

Strategic Focus Forges New Ground



Breakout sessions discuss initiatives, goals and guiding principles during the Strategic Focus Summit II in August.

The Strategic Focus Program has made significant progress since efforts began in 2006. At the first Summit, held in October 2006, a new County Mission, Vision and Core Values were adopted. The second Summit, held in August 2007, focused on more specific Strategic Initiatives and goals, which were all formally adopted by the Board at the December 11th Board meeting.

The initiatives and goals listed below were adopted by the Board and serve as the overarching County balanced scorecard for departmental alignment.

Promoting a Healthy Community

- Assure access to health care & social services
- Promote and maintain a healthful environment
- Promote self-sufficiency and healthy lifestyles

Building for the Future of Our Community

- Maintain fiscal integrity

- Attract and retain the best and brightest
- Maintain resilient, essential infrastructure and community programs

Protecting Our Community

- Assure disaster preparedness and prompt emergency response
- Reduce crime and recidivism
- Promote fair and equitable criminal justice system

Two guiding principles were also adopted:

Business

- Deliver quality and timely services by leveraging our resources through innovation and technology
- Create and communicate a brand image of the County of Orange
- Engage the community to build collaborative approaches to solve regional issues

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Employees Warming the Holidays

As the holiday season approaches and the chill settles in the air, County employees set out for another year of warming the hearts of Orange County's low-income families. Through the work of four County-operated programs, employees volunteer their time and donate gifts or funds to help underprivileged communities celebrate a more spirited holiday season.

Operation Santa Claus

The shelves of the Operation Santa Claus warehouse are kept full as new gifts are delivered each day from the collection bins placed in County facilities and libraries. Children of all ages receive the gifts, many of whom would go without presents during the holidays if it weren't for the services of Operation Santa Claus.

"Every year, we see people – clients and volunteers alike – touched to the point of tears," said Mona Gustafson, manager for the Social Services Agency and Operation Santa Claus.

Approximately 350 employees volunteer their time to make Operation Santa Claus run smoothly. Last year alone, more than 42,000 gifts were collected from County employees and community members.

Sometimes the donations arrive from unexpected sources. Last month, a senior at El Modena High School dropped off a check to Operation Santa Claus for \$300. The funds were raised through an entirely student-run bake sale.

For more information on Operation Santa Claus, contact Mona Gustafson at 714.679.2438.

Senior Santa

On the other side of the warehouse, Senior Santa is sharing the season with the abused and disabled elder population of Orange County. Social workers delve into the



El Modena High School student, Carrie Yanez, drops off a donation to Mona Gustafson (SSA) for Operation Santa Claus. Yanez raised \$300 through a bake sale to benefit the program.

donations at the warehouse and hand-deliver the useful items to their elderly clients.

With the assistance from nearly 40 volunteers, Senior Santa is able to distribute gifts to more than 2,600 seniors. From Access bus passes to protein shakes, the offerings that make the most affect on the seniors are modest and practical.

"One woman just wanted an ergonomic back chair," said Kim Pham, manager for the Senior Santa Program. "Her insurance wouldn't cover it, but we found a way to get one to her."

For more information on the Senior Santa program, contact Kim Pham at 714.825.3111.

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United Way - United for a Better Tomorrow

County agencies and departments have truly united for a better tomorrow by raising funds through special events and pledges to assist the less fortunate in our community.

Here is a summary of highlights from 2007 United Way Chair Ingrid Harita, Director of the Social Services Agency.

Leadership Breakfast – generated **\$9,512**

Grand Ave. Kick-Off – generated **\$1,448.39**

Civic Center Kick-Off – generated **\$15,187**

Lamoreaux Justice Center Mini Rally – generated **\$1,808**

Golf Tournament – generated **\$14,508**

Paper Pledges – has generated **\$9,592**. Paper pledge forms are still available for employees wishing to make a donation.

eWay Pledges – has generated more than **\$152,654** in payroll deductions and pledges to date

If you have any questions regarding United Way, please contact:

Mona Gustafson
(714) 245-6288

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The Health Care Agency's Executive Team Basket Auction raised more than \$5,000 for United Way.



Director of the Social Services Agency, Ingrid Harita, and President of OC United Way, Maria Chavez Wilcox, at the Sept. 26 Leadership Breakfast.



Dori Malloy (IWMD), Carrie Robles (CEO) and Anna Peters (Board District 3) arrive at HCA's Executive Team Tailgate Lunch.



Sheriff's Special Officers Christine Galvan and Mark Jackson line-up for hotdogs at HCA's Executive Team Tailgate Lunch

Third Edition of CAPS+ Newsletter

The latest installment of the CAPS+ newsletter contains an overview of the General Accounting functional team, focus group members and the Department Readiness Scorecard program. The Department Head briefings and focus groups are also underway.

The newsletter keeps financial, purchasing, human resources and payroll employees updated about the current project phase, focus groups, communication and risk management.

The third issue of the quarterly CAPS+ newsletter is available at: http://capsprod.ocgov.com/caps_upgrade/documents/CAPS_Newsletter_November_2007.pdf. If you have any questions, send an e-mail to CAPS+ Upgrade@ocgov.com.

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Holiday Hope

The delectable food traditionally passed at the holiday table is an invaluable gift to disadvantaged families. The Holiday Hope program sets out to collect monetary donations to turn into grocery store gift cards for warm, mouth-watering holiday meals.

The program is entirely supported by County employees and feeds the underserved families referred from the Health Care Agency. Last year, more than \$12,000 was collected to feed 188 families or 702 people. This year, the program aims to support all 346 family referrals they received.

For more information on Holiday Hope, contact Amber Alford at 714.834.4144 or Sylvia Goldie at 714.834.6620.

Giving from the Heart

This year also marks a record-breaking holiday season for the Probation Community Action Association's Giving from the Heart program, an effort that allows local businesses to adopt low-income probationers and their families for the holidays. Thus far, 55 families have been adopted, surpassing last year's total of 44 families.

Probation Officers refer the families in most need to the Giving from the Heart program. The family then describes a "wish list" of items to help them make it through the holidays.

"The items these families ask for are extremely humble," said Lois McKoon, manager of the Giving from the Heart program. "One boy asked for a cot instead of toys. Sometimes all they ask for are toiletries or dishes."

Employees and community members are also encouraged to donate toys, food, toiletries or gift cards to the program. These items will be dispersed to families that were not adopted by a local business.

The Probation Community Action Association is the only non-profit organization in the state that works in conjunction with a County probation department.

For more information on Giving from the Heart, contact Lois McKoon at 714.569.2153.

Get The 411 On OC Internal Audit

- The OC Internal Audit Department (IAD) provides systematic and thorough audits of the County's high risk financial and business processes. The department reports directly to the Board of Supervisors, a change in structure that occurred following the bankruptcy in 1994.
- Every month, IAD staff prepares a Monthly Activities Report for the Board of Supervisors. This report identifies all audits and follow-up audits completed for the previous month and includes a detailed description of background information, scope, and the department's conclusions and recommendations. Monthly Activity Reports are available to the public at www.ocgov.com/audit.
- Government Code and professional requirements direct auditors to also be the subject of an audit every three years, at minimum. This audit is called a Peer Review (or Quality Assessment). A Peer Review assesses an audit department's adherence to over 150 professional audit standards. The IAD has passed four Peer Reviews since 1999 and received the best rating possible by its independent Peer Reviewers.
- The IAD established and manages the Orange County Fraud Hotline as part of its ongoing fraud detection and prevention effort. The Hotline, (714) 834-3608, is intended for County employees, vendors, and the public to report suspected fraud, misuse of County resources by vendors, contractors, or County employees, and violations of County policy. Reports can be submitted to the Hotline around the clock, and the IAD's web site has information on how to file an anonymous submission online.

To get more of the 411, visit: www.ocgov.com/audit

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- Create a more accessible and transparent government that anticipates community needs

Cultural

- Embrace and enhance policy established by elected officials
- Create a safe, ethical and caring environment that attracts, develops and rewards an exceptional workforce
- Foster collaborative relationships that focus on quality customer service and results

Two Balanced Scorecard pilot projects have been completed for Probation and Treasurer/Tax Collector. CEO Finance plans to have four additional departments initiate Balanced Scorecard efforts in 2008 and Countywide implementation phased over the next few years. When all Balanced Scorecards are completed, everyone will be able to review a "dashboard" of red, yellow and green scores for all county initiatives and departmental mission critical measures.

The second employee survey was distributed in November and preliminary results indicate a response rate of 45%. A report summarizing the responses will be posted early in 2008 on the Strategic Focus web page.

A final component of the program is branding County employee volunteer efforts as **OC Cares**. This branding will thread together employee volunteer programs and promote these efforts to the community.

"I am very pleased with the tools and direction provided by the Strategic Focus Program," said CEO Tom Mauk. "The next phase will bring it home to agencies/departments and employees, and in turn, help us better serve the public. My special thanks goes to Patti Gorczyca for her skilled management of the Strategic Focus process."



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County Connection

County Connection is distributed monthly by the County Executive Officer Thomas G. Mauk. The newsletter is published by CEO Community/Media Relations. Call 714.834.6203 or e-mail ask.the.ceo@ocgov.com with any suggestions and comments.

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