



## CEO's Message



### Continuing to Do Our Best

The start of the 2009-10 Fiscal Year is an appropriate time to offer my sincere thanks to everyone involved in the process of developing our new budget. Your hard work and dedication to this important annual exercise helped to produce a prudent and responsible plan for the next 12 months.

The economic challenges facing our county, our state and our nation combined to present a real test for County staff and our Board of Supervisors, but once again you proved up to the task. And while we are pleased that the budget process has concluded, our satisfaction is tempered by the knowledge that this year's budget required real sacrifice that will directly affect our staff and the public. It would be nice to say that the worst is over, but the continuing uncer-

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### Keeping the Focus on Child Support Services

Small boxes of a popular breakfast cereal are probably not standard equipment for most County departments, but they make frequent appearances in the offices of the County's Department of Child Support Services (CSS).

To the Department's new Director, Steven Eldred, they are reminders of why the department exists. According to Eldred, the Department helps its customers "put Cheerios on the table and sneakers on feet." To help maintain that focus, when a staff member receives an award or recognition for something they have done, they may also receive one of the single-serving size boxes of cereal that Eldred keeps on hand for just such an occasion.

Eldred was appointed by the Board of Supervisors to become the Department's new Director effective June 5 after having served as the Department's Deputy Director. His path to the department's leadership included working as a paramedic and police officer before attending law school. His first experience in child support services was with the Fresno County District Attorney's Office, where he found he enjoyed the leadership challenges associated with working in administration.



Steven Eldred, recently appointed by the Board of Supervisors to be the new Director of the Department of Child Support Services, is proud of the department's efforts to improve customer service and community outreach.

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tainty over how the State’s budget deficit will be resolved, the lingering effects of the economic downturn and the slow pace of the anticipated recovery will likely produce new challenges in the months ahead.

I am also appreciative that a new three year agreement between the County and the Orange County Employees Association has been ratified by OCEA membership and will soon go before the Board of Supervisors for consideration. This agreement contains provisions that are essential under the current economic conditions as well as vital to addressing the continuing need for pension reform. Kudos also to OCEA for its efforts in this important agreement.

The teamwork that has brought us this far will be essential to getting us through the difficult days ahead and will help us emerge a stronger, more efficient County government. The proactive measures taken by the Board of Supervisors, Agencies and Departments have positioned us well and have been viewed positively by both the public and by outside organizations rating the County’s financial health. While we are not out of the woods yet, I know that we will be able to count on the many talented professionals in the Orange County family to see us through whatever lies ahead.

**Thomas G. Mauk**  
County Executive Officer

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The Department’s focus on customer service and the use of sound business principles to manage its resources are essential to handling a growing caseload. “The key is developing a relationship at the beginning,” said Eldred, so that customers are seen as a person and not just a case number. At the same time, Orange County’s department is the only office in the state that has a dedicated research team, with the information gathered through that research being put to use to appropriately and efficiently deploy resources. The Department’s call center is one example of using technology and measurable standards to better serve the customer. Recently, Imperial County contracted with Orange County to provide call center services, expanding the volume of calls handled by the center.

CSS receives no direct financial support from the County, with two-thirds of its funding coming from Federal sources and the remainder from the State. And while funding has been level for the past eight years, caseloads are continuing to grow. “A year ago, we had 94,000 cases. Today, that number is 105,000,” Eldred stated. Due to economic conditions, requests to modify child support agreements are up 35%, further challenging the department’s 610 staff.

The department also places an emphasis on helping the community better understand the importance of child support. The month of August is observed as Child Support Awareness Month and the department takes pride in producing a new poster each year that provides a simple and clear message about the interaction between child support payments and meeting the needs of children in Orange County families. ■

### County Receives Seven NACo Awards for Creative Department Programs



OC Archives Manager Jean Pasco drops off a traveling suitcase history exhibit at a local 3rd grade classroom. [Click here to see slideshow.](#) (If a security window appears, select “allow.”)

Seven outstanding County programs were honored to receive a 2009 Achievement Award from the National Association of Counties (NACo). The annual Achievement Award Program recognizes innovative county government programs. The seven Orange County programs to receive the esteemed distinction are:

- **Local History Traveling Exhibit and Curriculum Supplement (Clerk-Recorder)** – The third grade Local History Curriculum Supplement program brings histo-

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ry into the hands of hundreds of Orange County elementary students each year. The portable exhibitions travel from classroom to classroom and engage students in learning about their communities with primary source replicas and hands-on activities that make history tangible.

■ **Child Support Gateway Program (Child Support Services)** – A collection of innovative customer service methods ultimately improve the customer experience, as well as enable non-custodial parents to take an active role in their child support case, provide education in child support services and assist patrons in need. The elements of the Gateway Program include the online application, pre-default intervention, and forms clinic, which have contributed to a 30% increase in collections per employee over the past five years.

■ **Southern California Fire Project (OC Community Resources)** – A collaborative effort in response to the Santiago Fire of October 2007 to provide clean up and restoration of the fire affected public areas. Such activities include: repairing structures, removing debris, repairing stonework, refurbishing trails, implementing erosion deterrence, replacing fencing, cleaning drain inlets and removing sediment and silt, repairing and replacing k-rails and implementing watershed diversion. Dislocated workers and/or long-term unemployed older youth (ages 18-26) were recruited and trained to clean up and restore the fire affected areas.

■ **Lives Worth Saving: An Alliance to Reduce Gang Violence (Probation Department)** – In June 2008, the Probation Department and faith community members sponsored a Lives Worth Saving (LWS) Summit to provide a forum for those involved in youth gang prevention and intervention to share information and address barriers that impact at-risk youth. As a result of the LWS Summit, membership has expanded and evolved into the Lives Worth Saving Alliance, with plans to continue working together to develop effective community solutions and reach out to at-risk youth and their families before the

influences of gangs and drugs have cost them their lives.

■ **Mission Possible (Probation Department)** - Girls need to feel empowered about their minds, their bodies, and their spirits to build confidence and inner strength. The primary goal of the Mission Possible program is to provide gender based classes and transitional services to females detained at Juvenile Hall. These programs and services assist the girls in their successful transition back into the community.

■ **Tracking Automated Graffiti Reporting System (Sheriff-Coroner)** - A clearinghouse created by the Sheriff's Department for law enforcement and public works officials that has enhanced information sharing among law enforcement and public works communities dealing with graffiti incidents. Since the installment of the TAGRS program, law enforcement has made numerous graffiti related arrests, thus increasing costs recovery and the reduction of incidents. In addition, at-risk youth have been identified and assigned to a diversion program, which aims at preventing them from engaging in future acts of graffiti. More than 20 cities have adopted the program, with many more in the process of adopting the TAGRS program.

■ **Electronic DNA Case Management and Evidence Batch Processing System (Sheriff-Coroner)** – An electronic method to batch process DNA evidence, provide quality assurance, automate reports, and increase delivery of results to law enforcement. Since implementing the system in 2007, DNA scientists processed 40 percent more cases the first year, and continued to process 12 percent more cases in 2008 without any additional staff members. The system has enabled more detailed tracking of individual results, and streamlined the ability of the procedures to adapt to constantly changing technologies, including robotics.

“I am very proud of the innovation and dedication to service that is exhibited in these programs,” said Chair Patricia C. Bates. “County departments and agencies have continued to find new and creative ways to better serve our community, in the face of difficult budget times.”

## Prison Pups Graduate from Training Program

Since OC Animal Care first partnered with non-profit organization Another Chance for Love in 2007, 24 dogs have been trained and placed into loving homes through the Prison Pups program at the Stark Youth Authority in Chino.

The collaborative goal of Prison Pups is to simultaneously improve the lives of at-risk youth and shelter dogs. Over a period of three months, the wards at the Youth Authority live together with the animals to perform potty, leash and crate training while helping the canines to learn basic obedience commands like sit and stay. In return, the dogs teach their human companions responsibility, respect, and the many rewards of unconditional love.

“This has been a very successful program for OC Animal Care in cooperation with Another Chance for Love!” said Ryan Drabek, Interim Director. “It is a win-win for both the animals that receive valuable care and training and the wards that learn new life skills during the time they have responsibility for their dog.”

The most recent group of Prison Pups graduated from training June 13. They were all spayed or neutered, vaccinated and micro-chipped prior to being adopted – the process of which is managed by Another Chance for Love.

*“The greatest discovery of my generation is that human beings can alter their lives by altering their attitudes of mind.” ~ William James*



Program participants pose with the most recent graduating group of Prison Pups.

## Emergency Preparedness Requires Training and Exercises

Well trained staff and exercises to demonstrate the effectiveness of their training are essential to emergency preparedness and are the cornerstones of the County’s preparedness efforts associated with the San Onofre Nuclear Generating Station (SONGS).



Staff working in the Command Center at the Operational Area Emergency Operations Center, pictured here during a recent drill, play an important role in the decision making process during the SONGS exercise.

In recent weeks, dozens of County employees have been participating in training for their roles in the event the County should have to respond during an actual event at SONGS, which provides millions of Southern California homes with electricity. The Orange County Sheriff Department’s Emergency Management Division coordinates with Southern California Edison, cities, businesses, schools and special districts within the vicinity of SONGS to develop and test this response plan. This year’s effort will culminate with two events, an August 19th “dress rehearsal” and a September 23rd exercise that is graded by the Federal Emergency Management Agency (FEMA) and the Nuclear Regulatory Commission. County staff working at the Operational Area Emergency Operations Center and in the field will demonstrate their ability to make decisions and take specific actions that might be necessary to protect the public’s health in the event of a real emergency at the plant, which is located along the I-5 freeway just south of San Clemente.

## OC Animal Care Hosts Pet Fair 2009

Last month, 66 animals were adopted into loving homes at Pet Fair 2009. Thanks to generous donations received by OC Animal Care, the cost of each adoption was discounted and pet owners were not charged for the spay or neuter surgery of their new companions.

At the “Fun in the Sun” themed event, OC Animal Care hosted more than 50 non-profit animal rescue organizations, pet-related services, wildlife exhibits, pet demonstrations, and much more.

Members of Animal Control Explorer Post 536, a program that introduces participants ages 14 to 21 to careers in animal care, training and control, veterinary medicine, and law enforcement as a K9 police officer, sold refreshments on-site.

Visitors were also taken on walking tours of the shelter and children learned about responsible pet ownership while having fun with interactive activities.

“OC Animal Care’s Pet Fair 2009 adoption event was a great success,” said Ryan Drabek, Interim Director. “Seeing so many visitors, excited new

pet owners, and the many participating animal care professionals was truly a testament to the importance of responsible pet ownership to the community of Orange County.”

Ryan Drabek was appointed Interim Director of OC Animal Care in May. He began his career with the County of Orange in 2001 as an animal control officer and went on to supervise OC Animal Care’s community outreach team. Drabek most recently served as the division’s public information officer.



[Click here to see slideshow.](#) (If a security window appears, select “allow.”)

## Ralph B. Clark, Former Supervisor, Dies at Age 92



The contributions of former Supervisor Ralph B. Clark were recognized with the renaming of a County park in his honor. Pictured here are (l-r) Minnie Mouse, former Supervisor Roger Stanton, Mr. Clark, former Supervisor Don Roth, Don Griffin and Mickey Mouse.

A man widely credited with expanding transportation and recreational opportunities in Orange County, former 4th District Supervisor Ralph B. Clark, passed away June 6th at the age of 92.

Supervisor Clark represented the 4th District from 1971-1986 after having served as Mayor and Councilman in the City of Anaheim. He will long be remembered for his contributions to expanding parkland in Orange County, with Ralph B. Clark Regional Park in Buena Park bearing his name as a tribute to those efforts. However, it was his service to the Orange County Transportation Authority (OCTA) that may have impacted the most lives in Orange County. He served twelve times as the organization’s chairman and helped OCTA chart a course to become one of

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Supervisor Clark also has a special place in the heart of football fans in Orange County after spearheading the successful campaign to bring the Los Angeles Rams to Orange County in 1978. His legacy includes several staff members who have gone on to become elected officials, public servants and business leaders in Orange County, including current County Clerk-Recorder Tom Daly.

## READ/OC Volunteer Celebrates 100th Birthday

“A wise person said, ‘Those who can do, do. Those who can do more, volunteer,’” said Helen Fried, Director of OC Public Libraries (OCPL). “In Japan, some people have been designated as Living National Treasures – important, intangible cultural properties. In Orange County, we also have a Living National Treasure at 100 years of age in Tone Correa.”

In 1996, at age 87, Antonio “Tone” Correa became a volunteer with OCPL’s READ/Orange County program, which trains community members to help others develop and improve their reading, writing, and English language skills. At 93, he had spent approximately 1,400 hours in service as a tutor – far surpassing the 50 hour commitment asked of READ/OC volunteers – and often worked with three or four adult learners simultaneously.

Last April, in honor of Tone’s 100th birthday,

READ/OC asked 100 people to celebrate his hard work and dedication to literacy by reading for one hour. Visitors to any OCPL branch could also sign a birthday card pledge in Tone’s honor. “Tone is known for having said, ‘Volunteer work is what keeps me healthy,’ and we all believe him,” said Matthew Le, OCPL’s Volunteer Services Manager.

To learn more about READ/OC, please visit [www.readoc.org](http://www.readoc.org).



Tone has been instrumental in helping students to qualify for their high school equivalency diplomas and gain the reading skills necessary to become U.S. citizens.

*“Everyone must work to live, but the purpose of life is to serve and to show compassion and the will to help others. Only then have we ourselves become true human beings.” ~ Albert Schweitzer*

## Operation Santa Claus Gears Up For Summer Drive

While the Christmas holiday comes just once a year, Operation Santa Claus works all year long to provide gifts to children who may have been

subject to abuse and neglect. This program, which has a nearly 50 year history in the County

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of Orange, distributed more than 43,000 toys, stuffed animals and books to Orange County children last year.

Right now, Operation Santa Claus is experiencing a shortage of toys and gifts for children, so a special mid-summer campaign will be conducted July 13-17 to collect the toys, stuffed animals and other gifts needed to alleviate this shortage. Look for more details soon on donation drop-off locations for your agency or department and consider how you can help support this generous tradition of bringing joy to the lives of Orange County children during their time of need.

For more information about this special Operation Santa Claus donation campaign, contact Mona Gustafson, Operation Santa Claus manager, at (714) 679-2438.

*"When I give, I give myself." ~ Walt Whitman*

## Get the 411 on OC OC Dana Point Harbor Department

- Dana Point is California Historical Landmark #189, named for Richard Henry Dana, author of *Two Years Before the Mast*, who visited here in 1835.
- It took a total of 1.5 million tons of stone to complete the Harbor jetties/breakwaters in 1968. Approximately 700,000 tons of rock came from Catalina Island and 800,000 tons from San Diego quarries.
- There are more than 10 million visitors to Dana Point Harbor annually.
- The Coffee shop in Dana Point Harbor, Coffee Importers, just celebrated its 30 year anniversary. During that time, approximately 45 tons of coffee beans have been brewed and 240,000 gallons of ice cream have been scooped.
- Dana Point Harbor periodically has a waterfall. The photo on the right was taken during a waterfall occurrence in December 2004.



### 35 YEARS

**William Castro**  
Auditor-Controller

**Charlyn Barton**  
Health Care Agency

**Robert Malmberg**  
Social Services Agency

### 30 YEARS

**Mary Krieger**  
Child Support Services

**Perlita Ramirez**  
Child Support Services

**Kathleen Tahilramani**  
OC Waste & Recycling

**James Arkyns**  
Probation

**Sheree Arkyns**  
Probation

**Sharron Gibson**  
Sheriff-Coroner

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