



New HCA Director Up To The Challenge



David Riley brings over 30 years of experience with the County of Orange to his new position as Director of the Health Care Agency.

The word “challenging” comes up frequently in conversation with new Health Care Agency Director David Riley. The challenges associated with the professional positions he has held during a 33 year career with the County of Orange have helped to prepare him for his new responsibilities, which will be filled with the challenges of meeting growing health care needs during difficult economic times.

Riley originally intended to attend law school after graduating from California State University, Fullerton with a Bachelor’s Degree in Business Administration. However, he accepted a staff aide position with the Probation Department while still in college, attracted by the prospects of a shorter commute and a 25 cent per hour raise over his previous job as a recreation leader in the City of Cypress. For six years, Riley served in positions with Probation, the County Administrative Office and the Human

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Cogeneration Power On Its Way To Civic Center

Until construction of the Cogeneration (cogen) plant began in 2007, most County employees probably didn’t even know there was a County staff of electricians, operators and mechanics who have for 41 years made sure the County, city, state and federal government buildings in the Civic Center Campus had heat or cool air. Every member of the cogen team has an average of more than 20 years experience running the large boilers and chillers in the Central Utility Facility (CUF).

In the late 1990s when Southern California was experiencing electrical brown-outs, Facilities Operations’ managers reviewed the plant and concluded the County could produce its own electricity. In 2004, the County began design and construction on the conversion of the existing CUF to produce electricity through the power of cogen.

Designed for electric reliability, the new County cogen plant has been constructed adjacent to the existing plant and will provide electric power to County Civic Center buildings. The CUF will operate in parallel with Southern California Edison power. In the event of a power failure from cogeneration electric production, all County buildings will immediately receive Edison power. The plant’s new cogen turbine engines operate at almost 15,000 RPM and can produce up to 10.4 megawatts of electricity. That is enough power for 8,600 homes, based upon average home use of 10,665 kilowatt hours per year.

The new cogen plant also stores natural gas compressors that condense gas to 250 pounds per square inch and drive the turbines. The turbine

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Services Agency before joining the Health Care Agency (HCA) in 1983.

His first experience in health care was as Program Manager for Maternal and Child Health, a position he described as having a steep learning curve. The new experience of working with a multi-disciplinary team of health professionals seemed to be a good fit. "I really enjoyed trying to develop programs that helped people and enjoyed working with health professionals who were very dedicated people." Prominently displayed on his office wall is a certificate of appreciation from the Supervising Public Health Nurses who were in charge of clinic operations. While he left that position in 1986, Riley and several of those individuals still meet for lunch a couple of times a year and he fondly remembers those he credits with "training him" in public health.

Each of his assignments with HCA has presented new learning experiences, from the importance of team building to learning how to work in a challenging environment, such as directing medical services within the County's jails. In 1995, Riley was promoted to serve as HCA's Chief Financial Officer, where he learned the intricacies associated with financing health programs. "Coming into financial management tied it all together, because I was already sensitive to program needs."

Riley also credits recently retired HCA Director Julie Poulson with playing an important role in his career. "I had the opportunity to first work with Julie when she was a Division Manager and we had a very positive collaborative relationship. I worked with one of the very best when it came to skills and values. She was great at forming a team." During her tenure as HCA Director, Riley served as Assistant Agency Director from 2003 until March 2009, when he became the agency's Interim Director.

The challenges posed by current economic difficulties have resulted in what Riley believes is one of his most significant accomplishments, the strategic reduction of HCA costs by \$30 million dollars while preserving essential services and jobs for agency staff. HCA's ability to weather the economic storm

has also been in part due to another of Riley's accomplishments, the creation of realignment reserves in the late 1990s, when he served as Chief Financial Officer. He's also proud of the restructuring efforts that have transformed the Medical Services Initiative (MSI) into a managed care program, as well as the effort to secure additional funding for MSI.

Among the challenges that Riley will face as HCA Director are the implications of national health care reform for public health care programs and the response to emerging diseases like H1N1 flu. According to Riley, the Health Care Agency is fortunate to have an outstanding group of executive managers, many of whom are statewide leaders in their fields, as well as dedicated program staff throughout HCA's service areas. And while he has worked for the same agency for 26 years, Riley says the challenges unique to each of the positions he has held allow him to say he has certainly not been bored since joining HCA in 1983. ■

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combustion engines, often referred to as aircraft engines, produce electricity and heat. The excess heat from the turbines is sent to the heat recovery steam generators (HRSG), which are often called boilers. The HRSG technology is similar to an old fashioned steam train. The generators produce steam to power the existing chillers that produce cold air for air conditioning in the summer and heat for warming buildings in winter.



(From left) Dennis Seasock, Jason Asch, Scott Golueke stand in the original Central Utility Facility building. [Click here to see slideshow.](#) (If a security window appears, select "allow.")

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Over the last year, more than three miles of new piping was installed to heat County buildings and 41 miles of new electrical wire was installed for power. The project will be completed in October, when the CUF will begin to supply its own electricity to the OC Civic Center.

Below is the list of buildings that will be powered by Cogen:

Hall of Administration (Building 10)
Hall of Finance & Records (Buildings 11 & 12)
Public Defender Building
Old Social Services Building
County Courthouse
County Law Library
Superior Court Civic Complex Center
Central Utility Facility
County Sheriff's Department Headquarters
Civic Center Jails
County Coroner
Osborne Building
Sheriff Forensic Science Building
Twin Towers Parking Structure
Courthouse Parking Structure
Transportation Civic Center Garage



Electricians and mechanics work in the new cogeneration turbine hall where electricity will be produced to power OC Civic Center buildings. [Click here to see slideshow.](#) (If a security window appears, select "allow.")

Dependent Eligibility Audit Begins in August

Beginning August 17, the County will conduct a dependent eligibility audit as a part of continuing efforts to curb the rising cost of health care coverage.

The County has retained Aon Consulting to conduct this audit, with additional details to be provided by letter. During the audit period, which concludes September 14, employees and retirees will be required to provide a signed affidavit as well as copies of requested documentation confirming the eligibility of dependents for coverage under County of Orange health plans. The types of documentation that may be required include marriage licenses, birth certificates, legal guardianship documentation and student records.

It is also important to note that failure to respond with complete information will result in the removal of dependents from County health plans effective January 1, 2010. Once removed from coverage, eligible dependents cannot be re-enrolled until the 2010 open enrollment period and their benefits would not become effective until January 2011 (unless there is a qualifying event as defined by IRS regulations).

All communications relating to this audit will be mailed to the home address that the County currently has on file. If you have moved recently and have not updated your address, please contact your department HR/Payroll representative with the new information as soon as possible.

Employee Mentor Program Helps Students in Fundamental Subjects

Each academic year, a group of County employees donate a slice of their time to mentor students at an elementary school located in one of the poorest and most densely populated neighborhoods in Santa Ana. Through giving up one lunch hour a week, participants in the Pio Pico Elementary School Mentor Program have helped children improve their reading, grammar and basic math skills.

In a thank you letter to mentor Sera Levy from the Human Resources Department, a 5th grade student shows her appreciation for Sera's mentorship by writing, "You help the world by helping children who need help and want to make better decisions. When I grow up I want to be like you."



Volunteer mentors donating a small amount of their time this past school year received big praise and thanks from their students in the form of letters, cards, poems and songs.

The Pio Pico mentorship program underwent a format change this past academic year due to budget reductions. Under the previous program, mentors worked with children in a one to one environment focused on reading comprehension. The new program allows mentors to pick the subject they wish to teach, including physical education, and share their knowledge with a group of students. Since not all mentoring sessions can be scheduled during the traditional lunch hour, County managers are encouraged to allow for flexible lunch hours whenever possible.

OC Community Resources employee Dave Southern has volunteered for six years, alongside his wife, Elizabeth Bean from OC Public Works. "The kids are so enthusiastic about having mentors in the classroom," said Southern. "I've seen definite improvements in their reading skills, which will ultimately continue to benefit them for the rest of their lives."

Teachers at Pio Pico, located approximately 1.5 miles from the OC Civic Center, have noted how the students are very receptive, eager to learn and thrive on the attention they receive from their mentors.

During the 2008/09 school year, 63 employees from the following agencies/departments served as volunteer mentors: Alternate Defender, Assessor, Child Support Services, Clerk of the Board, County Counsel, OC Community Resources, County Executive Office, District Attorney, Health Care Agency, Human Resources Department, Probation, Public Defender, OC Public Works, OC Sheriff's Department, Social Services Agency and OC Waste & Recycling. Since 1998 more than 1,200 County and Superior Court employees have participated in the program serving students who were working below grade level.

"I encourage anyone to participate in the program," said Levy. "It is such a small time commitment for such an inspiring and fulfilling experience. Mentorship will fill your cup."

Academic mentors are not required to have a college degree or background in teaching, simply a desire to help children with very basic reading, grammar, comprehension and math skills. Employees are also not required to be bilingual or have previous experience working with children. Employees can easily cancel a mentoring session when scheduling conflicts occur due to unexpected meetings, vacation days or project deadlines.

For more information or to sign up for the 2009/10 school year, contact Jane Dawson at (714) 834-7440 or Jane.Dawson@ocgov.com.

County Ranked 4th in 2009 Digital Survey

The 2009 Digital Counties Survey is an annual study by the Center for Digital Government and the National Association of Counties (NACo) that identifies best practices and recognizes counties throughout the nation for exemplary digital service to their citizens.

Based upon the responses to 85 questions about County Information Technology (IT) services and applications, the County of Orange has tied for this year's 4th place award when rated against others with populations of 500,000 residents or more.

Some of the distinct categories that were ranked include:

- Online Services and Applications, including [AlertOC](#), [AccessOC](#), [BidSync](#), [Property Tax Assessment and Information](#), [Electronic Fictitious Business Name Search and Filing](#), and [Reservations for Park Campsites and Shelters](#)

- Modernization efforts planned for implementation within the next 12-24 months, including upgrades to CAPS+ and the Assessor Tax System/Property Tax Management System
- Economizing Efforts, including [Budget Savers](#) and the formation of OC Community Resources through department reorganization

"Across a broad spectrum of service and budgetary challenges, the County is very proud to achieve 4th place in the National Digital Counties Survey, as compared to placing 10th last year," said Mahesh Patel, Assistant Chief Information Officer. "This achievement was made possible by the efforts of staff countywide to improve IT governance, business collaboration, strategic planning, and technology implementation."

For more information, please contact Martha Campbell at (714) 834-7028 or Martha.Campbell@ocgov.com.

Director of Internal Audit Wins Prestigious Award for Ethics Article

Orange County's Director of Internal Audit, Dr. Peter Hughes, CPA, has been selected to receive the Hubbard Outstanding Achievement Award from the Association of Certified Fraud Examiners (ACFE).

The award is presented annually to the author of an article published in the organizations' Fraud Magazine and is named in honor of Dr. Thomas Hubbard, a former Regent and Professor of Accountancy at the University of Nebraska. Dr. Hughes was selected to receive the award for an article he co-authored, which was entitled "Ethics Programs: Ethics Pays in So Many Ways." The article appeared in the magazine's July/August 2008 edition and demonstrated that sound ethics programs can strongly influence the decisions of consumers, prospective employees and investors. The award was presented July 14 during ACFE's 20th annual

Fraud Conference and Exhibition.

Dr. Hughes has served as the County's Director of Internal Audit since July 1999, when he was appointed to the position by the Board of Supervisors.



Dr. Peter Hughes, CPA, Director of Internal Audit

County Workers “Think Big” at the 2009 OC Super Fair

Visitors to the 2009 OC Super Fair, underway through August 9, can take a 3-D journey through the human brain at a new movie exhibit starring “Weird Al” Yankovic and enjoy a variety of food, carnival rides, contests and more.

Employees and volunteers from Assessor, Clerk-Recorder, OC Community Resources, Health Care Agency, John Wayne Airport, Registrar of Voters, Sheriff-Coroner, Social Services Agency and OC Waste & Recycling are available in some capacity throughout the event to greet community members and discuss the many services that the County provides to its residents.

This year, participating agencies and departments have had the flexibility to staff booths inside the newly-constructed East Breezeway Building or to alternatively stock informational kiosks with brochures and giveaway items.

In other related OC Fair news, the Lunch Bunch Quilters from OC Public Works placed second in the annual quilt competition with a piece depicting Paul Bunyan and his blue ox. To learn more about the 2009 OC Super Fair, please visit <http://ocfair.com/2009/>.



(from left to right) County employees Roy Freeman, Holly Felipe and Ralph Sanchez welcome visitors to the John Wayne Airport exhibit booth at the 2009 OC Super Fair. [Click here to see slideshow.](#) (If a security window appears, select “allow.”)

CAPS+ Upgrade Goes Live

The County’s new CAPS+ Financial and Purchasing Upgrade went live on July 1, and before the month had ended, over 55,000 transactions had already been processed.

Launching the new CAPS+ system was a major undertaking for the County, with 2,300 users set up to perform 90 different roles. To accomplish this, more than 350 training sessions were conducted,

with over 4,700 class participants learning the processes associated with the new system. Auditor-Controller David Sundstrom has compared bringing the CAPS+ project up to “attempting a heart transplant on a runner in the middle of a marathon.” And while the launch has not been without problems, the CAPS User Support Helpline at (714) 834-2437 has been there to assist County staff with any issues that arise. Much of the credit for the successful launch goes to the CAPS+ Project Team and all of the CAPS+ users who have demonstrated what can be accomplished through teamwork.



Auditor-Controller David Sundstrom addressed County staff at the CAPS+ HR/Payroll System Upgrade kick-off.

In May, the Board of Supervisors approved the CAPS+ Human Resources/Payroll System Upgrade, with a kick-off meeting held in June for the team that has begun work on that project. The CAPS+ HR/Payroll system has a go-live date of January 1, 2011, so the upgrade team will be working closely with County agencies and departments to accomplish this new challenge and further develop the system that will guide the County’s business practices for many years to come.

Get the 411 on OC Health Care Agency

- Adult Drug Abuse Services clinic staff together with our community partners provided treatment to more than 23,000 new patients during the past three years.
- Emergency Medical Services created a protocol for Stroke Neurology Receiving Centers, designating nine local hospitals that provide specialized treatment for stroke victims.
- Staff from throughout the Agency, including Health Disaster Management, Epidemiology and the Public Health Lab, coordinated a countywide surveillance, detection and testing effort in response to the H1N1 influenza outbreak. These same staff members are actively planning for the Fall flu season and ongoing H1N1 influenza activity.
- The Medical Services Initiative Program, a safety net for Orange County’s indigent adults, is serving more uninsured, low-income residents than ever before and now provides primary and specialty care services.
- Working with community partners, Public Health Nursing established new outreach and health assessment services for the homeless, including coordinating a Mobile Unit Team that brings medical and social services to the homeless.
- The Environmental Health Division’s Pool Safety Program recently implemented new requirements at public pools to ensure bathers are safe from suction hazards at drains.



Service Awards

For the Month of July

35 YEARS

Linda Brady
Health Care Agency

Steven Welch
Sheriff-Coroner

30 YEARS

Sharon Michaels
Auditor-Controller

Linda Schorer
Auditor-Controller

Rochelle Pierre
Health Care Agency

Francisco Alonso
OC Public Works

Dennis Seasock
OC Public Works

Anthony Small
OC Public Works

David Dorn
Probation Department

William Riddle
Sheriff-Coroner

Terry Todd
Sheriff-Coroner

Betty Young
Sheriff-Coroner

Thomas Dickson
Social Services Agency

Sidney Kysoth
Social Services Agency

Cecilia Tran
Social Services Agency

25 YEARS

Elizabeth Estrada
Auditor-Controller

Vahik Ovanessian
Health Care Agency

Charles Antos
OC Public Works

John Kort
OC Public Works

Locke McFarland
OC Public Works

Scott Priegel
OC Public Works

Mary Grant
Probation Department

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25 YEARS
CONTINUED

Steven Mata Probation Department	Najeeb Siddiqui Clerk of the Board	Mahrooz Ilkhanipour OC Public Works	Farideh Alfi Social Services Agency
Richard Johnson Sheriff-Coroner	Robert Elliot County Executive Office	Lila Yavari OC Public Works	Celeste Bove Social Services Agency
Gloria Solis Sheriff-Coroner	Alice Apodaca Health Care Agency	Olga Echevarria-Lopez Probation Department	Lily Brown Social Services Agency
Andrea Astran Social Services Agency	Anthony Britton Health Care Agency	David Johansen Probation Department	Judith Henneman Social Services Agency
Annette Espitia Social Services Agency	Rosemary Cortez Health Care Agency	Timothy Todd Probation Department	Catherine Kilgour Social Services Agency
Maria Fernandez Social Services Agency	Anthony Martinez Health Care Agency	Sheryl Beasley Public Defender	Tommy Omut Social Services Agency
Jessie Garcia-Beltran Social Services Agency	Donna Smith Health Care Agency	Hong Nguyen Public Defender	Arnell Parker Social Services Agency
Dona Hernandez Social Services Agency	Melissa Tober Health Care Agency	Peter Perera Public Defender	Peter Pembroke Social Services Agency
Manuela Lopez Social Services Agency	Carol Arriola Social Services Agency	Cynthia Sandberg Public Defender	Lorraine Perez Social Services Agency
Margaret Mooney Social Services Agency	Barbara Bossenmeyer John Wayne Airport	William Dow Sheriff-Coroner	Magdalena Sifuentes-Baily Social Services Agency
Loan Nguyen Social Services Agency	Samuel Edwards OC Community Resources	Joann Hoferitza Sheriff-Coroner	Patricia Wiggins Social Services Agency
Gloria Ward Social Services Agency	Beverly McCormick OC Community Resources	Michael La Barbera Sheriff-Coroner	
	Richard Edmond OC Public Works	Valerie Rehnelt Sheriff-Coroner	
	Shawn Etebar OC Public Works	Wayne Rehnelt Sheriff-Coroner	

20 YEARS

- Samuel Chairez**
Child Support Services
- Thomas McCool**
Child Support Services
- Lillian Trevino**
Child Support Services

CONTACT US

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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