramp next to the new parking facility.

OC Dana Point Harbor's primary mission is to make this vision a reality so Dana Point Harbor can continue as a vital economic and recreational facility for the public's enjoyment. The revitalization of the Harbor will complement ongoing activity at the Ocean Institute, the OC Sailing and Events Center, as well as the pier and Baby Beach. This will create an even more enjoyable experience for the multitude of visitors who enjoy boating, sportfishing, picnicking, and strolling in this beautiful setting.

To learn more about OC Dana Point Harbor, visit www.DPHplan.com.

OC PUBLIC WORKS

Ignacio Ochoa,
Interim Director
300 N. Flower St.
Santa Ana, CA 92703
714.834.2300

Hours: Mon. - Fri. 8 a.m. to 5 p.m.

"The mission of OC Public Works is to ensure quality of service today and quality of life tomorrow."

Our values: A World Class Leader of Innovative, Professional and Quality Public Works Services.

OC Public Works contributes to the quality of life for County residents by the core services provided to the public by these divisions:

- **OC ENGINEERING**: This division protects the public from the threat of floods by designing, constructing, operating, and maintaining major flood control channels, dams, retarding basins, and pump stations. They provide the public with highways and streets by designing, constructing, maintaining, and managing a quality road system in unincorporated areas and cities that contract with our department for services.
- **OC FACILITIES AND REAL ESTATE SERVICES**: This division provides the public and County agencies with support services that include: County building leasing and maintenance, parking facility administration, corporate real estate management, facilities operations and public works projects.
- **OC PLANNING**: This division protects public safety and the environment by providing planning, environmental analysis, zoning, grading and building services in unincorporated Orange County. They develop and implement water quality improvement strategies county-wide; enforce agricultural, weed abatement and pesticide regulations; and implement weights and measure regulatory programs county-wide. They also provide for the funding and planning of infrastructure projects within planned communities.

To learn more about OC Public Works, please visit us at www.ocpublicworks.com.

OC WASTE & RECYCLING

Michael B. Giancola
300 N. Flower St., Suite 400
Santa Ana, CA 92703
714.834.4000

Hours (Headquarters):
Mon. - Fri. 8 a.m. to 5 p.m.

"The mission of OC Waste & Recycling is to provide waste management services, protect the environment, and promote recycling in order to ensure a safe and healthy community for current and future generations."

OC Waste & Recycling manages one of the largest solid waste disposal systems in the nation serving 34 cities and more than 3 million residents. The innovative system, which processes approximately 3 million tons of municipal waste annually, is composed of a network that includes three active landfills and four household hazardous waste collection centers.

In addition to the day-to-day operations, OC Waste & Recycling coordinates county-wide waste-related programs and provides for unincorporated area collection and recycling services. In its role as environmental steward, the department employs sustainable solutions, such as the conversion of landfill gas to energy, pro-active habitat management programs and environmental monitoring activities that include closed landfill sites and former refuse disposal stations.

To further support its mission, OC Waste & Recycling has partnered with the Discovery Science Center in Santa Ana, CA to create the interactive EcoChallenge exhibit. For the next ten years, visitors can take the EcoChallenge and master the skills of a green superhero by learning how to better reduce, reuse, and recycle.

OC Waste & Recycling accomplishes its mission as an enterprise fund, supported solely by revenues from disposal fees.

To learn more about OC Waste & Recycling, visit www.oclandfills.com.

OFFICE OF INDEPENDENT REVIEW

Stephen J. Connolly
320 N. Flower St.
Santa Ana, CA 92703
714.834.5445

"The mission of the Office of Independent Review (OIR) is to strengthen the response of the Orange County Sheriff's Department to its critical incidents and allegations of officer misconduct, and to increase the public's confidence in that response, by providing full-time civilian oversight."

The Office of Independent Review was established by the Board of Supervisors in 2008 in order to "monitor, assist, oversee and advise" the Orange County Sheriff-Coroner Department (OCSD) in its handling of critical incidents and allegations of employee misconduct. The fundamental responsibility of the OIR is to ensure that the OCSD responses to these matters are thorough, fair, and effective.

The OIR model of civilian oversight has several core principles:

- **Independence** – The Executive Director and other professional staff members of the OIR are independent contractors and are not employees of the County or part of the OCSD chain of command. This promotes the objective of OIR's findings and recommendations.
- **Integration into OCSD's own review process** – Rather than conducting its own investigations, OIR monitors and contributes to OCSD's existing protocols.
- **Access** – OIR personnel respond in person to critical incidents, consult regularly with OCSD decision-makers, and have the unfettered ability to review OCSD operations, files, and records.
- **Transparency** – OIR serves as a conduit between the public and OCSD. It seeks to represent the public's interest and perspectives when monitoring the Department's activities, and provides reports to heighten public awareness and understanding.

To learn more about the Office of Independent Review, visit http://egov.ocgov.com/ocgov/Office of Independent Review.

OFFICE OF THE PERFORMANCE AUDIT DIRECTOR

Steve Danley
10 Civic Center Plaza
333 W. Santa Ana Blvd. Room 214
Santa Ana, CA 92701
714.834.6516

Hours: Mon. - Fri. 8 a.m. to 5 p.m.

"The mission of the Office of the Performance Audit Director is to independently and objectively assess the performance of County of Orange operations and programs, and provide the Board of Supervisors and County Executive Management with reliable, insightful, and useful information/recommendations to make sound business decisions."

The Office of the Performance Audit Director is an independent audit function reporting directly to the Board of Supervisors. The department's performance auditors conduct two types of audits: (1) performance audits, and (2) non-audit/advisory services. Each audit focuses on efficiency and effectiveness in meeting stated organizational goals and objectives in an effort to optimize resource allocation, improve business processes, enhance management techniques, and establish results-oriented strategic planning.

To learn more about the Office of the Performance Audit Director, visit http://bos.ocgov.com/opad/.

PROBATION

Steven J. Sentman

1535 E. Orangewood Ave.
Anaheim, CA 92805
714.569.2000

Hours: Mon. 8 a.m. to 6:30 p.m.
Tues. - Fri. 8 a.m. to 5 p.m.
The Probation Department operates all four of its juvenile facilities 24 hours a day, seven days a week; visiting hours vary at the four different locations.

> *"As a public safety agency, the Orange County Probation Department serves the community using efficient and research supported practices to: reduce crime, assist the courts in managing offenders, promote lawful and productive lifestyles, and assist victims."*

The Orange County Probation Department is a criminal justice agency that has been a part of Orange County's continuum of criminal justice services since 1909. As an integral part of the County's criminal justice services, the Probation Department's primary focus is the supervision of adult and juvenile offenders who are charged with or convicted of crimes.

Probation Officers supervise the work, performance, and rehabilitation of offenders when they are given conditional releases, under specific terms and conditions ordered by the Court. While under Probation supervision, offenders have the opportunity to redirect their lives and pay restitution to their victims.

To accomplish its mission, the Probation Department has adopted "The Balanced Approach" for community protection and public safety that equally addresses offender accountability, offender competency and community security. In addition, the Department has embraced an Integrating Effective Probation Practices model in which officers use proven practices to hold offenders accountable and reduce recidivism.

The Probation Department has 1,389 authorized positions and nearly 500 volunteers to support its mission.

To learn more about Probation, visit www.ocgov.com/probation.

PUBLIC ADMINISTRATOR/PUBLIC GUARDIAN

Lucille Lyon, Public Guardian/ Assistant Public Administrator

1300 S. Grand Ave., Building C
P.O. Box 11526
Santa Ana, CA 92705
714.567.7660

Hours: Mon. - Fri. 8 a.m. to 5 p.m.

PUBLIC ADMINISTRATOR

The Public Administrator is responsible for protecting and securing assets if a person dies in Orange County and a relative or other appropriate person is not available to administer the estate. The Public Administrator provides for the internment of a deceased person when there are no known relatives. In addition, the Public Administrator completes a diligent search for heirs, and if none are found, then they are responsible for the administration of the estate.

PUBLIC GUARDIAN

The Office of the Public Guardian is comprised of two units: Lanterman-Petris-Short (LPS) Unit and Probate Unit. The LPS unit investigates and administers cases under a conservatorship for persons who have been deemed gravely disabled and are a danger to themselves or others. The Probate unit investigates elderly and dependent adults who are unable to provide for their food, clothing, and shelter, and cannot manage their own finances and are at risk for financial abuse. Upon appointment by the Superior Court, the Public Guardian is responsible for the Conservatee's person and estate in both LPS and Probate cases.

To learn more about the Public Administrator/Public Guardian, visit www.papg.ocgov.com.

PUBLIC DEFENDER

Frank Ospino

14 Civic Center Plaza
645 N. Ross St.
Santa Ana, CA 92701
714.834.2144

Hours: Mon. - Fri. 8 a.m. to 5 p.m.

"The mission of the Office of the Public Defender is to provide high quality legal representation to clients in a cost-effective manner."

The Public Defender represents people who come before the Courts without the resources to hire an attorney. Persons eligible for this representation include defendants in criminal cases, persons before the Court in mental health cases, minors charged in Juvenile Court cases and parents appearing in Dependency Court. The Offices of the Public Defender are dedicated to preserving the Constitutional and legal rights of these persons, thereby protecting those important rights for all county residents.

The Offices of the Public Defender have dedicated and hardworking employees committed to the department's mission and divided into three sections: Public Defender's Office, Alternate Defender's Office and Associate Defender's Office.

To learn more about the offices of the Public Defender, visit www.pubdef.ocgov.com.

REGISTRAR OF VOTERS

Neal Kelley

1300 S. Grand Ave., Building C
Santa Ana, CA 92705
714.567.7600

Hours: Mon. - Fri. 8 a.m. to 5 p.m.

"To provide election services for the citizens of Orange County to ensure equal access to the election process, protect the integrity of voters, and maintain a transparent, accurate and fair process."

By State mandate and County organization, the Registrar of Voters (ROV) is the primary election service provider and sole voter registration custodian for the citizens of Orange County. The department's functions are governed by various Federal, State and local statutes, acts, policies and procedures.

The ROV serves approximately 1.6 million voters in 34 cities, 25 special districts, 32 school districts and unincorporated areas of the county.

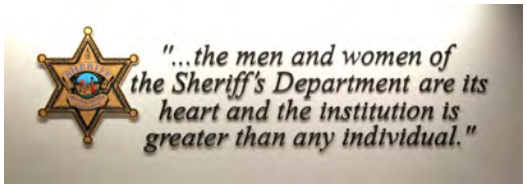
The ROV currently has 49 employees and up to 9,000 volunteer workers staffing more than 1,300 polling places.

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

SHERIFF-CORONER

Sandra Hutchens

550 N. Flower St.
P.O. Box 449
Santa Ana, CA 92703
714.647.7000



Hours: 24 hours a day/Seven days a week

> *"The men and women of the Orange County Sheriff's Department are dedicated to the protection of all we serve. We provide exceptional law enforcement services free from prejudice or favor, with leadership, integrity, and respect."*

Core values:

- Integrity without compromise
- Service above self
- Professionalism in the performance of duty
- Vigilance in safeguarding our community

The Orange County Sheriff's Department is a large, multi-faceted law enforcement agency composed of approximately 3,600 sworn and professional staff members, 246 reserve deputies, nearly 600 non-sworn volunteers who work in the field and nearly 1,100 additional volunteers who work with our jail inmates. The position of Sheriff-Coroner is elected and has a four-year term.

The Department consists of four organizational functions divided into 19 divisions. Core services provided by the Department include:

- Jail operations
- Patrol
- Investigations
- Homeland Security
- Coroner services
- Crime Lab
- Communications
- Court security
- Airport operations
- Support services

To learn more about the Office of the Sheriff-Coroner, visit www.ocsd.org.

SOCIAL SERVICES AGENCY

Dr. Michael L. Riley

888 N. Main St.
Santa Ana, CA 92701
714.541.7700

Hours: Mon. - Fri. 7:30 a.m. to 5 p.m.

> *"The Social Services Agency (SSA) is comprised of dedicated, caring, efficient staff whose mission is to deliver quality social services that are accessible and responsive to the community, encourage personal responsibility, strengthen individuals, preserve families, protect vulnerable adults and children, and recognize cultural diversity. We succeed in our mission through encouragement and respect for our clients, partnerships with the community, and innovation and excellence in leadership."*

SSA programs include:

- Child Welfare Services
- Adult Protective Services
- Multipurpose Senior Services Program
- In-Home Supportive Services
- CalWORKs
- Welfare-To-Work
- Food Stamps
- Immigrant Assistance
- Medi-Cal
- Medical Services for Indigents
- General Relief

SSA employees are divided into four service areas: CalWORKs Family Self-Sufficiency, Administrative Services, Children and Family Services, and Adult Services and Assistance Programs.

To learn more about the Social Services Agency, visit www.ssa.ocgov.com.

TREASURER-TAX COLLECTOR

Shari L. Freidenrich, CPA

11 Civic Center Plaza
625 N. Ross St.
Santa Ana, CA 92701
General Questions: 714.834.7625
Tax Questions: 714.834.3411
Hours: Mon. - Fri. 8 a.m. - 4:45 a.m.

"Our mission is to serve the citizens of Orange County by ensuring the safe and timely receipt, deposit, collection and investment of public funds for the County, the school districts, and other voluntary participants such as cities and special districts."

The Treasurer-Tax Collector is an elected official with a four-year term. In addition to being the County's Investment official, banker and tax collector, the Treasurer serves as a member on several Boards, including the Public Financing Advisory Committee and the Orange County Employees Retirement System.

The Treasurer-Tax Collector is a fiduciary of public funds and ensures that the pool participants' liquidity needs are met through prudent fiscal investment management. The main investing objectives, in order of priority are: Safety, Liquidity and Yield. The Treasurer-Tax Collector manages over $6 Billion of public funds and processes and collects over $4.7 Billion of property taxes and assessments on behalf of the 200+ taxing agencies in the County with a collection rate of over 98%. The Treasurer-Tax Collector's website at bos.ocgov.com/octaxbill provides 24/7 online viewing of prior and current tax bills and offers secure payment options for property taxes. Join thousands of taxpayers who already pay their property taxes online with no convenience fee by eCheck using your bank account. Taxpayers can also receive a tax bill reminder by registering your e-mail at bos.ocgov.com/taxreminder.

The Treasurer-Tax Collector oversees a professional staff of 90 employees organized into three Divisions: Treasury, Tax Collections and Administration.

To learn more about the Office of the Treasurer-Tax Collector, visit www.ttc.ocgov.com and bos.ocgov.com/octaxbill.

County of Orange
333 West Santa Ana Blvd.
Santa Ana, CA 92701
714.834.2345

www.ocgov.com