



CEO's Message



Well, its Budget review and recommendation time again and this office is in the process of reviewing Departmental submittals for further recommendations to the Board of Supervisors. The Departmental submittals are excellent as always, although there is a "pent-up" demand to catch-up on some programs relating back to the time when adjustments and reductions were required because of State takeaways. We do need to be additionally careful this year because revenues are beginning to flatten out both in sales taxes and property taxes. The staff did recommend to the Board ten (10) top program priorities as part of the Strategic Planning Process (Board approved) and those will be the highest priorities for augmentation funding. They are as follows:

1. Water Quality and Watershed Protection
2. County Facilities Master Plan
3. Information Technology Strategic Planning Tactical Goals
4. District Attorney High Tech Crime Unit Expansion
5. Tustin Family Campus
6. James A. Musick Facility Expansion
7. Affordable Housing
8. Healthy Eating and Physical Activity Program
9. Forensic Science DNA Program
10. Adult Re-Entry Program

(Continued on page 2)

Supervisor Nguyen Heralds Many Firsts

Newly elected First District Supervisor Janet Nguyen was sworn into office at the Board Meeting on March 27. An overflowing crowd was present for the ceremony at the beginning of the Board meeting.

Supervisor Nguyen, joined by her husband Tom Bonikowski and brother Marine Lance Corporal Robert Nguyen, was sworn-in by former Supervisor Bill Steiner.

She is the youngest member in history to join the Board, the first member of Vietnamese descent and the first woman elected to represent the First District. It is also the first time in Orange County's history that two women

are simultaneously serving on the Board.

Previously, she was a member of the Garden Grove City Council. She has also served on the Garden Grove Planning Commission, was a member of the Orange County Alcohol and Drug Advisory Board and worked for two former Chairmen of the Board of Supervisors.

Supervisor Nguyen received her Bachelor's Degree in Political Science from the University of California, Irvine.

The First District includes the cities of Garden Grove, Santa Ana, Westminster and Midway City.



Janet Nguyen is sworn in as the First District Supervisor by former Supervisor Bill Steiner. Brother Marine Lance Corporal Robert Nguyen (left of Janet) and husband Tom Bonikowski (right) are by her side.

(Continued from page 1)

In the area of Labor Relations, we successfully concluded a three year agreement with the OCMA which includes the development of a meaningful pay-for-performance program. That will now be designed and perhaps it can be a model for other groups and for employees.

The County still is at impasse with AOCDS with the main issues of contention continuing to be the AOCDS Health Care Trust Fund and Retiree Medical Reform. Also, we have now begun the bargaining process for a new agreement with OCEA and will report to the Board on that important matter on May 1st.

Other issues that have been the focus of attention lately include:

- Medical Marijuana
- Risk Management generally and Jail Safety specifically
- Implementation of the Public Facilities Master Plan
- Continued implementation of the Strategic Focus effort
- Adoption of new Contract Procurement Manual
- New policy for Grant Application and Review
- Harbors, Beaches & Parks Strategic Plan

It is a pleasure to continue serving the Board of Supervisors and assisting them with their goals. We are also pleased to help the newer Board Members as they get fully up to speed in their new roles. Thank you for your support as the opportunity presents itself.

In the meantime, it is an honor to be a part of the County family. Thanks for your continuing contributions to the County's success.

Thomas G. Mauk
County Executive Officer

County People/County Places Photo Contest



They say a picture is worth a thousand words, but in this case your photos could convey an invaluable image of County employees and facilities in addition to a gift certificate reward.

County People/County Places is a digital photo contest for County employees to submit photos of fellow employees doing their job or photos of County facilities in action. The submitted photos may be used on County web sites, brochures, business plans or other promotional materials. Your efforts will help us to show the public what we do and who we are.

General Instructions:

Employees who wish to participate in the photo contest should obtain permission from their immediate supervisor prior to taking photos of County employees or facilities. Please make sure you have written permission of identifiable people featured in the photos (see information about the model release form in the submission instructions below). Also, please be sensitive to issues of client/patient confidentiality.

Photo Format and Resolution:

Photos need to be in a color digital format with high resolution. **County People** category photos should highlight employees doing their jobs. **County Places** category photos should feature an interior or exterior County location. People may appear in the photo, but should not be its main emphasis as in the **County People** category.

Please note that the initial submission of photos will be in the form of color photocopies. Semifinalists will be selected and they will be asked to submit their photos on a CD or e-mailed in a JPEG format.

Submission Deadline:

Photocopies of photos must be received by the CEO's office by the **end of the day on June 22.**

Submission Instructions:

Color photocopies of photos should be submitted by PONY to Pat Markley, CEO Community/Media Relations, Hall of Administration. You must include a copy of the County People/County Places entry application available at <http://www.ocgov.com/pcontest/PhotoContestApplication.pdf> with each photo. Also, you will need to include a completed model release form (available at <http://www.ocgov.com/pcontest/ModelRelease.pdf>) for photos of identifiable people.

(Continued on page 4)

Code Enforcement Cuts Down Backlog Cases

When residents of unincorporated Orange County communities have code enforcement issues in a neighborhood that cannot be resolved through friendly dialogue, the County Code Enforcement team is contacted to resolve the problem.

If we can't find a resolution using one method, we will use another until we reach resolution."

Back in 2004, the RDMD/Code Enforcement program had a substantial backlog of code complaints – numbering more

duced to a manageable workload of approximately 200 complaints. While some cases may be fairly quick for a property owner and the code enforcement team to resolve, others such as zoning or grading violations take longer to fix and are given an appropriate timeframe to bring the property into compliance.

"Our Code Enforcement team has performed a stellar job working through the large backlog of cases," said Bustamante. "They have been diligent in resolving the ongoing and new cases that are received."

To file a complaint, residents may either call a toll-free hotline number or fill out an online form on the RDMD/Code Enforcement web page. The party giving the complaint may remain anonymous, however it does help staff to contact the source for more information if needed.

Once a complaint is received and assigned to a code enforcement officer, the responding officer will visit the property to determine if the violation is real and make contact with the property owner.

"We evaluate the timeline to fix the violation on a case by case basis," said Code Enforcement Officer Heather McCarthy. "I like to first find out from the property owner how much time they feel they need and then work with them based upon their situation. We mainly need



Code Enforcement Coordinator Cora Villegas (left) discusses a newly received enforcement case with Code Enforcement Officer Heather McCarthy.

From broken down automobiles in the front yard to home additions that are not compliant with building code, the Code Enforcement program with the Resources & Development Management Department (RDMD) is responsible for ensuring that residents follow County ordinances related to their properties.

"Our philosophy is to help the property owner become compliant," said Carlos Bustamante, Assistant Director of RDMD/Planning & Development Services. "Most people we work with want to comply with the County ordinances and just need assistance getting there.

than 700 open cases. At that time, staff was encumbered responding to ongoing service requests and it became difficult to make progress as new requests were received.

To alleviate the heavy backlog, the program went through a restructuring effort approved by the Board of Supervisors. The effort included hiring contract services to work through the backlog cases as well as the creation of a new classification of Code Enforcement Officer and an enhanced training program for more efficient practices.

Today, the backlog of ongoing cases has been drastically re-

(Continued from page 3)

to see that they are making progress.”

From all the cases received by the Code Enforcement team, only a small percentage of cases cannot be resolved due to property owner refusal. Under infrequent circumstances, cases are transferred to the District Attorney’s Office.

For more information on RDMD/ Code Enforcement, visit <http://www.ocplanning.net/enforcement/index.asp>.



The staff of RDMD/Code Enforcement (from left): Cora Villegas, Heather McCarthy, Pati Clement and Terry Cox. Not pictured: Cynthia Baker and Chief Michael Wellborn.

(Photo Contest Continued from page 2)

Judging: The winning photos will be selected on a basis of photographic composition and quality. A panel of judges from various County agencies/ departments will select winners in two categories

- County People and County Places.

Next Steps: Semi-finalists will be selected in June and the winners announced in July.

Businesses File Property Statements Online

Each year, more than 900,000 businesses throughout the state are required to report personal property to the county assessor where the property is located. While this used to be a paper-only process, it is now available online.

able businesses in mind and creates an online path for businesses to import hundreds of property statements in one file deposit. The other option, e-SDR, is ideal for the small business proprietor because it is a straightforward and interactive online process.

In a joint powers agreement between the 58 California assessors, businesses may now file their property statements online – eliminating the paper and postage required to mail out and receive the necessary and often bulky forms.

The process of creating the robust system began in June 2004. With the cooperation and support from the California Assessors’ Association, Guillory along with a handful of assessors from other counties were at the forefront in leading the effort.

“This new system offers an online government transaction that is statewide and implemented by local governments,” said Orange County Assessor Webster Guillory. “To the best of our knowledge, it is the first of its kind in the United States.”

“It was a challenge to change the culture of filing statements and look at how different people perform the same work,” said Guillory. “We set out to find the best practices within the state and offered them in one package as the best, efficient procedures.”

The online system, known as Standard Data Record (SDR) and e-SDR, allows businesses from large and small alike to quickly and efficiently file property statements. SDR was set up with size-

The first delivery of the SDR portion became

(Continued on page 5)

(Continued from page 4)

available only eight months after the initial phase began. After several additional feedback sessions with businesses, the e-SDR system was launched this past Feb. to complete the implementation portion of the project.

In only 35 days after the launch of e-SDR, more than 12,000 statements were filed using this method. Once a statement is submitted through the system, Assessor Department staff is then able to retrieve the information and ultimately manage their work flow in an online environment rather than a paper and data entry environment.

The online system creates less paper files to store, less data entry, more efficient processing, and ultimately improved service to and from businesses.

A statewide tool like this can be a challenge to develop due to the wide range of business types and users in California. Similar to how businesses fit into the online filing system, county governments are also accommodated based on their distinctive needs. From Los Angeles to Alpine, the largest and smallest counties in California, respectively – each one is individually served by the system.

The creation and development of the online filing system was a collaborative effort between county assessors and businesses who participated in several web casts conducted through the Orange County’s Assessor Department. Taking advantage of technology in this way allowed the interested parties to provide feedback in a real time environment and from as far away as the East Coast.

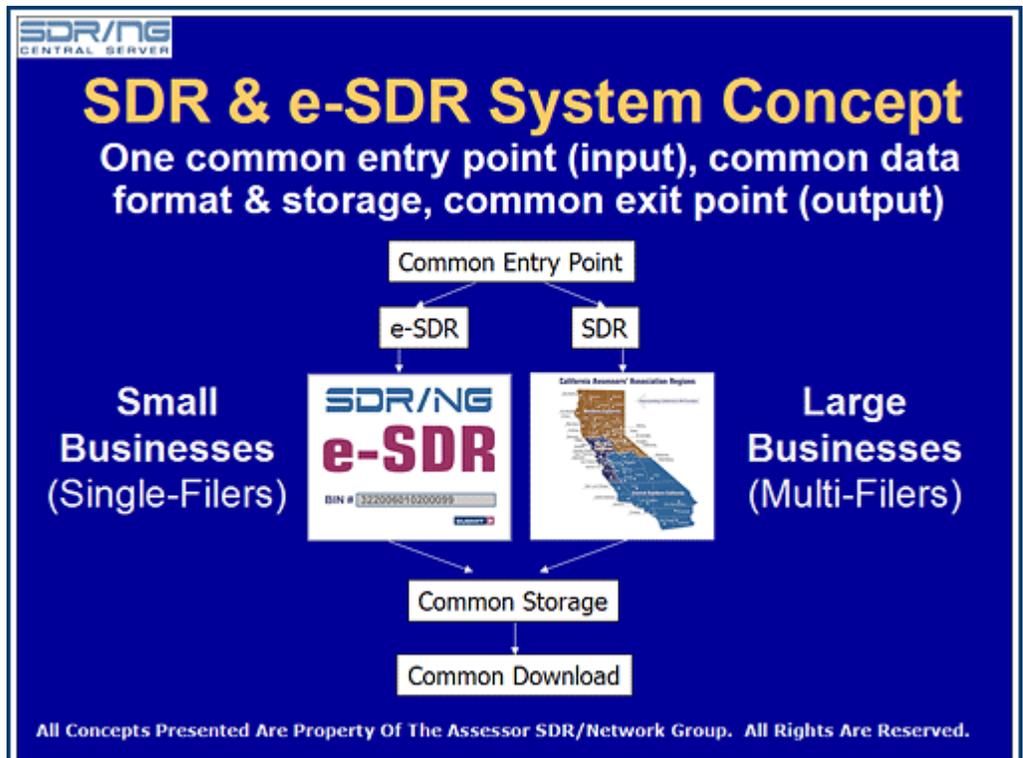
The cost of the program was also shared between

all counties, so that no individual county would assume the burden of the million-dollar-plus system. Throughout the process, support from the Orange County Board of Supervisors along with technical expertise from CEO/ Information Technology and Affiliated Computer Solutions were instrumental.

“Since the inception of SDR in 2005, we have only received positive feedback from businesses,” said Shaw Lin, Manager of Assessor Department/Management Services. “There is a perception that government moves at a slow pace. However, many businesses have been excited about the development and launch of the system, and if anything, are struggling to keep pace with us.”

The Orange County Assessor’s Department has even been contacted by three other states that would like to create a similar online business filing system.

To learn more information, visit <https://www.calbpsfile.org/sdr/default.aspx>.



Both large and small businesses throughout the state are equally served by the online business filing system developed, in part, by the Orange County Assessor’s Office.

Sheriff's Volunteers Receive High Honors from NACo

The National Association of Counties (NACo) will honor the Orange County Sheriff-Coroner Aero Squadron at its April 26 ceremony on Capitol Hill.

There were nearly 100 entries for this year's Acts of Caring awards, which commend government-sponsored volunteer programs that preserve and enhance the quality of life for the communities they serve. The Aero Squadron is one of 17 selected to receive the NACo accolade.

Operating as an all-volunteer unit in the Reserve Bureau, the 43 members of the Aero Squadron assist the Orange County Sheriff's Department by providing air support to law enforcement and other agencies. The unit flies missions that provide transportation of staff, surveillance, fire watch, airborne photography, real-time video downlink, transportation corridor security, search and rescue, prisoner transport, radio repeater and static displays for the public.

Over the past five years, the Reserve Deputies

have contributed an average of 8,000 hours annually at an estimated worth of \$500,000 per year. The value of the aircrafts, the use of which is donated, is in the tens of millions of dollars and includes a jet airplane, turbo prop airplane and turbine helicopter.



Sheriff-Coroner Reserve Aero Squadron members (front L-R): Harry Thielen, Bud Rasner and J.A. Porter. (rear R-L) Arvin Pregler, S. W. Autrey, R. D. Blosser, Jim Crandall, and Pete Mazzagatte.

Get The 411 On OC Human Resources Department

- The Human Resources Department (HRD) was established by the Board of Supervisors in Jan. of 2004 as part of a Countywide reorganization and merged with CEO/Labor Relations in 2005. Its staff of 40 works in collaboration with teams from other agencies/departments to provide recruitment, employee relations, contract negotiation, benefits, pay classification, organizational development planning, and equal employment opportunity programs and services.
- HRD's Employee Benefits Division manages and monitors 30 benefit programs for more than 18,000 County employees and 5,000 retirees including those associated with medical, dental, disability and defined contribution.
- 3,700 County managers and supervisors will receive equal opportunity employment and sexual harassment prevention training through HRD's Executive Support Division this year. This division also helps to guide labor negotiation processes for 14 bargaining units representing nearly 17,000 employees.
- In 2006, the HR Services and Support Division processed more than 80,000 employment applications using the automated NEOGOV system. In the future, HRD plans to implement the Position Action Workflow Pilot Project, which will streamline the entry, approval and modification of all employment positions.

To get more of the 411, visit: <http://www.ocgov.com/hr.asp>

Employee Recognition



Participants from the Orange County Leadership Academy's (OCLA) sixth session were congratulated by the Board of Supervisors at a March 20 employee recognition ceremony.

Leadership Academy VI Participants

Lucy Ann Flores

Assessor

Lisa Smith

Dana Point Harbor Department

Stephen Cadena

OCERS

Espi Garcia

Auditor-Controller

Lisa Bohan-Johnston

Health Care Agency

Shirley Hunt

Probation

Colin Hoffmaster

Auditor-Controller

Thea Bullock

Health Care Agency

Brooks Talley

Public Defender

Blanca Escobedo

Child Support Services

Richard Sanchez

Health Care Agency

Linda Nguyen

Public Library

Pat Martinez

Clerk of the Board

Connie Change

Housing & Community Services

Justin Bernadino

Registrar of Voters

Cyndi Viall

Clerk-Recorder

Julie Nguyen

Human Resources

Jack Anderson

Sheriff-Coroner

Barbara Stocker

County Counsel

Tina Fernandez

Housing & Community Services

Christine Murray

Sheriff-Coroner

Mary Ellen Fuelleman

CEO/IT

Dylan Wright

Integrated Waste Management

Alisa Drakodaidis

Social Services Agency

Donna Grubaugh

CEO/Legislative Affairs

Toni Smart

Internal Audit

Rebecca Guider

Social Services Agency

Mitch Tevlin

CEO/Budget

Ralph Sanchez

John Wayne Airport

Chriss W. Street

Treasurer-Tax Collector



25 Years

Marcosa Saldana
Assessor

Irma Mora
District Attorney

Cathy Looney
Child Support Services

Robert Doubleday
Health Care Agency

Kathleen Long
Health Care Agency

Edward Romero
Sheriff-Coroner

Frank Wilcox
Probation

Laurel Schwarz
Probation

Janet Castorena
Clerk-Recorder

Ronnie Epperson
Sheriff-Coroner

Timothy Board
Sheriff-Coroner

William Wilson
Sheriff-Coroner

Jon Sharpe
Sheriff-Coroner

Mark C. Murphy
Sheriff-Coroner

Janet Robertson
Social Services Agency

Patricia Padilla
Treasurer-Tax Collector

Denise Wittenberg
Resources & Development
Management Department

Ronald P. Pierre
Integrated Waste
Management Department

Po Wang
Integrate Waste
Management Department

35 Years

Mary Engram
Social Services Agency

Deborah Hinton
District Attorney

Gregory Ronald
Probation

John Ojeda
Resources & Development
Management Department

30 Years

Patricia J. Rhyne
Resources & Development
Management Department

David Lamphere
Sheriff-Coroner



County Connection is distributed monthly by the County Executive Officer Thomas G. Mauk. The newsletter is published by CEO Community/Media Relations. All suggestions and comments may be emailed to ask.the.ceo@ocgov.com or faxed to 714.834.7066.