



## Ask the CEO



**Q.** Do any of the County's agencies or departments use robots or use robotics in any way?

**A.** Three departments make use of robotics in varying degrees. Two departments – RDMD and the County Executive Office – use robotic cameras. Three cameras are located at Seven Oaks Dam and are used to monitor reservoir conditions, water depth and flow conditions.

Robotic cameras are installed in the Board Hearing Room and remotely operated from a control room to videotape Board of Supervisors' meetings for distribution to cable companies throughout the county for greater public access to the Board's deliberations.



The most cutting edge use, however, is in the Orange County Sheriff's Department (OCSD) where the bomb squad has utilized bomb-detecting robots since the early 1990s, which makes this department a leader in the use of this technology. The Sheriff's Department currently has four robots. There are 450 bomb squads in the nation, and 62 percent use robots. Because OCSD has the only bomb squad in this large metropolitan area serving all OC cities as well as the unincorporated area, the squad and its robots are the eighth busiest in the nation.

## Helping One Child At A Time

Imagine receiving a check for \$148,000. Thanks to the diligence of the Department of Child Support Services (DCSS), Jane Smith (not her real name) had that good fortune.

Smith had a child and the child's father, John Doe, was a sea captain. He spent months at a time outside the country. Having lost touch with the mother in the early 1990s, he claimed that he was unable to locate her and stopped sending child support payments. He claimed that Smith had concealed the child and his

support obligation should have abated accordingly. After numerous witnesses were questioned, the court found that no concealment had occurred.

The DCSS had the daunting task of determining arrears for a period of nearly 15 years. Although tax returns and pay stubs were available for a few years, testimony and cross-examination were necessary to determine Doe's income.

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The Department of Child Support Services is located at 1055 N. Main Street in Santa Ana.

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Dee Dinnie (standing), Deputy Department Counsel, and Tony Sanchez, Investigative Assistant, review case details prior to a court hearing for the Department of Child Support Services.

The court determined that Doe was going to owe nearly \$150,000 for past-due support.

With the help of the U.S. Secretary of State’s office, the DCSS suspended Doe’s passport. Since he was actively employed, he contacted the DCSS numerous times about his passport. Unable to pursue his livelihood without it, Doe appeared at the DCSS office with a cashier’s check for more than \$148,000.

Smith, who doubted from the start of the case if Doe would ever pay anything, was relieved to have the financial support that she lacked for so many years.

It is the dedication and persistence of DCSS staff that makes a difference in the lives of children and families. The

DCSS is responsible for securing the financial and medical well being of children and families.

“The role of the DCSS in the Orange County community is invaluable and it’s one of the most important resources available to all families seeking assistance with the establishment and enforcement of child support orders,” said Jan Sturla, Director of Child Support Services.

Child support is the responsibility of both parents to ensure that their children are being provided for both financially and medically. The participation of both parents in a child’s life dramatically increases the chance of a child acquiring better social skills, higher self-esteem, and excelling educationally.

“Our role is to help parents be successful in fulfilling their responsibilities,” said Jan Sturla, Director of Child Support Services. “We’re not here to be punitive or disrupt someone’s life, but to make sure that both parents receive the consideration and cooperation they need to help their children become

healthy, well-adjusted adults.”

The DCSS can help locate missing parents, establish paternity, enforce support orders, establish an order for medical insurance, and collect and distribute child support payments.

While many non-custodial parents (NCP) who participate in the child support program are supportive of their children and are cooperative with the child support process, some require more encouragement. The DCSS has creative enforcement tools available for these situations, such as the use of the Secretary of State’s Office in the Smith case. The efforts of DCSS staff, both in and out of court, prove that it’s never too late to make a difference.

For more information on the services that the DCSS offers, visit [www.css.ocgov.com](http://www.css.ocgov.com).



The Department of Child Support Services provides assistance to approximately one in 17 Orange County households and has the fourth largest caseload in the state.

help their children become

## 'It's a Calling,' Says New Probation Chief

They could be the next-door neighbors. They shop in the same grocery stores and malls. They dine at the same restaurants that you do. Approximately 22,000 people who are currently on probation go about their business and they look like you and me.

The men and women of the County's Probation Department strive to keep the most dangerous probationers off the street while rehabilitating others through the various programs offered and regular meetings with Probation Officers.

Last month a new Chief Probation Officer was appointed to lead the department in achieving its mission. Veteran Probation employee Colleene Preciado, with 29 years of service, was named to replace Stephanie Lewis who recently retired.

"Sometimes people's lives take a turn for the worst and it can be a pretty devastating situation," said Preciado. "They need help to get back

on their two feet, and that is where we come in. We guide people back to sanity and help them start over."

Preciado's interest in the Probation field began when she volunteered with the department while in college and she got

"hooked" on the work. She loves working with people and helping them get back on track.

She also said that she feels very lucky to have an "awesome" staff working with her.

"I'm surrounded by talented, courageous, focused people who understand the importance of making right decisions and who encourage people to change their lives," said Preciado. "Everyone in this de-

partment is well educated and compassionate, which is a great combination in this line of work."

Preciado will be responsible for leading the Probation Department, which is responsible for carrying out orders of Orange County courts. The department also collaborates closely with the Sheriff's Department, Public Defender and the District Attorney's Office.

In her off-hours, Preciado has a passion for jazz music and has a collection of more than 500 jazz CDs. She's also an avid reader and a self-proclaimed "gym rat." Family time with her husband and their four-year-old dog will also find her in the kitchen preparing favorite dishes with natural herbs and spices.

Despite the array of talents and interests in her life, Preciado's explanation for her nearly life-long devotion to Probation work is a simple one. "It's a calling," she said.



**Colleene Preciado**  
Chief Probation Officer

### Stay Informed About United Way Events

The United Way campaign is revving up again. The 2005 campaign is once again a year-round effort with the majority of fundraising taking place from September 22 through October 31. This year's goal is \$1.05 million.

To stay informed about campaign information and upcoming events, a Web site has been developed. Information can be found at <<http://ocintranet.ocgov.com/unitedway/>>.

## HOMELAND SECURITY ADVISORY SYSTEM

THREAT LEVEL  
**ELEVATED**  
Significant risk of terrorist attack  
[CLICK FOR ADDITIONAL THREAT INFO](#)

Good training helps prepare  
Orange County responders for the  
possibility of bioterrorism events.

# Terrorist Attacks - Don't Be Scared, Be Prepared

With the Homeland Security threat at an “elevated” level, everyone has concerns about the possibility of another major terrorist attack. Thanks to the hard work of the Health Care Agency’s Bioterrorism Preparedness Training Unit (BPTU), Orange County is widely regarded as a leader in terrorism preparedness. With Maria Shriver declaring September “Emergency Preparedness Month,” the BPTU is continuing to expand its pool of employees trained to respond effectively to various threats and emergencies, including potential terrorist incidents.

The BPTU is a program of Health Care Agency (HCA) Public Health Services. The unit has trained virtually 100 percent (approximately 2,800) of HCA employees and almost 1,000 Probation Department employees as Disaster Service Workers. In addition, the unit trains community partners including hospital and ambulance workers. The unit works closely with the Sheriff’s Department, Fire Authority, local Fire Departments, Police Departments and Red Cross.

HCA’s BPTU doesn’t just respond during acts of terrorism. Workers trained by the BPTU can assist first responders in a wide range of emergencies. “We’ll be involved in any effort to protect public health during a disease outbreak or other type of health emergency,” said Pat Lenard, Manager of the Bioterrorism Preparedness Program. “Detailed plans are in place to protect the public’s health. Alert systems are ready to rapidly administer medicine to residents.”

The County plans to be among the first counties to adopt the new National Incident Management System (NIMS). NIMS will enable responders at all levels to work on a broader scale to more effectively manage domestic incidents no matter what the cause, size or complexity. Compliance is mandated by Presidential Directive.

“Our goal is to be the best prepared local health district in the country,” said Dr. John Van Sky, BPTU Training Manager. “We have lofty goals and admittedly aim high because these are our communities. Our families live here.”

During an emergency, the Bioterrorism Preparedness Program is responsible for receiving and distributing needed preventive medications to residents. The unit can receive as much as 50 tons of medicine and supplies from the Federal government within 12 hours. Based on guidance from the Centers for Disease Control and Prevention, they are developing plans to administer prophylactic medicines to all 3.1 million Orange County residents within a 48 hour-period, should a bioterrorist event occur.

It’s a little known fact that all County employees are legally designated Disaster Service Workers. This designation can be found on the back of all County employee badges. “It’s everybody’s role and responsibility to know disaster training, preparation and awareness,” said Julie Poulson, HCA Director. “We



HCA’s Public Health division has trained all Health Care Agency staff and about 1,500 Probation employees as Disaster Services Workers.

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encourage all employees to become trained in disaster preparedness.” Any County employee can take a course in disaster preparedness. For more information on bioterrorism preparedness, visit [www.ocready.com](http://www.ocready.com) or call 714.834.6587. The training unit will also offer one-to-one training for those who can't attend a class or access training online. The unit is developing a library of materials that can be checked out. “The training isn't just beneficial in the role of a County employee,” said Poulson. “The information learned can be applied in the home and used to protect our families. It's relevant for anyone.”

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## Keeping the Lines of Communication Open Around the Clock



With more than 22,000 telephone lines and network connections, the County's Telephone Services division is committed to keeping the lines of communication working around the clock so that County agencies and departments can serve the people of Orange County.

The division provides voice communication products and services for approximately 18,000 County employees using the Orange County Telecommunications Network (OCTNET). This extensive network routes calls efficiently at a minimum cost and at no cost for agency-to-agency calls.

Centralized voicemail and automated attendant services are also provided to complete the communication needs for all County agencies. Through Telephone Services, County operators answer approximately 1,100 calls per week -- 4,400 per month. Non-urgent system repairs are resolved within 24 hours and urgent matters are handled within four hours.

The main telecommunications network is located in the basement of the Superior Court building at 700 Civic Center. There are a total of 41 systems throughout various County agencies.

Telephone Services, a section of CEO Information Services, includes 10 County employees, contracts with SBC to provide approximately 20 technicians who respond to the County's service needs. The County team is responsible for processing, verifying and researching service requests as they come in.

“We are here to serve the County family with all its telephone service needs,” said Bob Rosso, Chief of Telecommunications. “We are dedicated to providing top-of-the-line customer service. We're currently upgrading all of our voicemail and phone services to bring everything up to the latest standards.”

The County's own hefty telephone directory is another product of this department. For more information or telephone repair services call 567.7400 or reach them online at [www.telephoneservices.ocgov.com](http://www.telephoneservices.ocgov.com).



## 30 Years

### **Carol Braze**

Social Services Agency

### **Patricia Cahill**

Human Resources

### **Larry Jones**

Sheriff-Coroner

### **Anne Leonard**

District Attorney

### **Eulalia Mugica**

Auditor-Controller

### **Marilen Steiger**

Child Support Services

### **Katherine Watson**

Social Services Agency

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## 25 Years

### **Larry Abad**

Resources & Development  
Management Department

### **June Armstrong**

Health Care Agency

### **Joan Atha**

Orange County  
Public Library

### **Marian Bruns**

Social Services Agency

### **Ethel Buel**

Social Services Agency

### **James Card**

Sheriff-Coroner

### **Rosa Cossio**

Social Services Agency

### **Richard Davila**

Sheriff-Coroner

### **Brian Ducker**

Public Defender

### **Ali Ghobadi**

Resources & Development  
Management Department

### **Laurie Goose**

Sheriff-Coroner

### **Anthony Gordon**

Health Care Agency

### **E. Robert Goss**

Public Defender

### **Donna Krucki**

Resources & Development  
Management Department

### **Judy Leeg**

Social Services Agency

### **Maria Lopez**

Sheriff-Coroner

### **Ricardo Mendoza**

Clerk of the Board

### **Christine Murray**

Sheriff-Coroner

### **Elvira Reyes**

Health Care Agency

### **Barbara Stocker**

County Counsel

### **William Tressler**

Sheriff-Coroner



*County Connection* is distributed monthly by the County Executive Officer Thomas G. Mauk. The newsletter is published by CEO Media Relations. All suggestions and comments may be emailed to [ask.the.ceo@ocgov.com](mailto:ask.the.ceo@ocgov.com) or faxed to 714.796.8426.