# Connection



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# Employee Survey Responses Topped Expectations



The first-ever, Countywide employee survey closed on midnight August 31 with responses

from more than one-third of the County's employees. The external firm handling the survey stated that in similar situations, a response of 20-30 percent is considered good.

"I want to extend a big thankyou to all of the staff who participated in the month-long employee survey," said Board Chairman Bill Campbell. "The overall outcomes from the survey will be used as an important context for continued dialogue and a key component of our Strategic Focus efforts."

MGH Consulting, the outside and independent firm managing the survey for the County, is currently compiling the responses for the summary report that will be made available to employees in early October. In addition, the summary report will also be posted on the Strategic Focus website at http://www.ocgov.com/strategic/strategicfocus.asp.

"We are very pleased that our survey participation rate exceeds the usual response rate and speaks positively of our employees' willingness to engage in an extremely valuable part of the dialogue for our future," said Thomas G. Mauk, County Executive Officer.

Other components of the Strategic Focus process are also in high gear. Interviews with identified internal and external public/private "stakeholders" are being conducted by trained Leadership Academy graduates.

The entire Strategic Focus effort will culminate in October with a two-day workshop. Once completed, a new strategic plan will create a renewed vision for the future as the County enters a new era of successes.



In memory of those who perished on 9-11, flags at all County facilities were flown at half-staff on September 11.

# County Welcomes New Public Health Officer

Newly appointed Public Health Officer, Dr. Eric G. Handler, started duties on August 1 and immediately hit the ground running. During his first month on the job, Dr. Handler was faced with two significant public health issues – this year's first confirmed Orange County cases of West Nile Virus and several cases of a highly unusual lung fluke infection which originates from eating raw or undercooked freshwater crabs.



HCA Director Julie Poulson welcomes new Public Health Officer, Dr. Eric Handler.

"We were fortunate to have

someone of Dr. Handler's experience and leadership to join the County organization and to guide the Health Care Agency's work on these two public health issues," said CEO Thomas G. Mauk.

Dr. Handler's career includes extensive experience in clinical and academic medicine as well as public health. He recently served as Chief Medical Officer for the Boston Regional Office of the Centers for Medicare and Medicaid Services. From 2000-2003 he was the Chief Medical Officer for the Florida Department of Children and Families. His public health experience also includes serving as the Deputy Secretary for Children's Medical Services in the Florida Department of Health from 1996-2000.

Dr. Handler's excellent qualifications were the key to his selection, according to Health Care Agency Director Julie Poulson. "Dr. Handler brings broad experience to this important position gained through a balanced career in clinical, academic and administrative roles," said Poulson.

A native of Los Angeles, Dr. Handler received his Bachelor of Arts degree from the University of California, Los Angeles and his medical degree from Chicago Medical School. He received a Masters in Public Health from UCLA and is a Fellow of the American Academy of Pediatrics. He returned to California for his pediatrics internship and residency at L.A. County-USC Hospital and completed a Pediatric Rehabilitation fellowship at Rancho Los Amigos Hospital.

"I'm excited for the opportunity to serve the residents of Orange County in promoting healthy people and families as well as healthy communities and environments through compassionate care, education and prevention," said Dr. Handler.

# John Wayne Airport Flies to Excellence

Imagine that 16,000 people have arrived at your door and that you have to confiscate and dispose of all their water bottles, lotion, shaving cream, toothpaste and other liquid items they thought they could bring with them. That's exactly what happened at John Wayne Airport (JWA) on August 10, the day that a plot aimed at airplanes headed to the United States was uncovered in Great Britain.

On that day, baggage check,

ticketing and security screening lines at JWA stretched to their longest since 9-11. Travelers were confused and concerned about the new security procedures, and the entire JWA team responded with efficiency and sensitivity to confront the unanticipated challenges.

The JWA Operations team coordinated with the Transportation Security Administration (TSA), Airport Police Services and the airlines serving JWA to keep traffic

uncongested and passenger

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Airport Communication Operators
Dina Hall and C.J. Cowan handle incoming phone calls and paging activities in JWA's CommCenter.

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lines moving. Operations is responsible for compliance with Federal security directives, including those imposed at a moment's notice.

Airport Communications Operators quickly made announcements over the terminal messaging system and the telephone about the new security restrictions. Operators received almost 1,000 phone calls at the CommCenter that day - about four times the normal volume. JWA's web site, www.ocair.com, received more than 10,000 hits on August 10, up from an average of 3,500 per day.

The Maintenance Department was also dealing with unusual challenges. They rapidly placed extra trash bins throughout the security screening area for all the unexpected trash. To add to the day's complications, some of the trash items, such as aerosol cans, had to be separated for special handling.

About 20 line and management staff rapidly reported to the terminal to provide whatever assistance they could. During the day, JWA staff clarified the new regulations for uncertain passengers, pushed wheelchairs or strollers and comforted worried visitors.

"We recognize that the security of our passengers is a huge responsibility - one that we take seriously," said Airport Director Alan Murphy. "The entire Airport team, working together, makes us successful on a normal day – and on the days when we face unanticipated challenges like we had on August 10. I am extremely proud of the Airport and our employees."



Tim Swing, JWA Operations Officer, keeps a close eye on airfield activities.

On August 22, the Board of Supervisors presented a resolution to JWA employees in recognition of their exemplary and customer-focused response to the challenges of August 10.



### Coastal Cleanup Set for Sept. 16

The 22nd annual Coastal and Inner-Coastal Cleanup Day will be held September 16 from 9 a.m. – noon at beaches and waterways throughout Orange County.

Since the program began in 1985, nearly 700,000 Californians have removed more than 10 million pounds of debris statewide. Thanks to a partnership with The Ocean Conservancy's International Coastal Cleanup effort, this day generally becomes the largest volunteer event of the year. Throughout Orange County, new sites have been added to allow as many people as possible to help stop the spread of pollution by removing trash from local beaches and waterways.

To participate, simply show up at one of the drop-in locations posted on the following web site:

http://www.ocparks.com/newsroom/default.asp?Show=1001375&subshow=A

For more information, contact Sara Girard at 949.923.2252 or visit www.ocparks.com.

### 2006 United Way Events Kick Into Gear

#### Sept. 27 - Leadership Breakfast

Start your day right with an appetizing breakfast to kick-start this year's United Way Campaign at the Anaheim Convention Center. Tickets are \$30 after Sept. 6 and at the door. Opportunity drawing and silent auction will take place. For more info: http://ocintranet.ocgov.com/unitedway/Events/Sept06/UWLeadershipBreakfast.pdf.

#### Sept. 28 - Grand Ave. Kick-Off

Get in on the action at the Mardi Gras Kick-Off at 1300 S. Grand Ave., Santa Ana. Savor delicious barbecue and observe classic and modern automobiles at the third annual car show. For more info: http://ocintranet.ocgov.com/unitedway/Events/Sept06/United Way Flyer Mardi Gras20061.pdf.

#### Oct. 5 - Civic Center Kick-Off

Shiver me timbers, mateys! Hold onto yer eye patches and walk the sea o' booths at this year's Pirates of the Pacific Civic Center Kick-Off Rally. Aye, there be lots a food and drink, lively entertainment and a chili cook-off. Watch as Department Heads walk the plank in this year's dunk tank. For more info: http://ocintranet.ocgov.com/unitedway/Events/

Oct06/2006UnitedWayKickOff.pdf.

#### Oct. 7 - County Family Picnic

Bring your family to the first-ever County picnic at Irvine Regional Park in Orange. A winning team will be declared for the competitive games and artisan trophy awarded. Music, midway games and more. Buy your midway game tickets now for a discounted price. Carl's Jr. vouchers are also available for pre-sale. For more info: http://ocintranet.ocgov.com/UnitedWay/UWdayPark.asp.

#### Oct. 9 - Golf Tournament

County golfers will tee-off at the Green River Golf Course at 8 a.m. The County foursome with the best score will win a year-round trophy for display at their department until next year's tourny. Greens fees are \$100, which includes 18 holes with a cart, lunch, goodie bag, ticket for the opportunity drawing and silent auction participation. For more info: http://ocintranet.ocgov.com/unitedway/Events/Oct06/GolfFlyer\_100806.pdf.



The 2006 United Way tourney will be held on Oct. 9 at Green River Golf Course. Practicing their golf swings are (from left) Bryan Speegle, Director of Resources and Development Management Department (RDMD); Dana Ohanesian, RDMD; and Herb Nakasone, Director of RDMD/ Public Works.

# Oct. 19 - Lamoreaux Justice Center Mini-Rally

Experience mouth-watering barbecue, taquitos and more tasty delectables at this year's Lamoreaux Justice Center Mini-Rally. The average cost for a food plate is \$5. Booklovers will enjoy the book sale with a variety of genres and titles. For more info, e-mail

Cynthia.Contreras@ocprob.com.

# **Probation Opens YLA**

The Probation Department's long awaited Youth Leadership Academy (YLA) is now open bringing the seven year project to fruition. The YLA is adjacent to Juvenile Hall and serves a low-risk, minimum security population of male and female offenders between the ages of 14 and 18. The treatment program for YLA is based on a "values curriculum" that concentrates on fostering self-discipline, self-esteem, self-worth and self-trust. Funding for the YLA facility came from an \$8.4 million grant awarded by the Corrections Standards Authority (formerly known as the Board of Corrections).



Charles Beal (Resources & Development Management Department), stands in the Right of Way Engineering office. Beal won the Orange County History Test featured in last month's *Connection*.

### And the Winner Is...

While he may be an Engineering Technician Specialist with the Resources and Development Management Department (RDMD) during the week, Charles Beal satisfies his zeal for history on the weekends scouring local cemeteries for Civil War Veterans' gravesites.

So it is no surprise that Beal's interest was stirred when he came across the Orange County history quiz featured in the last *Connection*. Using his knowledge and online resources, he was able to correctly answer 13 questions out of a possible 15.

Beal started with the County in 1978 in the Sheriff-Coroner's Department where he served as a Deputy Sheriff until 1982. After having earned degrees in criminal justice at Santa Ana College and Cal State Fullerton, he returned to the County in 1988 in the Survey Division of the Environmental Management Agency, currently a part of RDMD, and moved to RDMD/ Right of Way Engineering in 1999. He has since returned to college to complete other courses in land surveying.

Local history took on a new dimension for Beal in 1993 when he began researching his genealogy and ancestors who fought in the Civil War. His passion grew and eventually drove him to become involved with the local chapter of Sons of Union Veterans of the Civil War. Through his involvement and research, he learned that there are 784 Civil War soldiers buried throughout nine local cemeteries.

Over a period of two years, Beal has surveyed and plotted 507 graves of Civil War soldiers using Global Positioning System (GPS) technology. And he vows to do the same for the remaining 277. Beal has even gone so far as to apply to the U.S. Department of Veterans Affairs (VA) to send a first-ever headstone for a few of the soldiers who were lying in unmarked graves. Other gravesites that had damaged headstones have received new replacement markers, courtesy of the VA and a result of Beal's persistence.

#### And the Runners-Up Are...

Ask.the.CEO received many responses to the Orange County history quiz. Thank you to everyone who participated in the contest.

Two County employees tied for runner-up. They are Gerardo A. Morales from Social Services Agency and Sallie Jones from RDMD. Both answered 11 of the 15 questions correct.

#### Get The 411 On OC

#### **Public Administrator/Public Guardian**

- 1. The offices of the Public Administrator and the Public Guardian (PA/PG) were combined in 1968. Today, there are more than 70 employees who work diligently to provide last resort protection, assistance and management of the affairs of resident decedent (deceased person) estates and residents unable to manage their business for themselves.
- 2. Together, the two offices receive more than 2,100 referrals per year which regularly results in the administration of more than 250 decedent estates for the Public Administrator and more than 1,000 full conservatorships for the Public Guardian.
- 3. More than \$35.8 million in interest-bearing accounts is managed by the PA/PG. The figure is approximate since it fluctuates regularly.
- 4. Last year, the office collected more than \$12 million at real property and personal property auctions to benefit decedent and conservatee estates.

To get more of the 411, visit <a href="http://papg.ocgov.com/public/">http://papg.ocgov.com/public/</a>.

# Check Your Answers to OC's History Quiz

1. In what year was the County of Orange formed?

#### 1889

2. When the County was formed, which city - other than Santa Ana - campaigned to become the County seat?

#### City of Orange

3. Who was the first Chief Administrative Officer of the County?

Robert E. Thomas. A frequent reply to the quiz was William Spurgeon, who was the first First District Supervisor.

4. How many counties in the United States share our name? In what states are they located?

# Seven (Eight including CA was also accepted.)

- Florida (FL)
- Indiana (IN)
- New York (NY)
- North Carolina (NC)
- Texas (TX)
- Vermont (VT)
- Virginia (VA)
- 5. In what year did the Old Orange County Courthouse sustain severe damage from an earthquake which resulted in the removal of the cupola?

1933

6. What Orange County city was formerly known as Dairyland?

#### City of La Palma

7. There has only been one city that was incorporated and disincorporated prior to its absorption into other cities. Name this "ghost city" that now lies in parts of Fullerton and Anaheim.

#### City of Orangethorpe

8. The oldest incorporated city in the County is

#### City of Anaheim

9. What was the year of the first Orange County Fair?

#### 1890

10. What year did the present JWA (known then as the Orange County Airport) open?

#### 1941

11. Give the current name of the first county park.

# Irvine Regional Park (then called Orange County Park)

12. Name the Orange County citizen who first developed the boysenberry.

Rudy Boysen. The owner of Knott's Berry Farm, Walter Knott, was the first to have success in marketing the berry for retail sale.

13. The Board Supervisor who held a 30-year tenure (the longest ever in Orange County history) is \_\_\_\_\_

#### Willard Smith

14. In what year was Mission San Juan Capistrano founded?

#### 1776

15. Name the youngest city in the County.

#### City of Aliso Viejo





## 30 Years

### Danny Wassenaar

**Auditor-Controller** 

#### **Linda Pringle**

Housing & Community Services Department

#### **Thomas Beckett**

County Executive Office

#### Kameel Renner

Health Care Agency

#### **Ron Nichols**

**Probation** 

#### Sandy Bloore

Social Services Agency

#### **Chris Dureiko**

District Attorney

#### **Douglas Coburn**

Resources & Development Management Department

### 25 Years

#### Kim Dinh

**District Attorney** 

#### **Diana Medina**

**District Attorney** 

#### **Ann Murphy**

Child Support Services

#### **Kay Cantrell**

Health Care Agency

#### James R. Ray

**Health Care Agency** 

#### **Olga Maldonado**

Sheriff-Coroner

#### Steven Kalmikov

Sheriff-Coroner

#### **Mike Colver**

**Sheriff-Coroner** 

#### John B. Davis

**Sheriff-Coroner** 

#### **Brian Heaney**

Sheriff-Coroner

#### **Bruce Jacobs**

Sheriff-Coroner

#### **Jay Leflore**

Sheriff-Coroner

#### **Gayle Alfriend**

Social Services Agency

#### Lien Tran

Social Services Agency

#### **Rosa Campos**

Social Services Agency

#### **Monica Gillis**

Social Services Agency

#### **Daryl Chamberlain**

Resources & Development Management Department

#### **Ronald Bryant**

Resources & Development Management Department

#### **Joe Hurley**

Resources & Development Management Department

#### **Sandy Williams**

District Attorney

#### **Tom Waldron**

Resources & Development Management Department



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