

COUNTY NEWS

ISSUE 03 YEAR 09

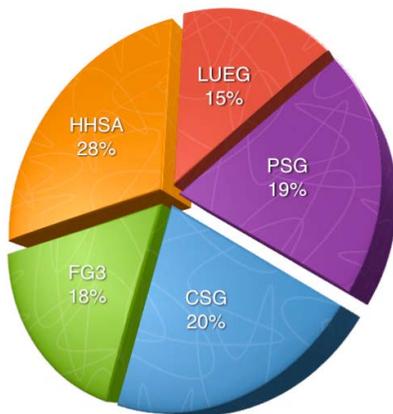
PUBLISHED FOR EMPLOYEES OF THE COUNTY OF SAN DIEGO



THIS MONTH'S ISSUE

State of the County	1
CECO Campaign	1
In Walt's Words	2
Tsunami Education	3
Great Web Sites	4
Gateway Internet Classes	4
Knowledge Worker	6

Despite Shaky Economy, County Employees Open Hearts and Wallets



2008 Group Donations

The odds seemed stacked against them. The economy had taken a turn for the worse and people here and across the country were beginning to worry about spending any extra cash. On top of that, the County Employees Charitable Organization would for the first time solicit donations for its United Way/CECO Campaign without using paper.

Instead, employees would be asked to sign up online. *(Continued on Page 4)*

Chairwoman Jacob Rallies the Troops in State of the County

The outlook is pretty bleak.

The County's revenue has tanked, the state's budget shortfall is forcing the County to make drastic cuts to services, and the employee pension suffered a major loss.

Even so, the County will persevere, Board Chairwoman Dianne Jacob told a crowd of about 400 last month at Cuyamaca College in El Cajon.

"Let me be clear: what lies ahead is treacherous. The good news is County government is in a far better position than most to navigate rough waters."

The County's budget is balanced, and there is money in an emergency fund. And recently, the trusted ratings agency Standard & Poor's raised the County's rating to AAA, which attests to the County's sound financial management.

Jacob highlighted successful County efforts, such as the fight against gangs, the dropping crime rate and the push to use DNA to solve not only murders and sexual assaults, but also robberies and car thefts. She also recognized the recent opening of the 192-bed Edgemore Skilled Nursing Facility, the new cottages for teens at the San Pasqual Academy and construction of the Medical Examiner and Forensic Center. Soon the County will break ground on the new Operations Center.

Jacob didn't sugarcoat the County's challenges.

"The County is staring down a financial triple whammy," she said.



- Local revenues, including sales and property taxes, have taken a \$90 million dive.
- The County's pension fund, a victim of the shaky economy, has lost a staggering \$2.5 billion.
- The state's huge budget shortfall is forcing the County to make severe cuts to state-funded health and social services.

The pension loss amounts to a 30 percent decline. Even if the stock market recovered, Jacob said, the required contribution by the County is expected to triple in the next five years. The current benefits aren't sustainable, she said. So changes will need to be made. Possible options: returning to a two-tiered pension system; increasing the retirement age; and asking employees to shoulder more of their contribution. *(Continued on Page 3)*

MARCH 2009 Calendar of Events

DR. SEUSS'S BIRTHDAY	2
ALBERT EINSTEIN'S BIRTHDAY	14
SAINT PATRICK'S DAY	17
EARTH DAY	20

SUN	MON	TUE	WED	THU	FRI	SAT
1		3	4	5	6	7
8	9	10	11	12	13	
15	16		18	19		21
22	23	24	25	26	27	28
29	30	31				

COC Construction and Parking Update

Through March 13, SDG&E will work on a high pressure gas line relocation on the County Operations Center campus in Kearny Mesa. Construction fences will be established at the start of that day per detailed information below. This work will have an impact on campus parking; overflow parking with a shuttle will be provided at nearby National University.

Farnham Entrance closure: Feb. 23 to March 13, 2009

- All County buildings and the San Diego County Credit Union will remain open.
- All other access gates to the campus will remain open as usual.
- The work will be completed in two sections. The first section will require closure of the North-South campus road from the Farnham Entrance to Building 2. See diagram below.



Overflow parking and shuttle service

- An overflow lot has been leased from National University, at the corner of Ruffin Road and Lightwave Avenue.
- Parking shuttles will run throughout the day from 7:30 am to 5:30 pm.
- Security guards will patrol the parking lot. See diagram below.



(News Briefs continued on Page 3)



In *Walt's* Words

25 Random Things About Me

By now, whether you're a Facebook user or haven't yet waded into the world of social networking, you've likely heard of the phenomenon "25 Random Things About Me." It's this century's version of the chain letter, and it asks that each recipient list 25 facts, quirks, beliefs or aspirations, post it to your public "wall," and then "tag" (or send it to) the person who sent it to you and 25 of your friends.

There are millions of these "25 Things" floating around Facebook. And each is a window – for better or worse – into its author. I thought it would be fun to try one out, and even better to see what County employees might come up with.

So here's my "25 Things." Are you game? Send your "25 Things" to CountyNews@sdcountry.ca.gov, and I'll choose one to print in this space next month.

Here goes...

1. Vin Scully is the greatest broadcaster in any sport at any time in the history of radio or television.
2. My top five movies of all time are: "Ben Hur," "The Godfather," "The Sting," "The Adventures of Robin Hood" (with Errol Flynn as Robin Hood) and "Miracle on 34th Street."
3. My favorite dinner is meatloaf with mashed potatoes and sliced tomatoes (no mushrooms please).
4. I can't build anything, I can't fix cars and I have no aptitude for anything electronic.
5. The person on earth I admire most is my wife, Pam.
6. I am a terrible small talker (not very much fun at a party!).
7. I can sing pretty well, but my 83 year old father can sing me under the table on his worst day (one of the greatest tenor voices of the 20th century!).
8. My favorite fiction author is Vince Flynn.
9. I despise the way media treats government employees. If certain media outlets were as well run as County government, maybe they could actually turn a profit!
10. I wrote a sports column in High School called "Walt's Windup".
11. I've been a Dodger fan for over 50 years and a Laker fan for nearly that many.
12. My nickname as a boy was "Beanie." In high school it was "Wally".
13. It really bugs me when people don't tip servers in restaurants.
14. I believe in God. There's just no way the universe happened by accident.
15. My high school sweetheart was named Dodie.
16. The thing I am most proud of is my three girls.
17. I've seen every "I Love Lucy" show at least 100 times.
18. I hate eggs, mayonnaise, pickles, avocados (sorry Supervisor Horn!), quiche, coconut and the aforementioned mushrooms.
19. I was blessed with great parents who still have much to teach me today.
20. I have fought insecurity my entire life.
21. My dream has always been to sing the role of the Phantom in "Phantom of the Opera." (I guess some things are just not meant to be.)
22. I loved the movie "Marley and Me" – until the last 15 minutes. (Way too close to home!)
23. My idea of a great weekend is staying at my little cabin in Big Bear with my wife and two dogs. (It's four dogs if my kids bring theirs.)
24. I spent my first 35 years living within a couple of miles of both my grandmothers. No one taught me more about life.
25. The best thing that happened to me in the past year was the birth of my first granddaughter.

Walt

Walt Ekard
Chief Administrative Officer

State of the County
(continued from page 1)

The County will be forced to make other difficult decisions. Three-quarters of the County's operating budget comes from the state. Cuts are expected, but it's still unclear how severe they will be, Jacob said.

The County will have to do more with less, she said. Jacob proposed a sweeping review of the region's fire system to determine what needs to be changed.

Jacob said she would ask the Board and County staff to seek ways to outsource some services to keep them alive.

"We already know that, in some situations, the private and nonprofit sectors can perform services cheaper than government without compromising quality," Jacob said.



Jacob called on County leaders and employees to find innovative solutions to the trials ahead.

"County government is ready for the challenge," Jacob said. "We accept that there will be hardship, but we will cope, not cower. We are determined to emerge stronger on the other side."

An OES 3-D Video Teaches Kids about Tsunamis

Could a tsunami hit San Diego?

Historically, tsunamis have been rare. But offshore faults and offshore landslides are capable of generating locally-damaging tsunamis.

For this reason, it's important that residents and tourists know how to recognize a tsunami and respond appropriately. What better place to start that lesson than in our schools?



Last month at Del Mar Heights Elementary, students watched and danced along to the video premiere of "Tsunamis: Know What to Do," an innovative, educational six-minute animated short film produced by the County Office of Emergency Services (OES).

The County received a \$30,000 grant from the National Oceanic and Atmospheric Administration and the California Emergency Management Agency to produce the video. OES staff developed the storyline and music and character animation was created by Absolute Zero, an Encinitas-based company.

"The best part about this video is that it can be used nationwide to teach our children about how to recognize a tsunami," said OES Director Ron Lane.

"This information is important even to children in our land-locked states because they might vacation or visit beaches in the United

States or abroad. The same safety principles would apply," Lane said.

"NOAA is very pleased to have partnered in the making of this fun and educational video," said Jim Purpura, meteorologist in charge of the National Weather Service forecast office in San Diego.

"The potentially life-saving information in the tsunami video will teach children about how to recognize a tsunami and instill in them the urgency of moving to higher ground."

Classroom lessons on tsunamis have proven to work. Consider Tilly Smith, a 10-year-old British girl, who was vacationing with her family in Thailand in 2004 and recognized the ocean's warning signs from a geography lesson. She was able to warn her family and at least 100 people on the beach to evacuate before three deadly tsunami waves came ashore.

The 3-D animated short is available for viewing on www.ReadySanDiego.org, and on the San Diego County Office of Emergency Services main page under the "kids menu."



Parks and HHSA Host Health Fest

The Department of Parks and Recreation is joining the Health and Human Services Agency to host the fourth annual "It's How We Live!" health and wellness festival on Saturday, March 28 from 9:30 a.m. to 1:30 p.m. at Lindo Lake Park in Lakeside.

Participants can enjoy healthy cooking demonstrations, sample wholesome snacks and get exercise tips from recreation specialists, who will also provide information about recreation resources throughout the county.

The event also will offer free health screenings, including body fat analysis, injury prevention tips, and giveaways such as pedometers and cookbooks.

Other activities at the festival include a rock climbing wall, scavenger hunt, crafts and inflatable jumps.

This year's festival will immediately follow the Lakeside Unified School District's "Run for the Arts," a popular walk/run in the community. "It's How We Live!" will be held at Lindo Lake Park at 9841 Vine St. in Lakeside. Parking and admission are free. For additional information, visit www.sdparcs.org.

Human Resources Puts Workforce Transition Team in Place

The Department of Human Resources (DHR) has assembled a team to assist employees and departments impacted by the current workforce transition activities. To the extent possible, the team will work with the affected employees to identify other County positions they may be qualified to hold. In addition, DHR offers Workforce Support Services, which provides assistance with job placement opportunities within the County, job preparedness workshops, continuance and conversion of health benefits, claiming unemployment benefits and employee assistance counseling.

Foster Kids' "Dragon Organics" Supplies Local Restaurants

Fine local restaurants, including The Lodge at Torrey Pines, the Marine Room and Stone Brewery Bistro, are now buying fresh vegetables and herbs from the San Pasqual Academy's Agricultural Program.

The program, which is doing business under the name "Dragon Organics" in honor of the school's dragon mascot, recently received its Organic Certification from the USDA National Organic Program. In addition to selling produce, Dragon Organics is providing surplus produce to New Alternatives facilities, where some 200 more foster youth are being exposed to fresh, organic vegetables and herbs in their diet.

CECO Contributions (continued from page 1)

"We thought that a drop was imminent," said Adrienne Perry, CECO's campaign coordinator.

There was a decrease in contributions, but only by 2 percent over last year. CECO projects to collect \$383,946 in 2009.

"It just amazes me that County employees are so generous," said CECO President John Rasmussen.

Under the circumstances, department representatives had to be creative. Some planned bake sales, others had penny jars. At Purchasing and Contracting, employees began compiling a staff cookbook to raise money. Agriculture, Weights and Measures held a raffle with items donated from employees that raised more than \$1,000.

County employees' pledges ranged from \$2 per pay period to \$100. Employees can choose to donate to the United Way, CECO, or both.

Last year, CECO raised \$391,545, and received more than 100 applications for grants from organizations, from The Blind Community Center of San Diego to the Elizabeth Hospice.

The average grant was about \$3,000.

"They understand going in that we can't give them a huge amount of money," said Linda Read, CECO's publicity chair. "Though some of them need a huge amount of money."

CECO also made about \$50,000 available to County employees who are struggling with a financial crisis. Rasmussen said CECO will provide a one-time grant to employees to pay such things as funeral expenses, utility bills, mortgage and rent.

"We're taking care of our (fellow) employees," Rasmussen said.

"We've increased the amount going into our crisis fund, which is being used more and more."

Later this month, CECO will recognize the grant recipients at a breakfast at the Kimball Senior Center in National City. A list of grant recipients can be viewed here: http://www.sdcounty.ca.gov/ceco/grant_recipients.html

To learn more about CECO, or to get involved, visit <http://www.sdcounty.ca.gov/ceco>.

To make a donation through Employee Self Service, visit <http://cww.co.san-diego.ca.us/erp/employeesfrv.html>.

Navigating the Internet, and a New Life

There is the Iraqi doctor, weary from treating countless people torn apart by bomb blasts, now searching for a job in the medical profession in San Diego County. And there is the older couple who speak in halting English about learning to use the computer to email their family in the Middle East. There's also Evon Mansour, a 42-year-old El Cajon woman who not too long ago didn't know how to handle a computer's mouse.

"I didn't know anything about the Internet, and now, I have learned everything," said Mansour, originally from Iraq.

They all are students of the San Diego County Library's Gateway/Al-Bawaba Internet Classes, a nationally-recognized program for Arabic speakers offered at five East County locations.



"This groundbreaking work builds a bridge to Arabic-speaking residents, empowering them to build safer, healthier and more prosperous communities with access to the latest state-of-the-art technology and quality library collections," said County Library Director José Aponte.

The free classes cover everything from the most basic – the keyboard, the mouse and turning the computer on and off – to navigating the Internet, including downloading music, sharing photos and videoconferencing. They also learn how to use translating software available on the Library's Web site.

Students are mostly recent immigrants from Iraq, as well as Egypt and Morocco. Instructors lead the class in Arabic, and use a bilingual handbook.

(Continued on Page 5)

TIME

Top 20 Consumer-Related Web sites for 2009

Recently, Time Magazine published its top 50 best Web sites. The Web sites include everything from the best gas prices around the county to reviews on local medical doctors. Out of 50 Web sites, we picked our favorite 20 to highlight.

GAS

Best gas prices anywhere in the county
<http://www.sandiegogasprices.com/>
<http://www.fueltracker.com/>

FINANCIAL

Managing your money for free, bill alerts, budgeting
<http://www.mint.com/#accounts>
Financial social networking site, advice & tips
<https://www.geezeo.com/>

YOUR HEALTH

See how your doctors are rated
<http://www.ratemds.com/social/>
Health news, health recipes, avoiding the flu
<http://www.health.com/health/>
Helpful articles on mental health concerns, divorce, lay-offs, stress
<http://psychcentral.com/>

KIDS

Translate your kids' slang and computer and texting speak
<http://www.noslang.com/>
Choose great books for kids by actually being able to flip through them
<http://www.lookybook.com>

(Continued on Page 5)

TIME

Board of Supervisors

Greg Cox, District 1
Dianne Jacob, District 2
Pam Slater-Price, District 3
Ron Roberts, District 4
Bill Horn, District 5

Chief Administrative Officer
Walter F. Ekard

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Navigating the Internet

(continued from page 4)

Some students have had exposure to computers, said instructor Nawal Alkatib. Others have never handled a mouse or typed on a keyboard.

While Alkatib and other instructors will cover everything from saving documents to using mapquest.com, most students are focused on one thing.

"They want to send e-mail to family and pictures," Alkatib said. "It's easy and it's free."

In the spring of 2005, the Library con-



ducted a needs assessment with community leaders that determined there was a great need for computer instruction and access to the Internet among Chaldean, Iraqi, Kurdish and Arab residents.

The following year, the Library began offering Gateway through a \$55,000 state-administered federal grant that was renewed for a second year. Now, the program is funded by the Library. In June, the American Library Association honored Gateway/Al-Bawaba with the Library of the Future Award.

Gateway through a \$55,000 state-administered federal grant that was renewed for a second year. Now, the program is funded by the Library. In June, the American Library Association honored Gateway/Al-Bawaba with the Library of the Future Award.

TIME

Top 20 Web sites

(continued from page 4)

TRAVEL

How to pick the best floors or rooms in a hotel

<http://www.tripkick.com/>

How to pick best seats on an airplane

<http://www.seatguru.com/>

The best travel guide you'll ever need

http://wikitravel.org/en/Main_Page

Several travel search engines in one Web site

www.travelzoo.com

FOOD & ENTERTAINMENT

Foodies, eat your heart out

<http://www.seriousseats.com/>

How to be in style

<http://www.omiru.com/>

Download music, listen to any radio Internet station & use as a social networking site

<http://www.imeem.com/>

Great recipes, photos and social networking site

<http://www.nibbledish.com/>

MISCELLANEOUS

How to do anything you want to do from rebuilding a car engine to calming your dog while brushing its teeth

<http://www.wonderhowto.com/>

The "new" Google Earth

<http://www.mapjack.com/>

Photo editing made easy

<http://www.picnik.com/>

Valley Center Library Teaches Sword Fighting



Fun events and classes at our San Diego County Library branches are nothing new. Some can help transform you into an artist for example, or a dancer. But for those looking to learn how to handle a blade, just visit the Valley Center branch. We're sure you'll get the point.

County Scores Victories in War Against Drugs

More than 32,000 pieces of illegal drug paraphernalia have been seized over the last few months due to a community effort sponsored by the County. After an October 2008 kick-off rally in Imperial Beach, community and youth groups partnered with law enforcement to push media advocacy and prosecutions related to drug paraphernalia. North County and East County have also held rallies to promote the effort.

With backing from the Board of Supervisors, the push includes the District Attorney, local law enforcement, the Methamphetamine Strike Force and Health Advocates Rejecting Marijuana (HARM). The focus is on expanding enforcement of California Health and Safety Code 11364.7, which prohibits the sale of glass pipes used to smoke meth, crack cocaine and marijuana.

The Health and Human Services Agency's Alcohol and Drug Services program tapped local service providers to assist in community efforts after it was noted that drug paraphernalia sales in the county were increasing. In an effort to reverse this alarming trend, more countywide efforts will be in place throughout 2009.

DPLU Opens Quick Counter



Hoping to help customers with "quick business" get in and out of Building Permit lines faster, the Department of Planning and Land Use (DPLU) launched a "Quick Counter" last month.

DPLU's Building Division likened the Quick Counter to the "Ten-items-or-less" lines in supermarkets. It gives customers with business that can be handled in 15 minutes or less their own line.

Previously, customers who wanted to take care of a minor permit issue --- such as replacing a water heater --- waited in line behind customers who had larger, more complicated and time-consuming permits to process.

(News Briefs continued on Page 6)

DPLU Opens Quick Counter (continued from page 5)

The new counter is getting a 180-day test run and operates from 8 a.m. to 10 a.m. Monday through Friday. The Quick Counter will handle only permits that can be taken care of in minutes, such as: electrical, plumbing and mechanical service upgrades, septic-to-sewer conversions, copper re-piping, gas-line work, water heater replacements and drainage and sewer repair work. Customers will also be able to pay bills, pick up plans and get answers to general questions about the planning process.

The new service is just one of several actions DPLU has taken to improve customer service. Over the last year, the department has introduced online tools to research permit and property histories, apply for permits, check counter wait times, estimate building permit costs and has consolidated its land-use counters.

Sheriff's Department Introduces New Tip Line for Abducted Children

On Jan. 13, National Amber Alert Day, the Sheriff's Department unveiled a new phone line to take information about abducted children. 1-866-KIDSAFE does not replace the 911 emergency phone number, but is a line dedicated to helping law enforcement search for kidnapped children. San Diego County is the first in the state to implement a regional telephone system dedicated to abducted children. All San Diego County law enforcement agencies are participating in this system, which allows for calls to be quickly transferred to the most appropriate agency.

We Are San Diego County Video



The Nuts and Bolts of IRAs

What is a Roth IRA? What is the difference between an IRA and a Roth IRA?

If you don't know the answer to these questions you aren't alone. While the details can sometimes be complicated, here are the basics when it comes to IRA's and Roth IRA's.

An IRA is a retirement account. Earnings are tax-deferred until withdrawals begin at age 59 or older. The earnings of those investments are then taxed once the individual retires and starts to withdraw funds.

A Roth IRA is almost the complete opposite. Individuals can withdraw the principal from their account without any tax penalties or being charged any taxes. The advantage to a Roth IRA is that the earnings are potentially tax-free.

Should you choose an IRA or Roth IRA? Every type of retirement savings plan is designed for a particular type of individual and financial situation. Though the Roth IRA can work wonders for some, it's not always the right solution for everyone. If you suspect that your tax rate will be higher when you retire and you meet the income restrictions, then the Roth IRA is likely right for you.

For example, if your tax rate currently hovers at 25 percent, but you suspect it could be as high as 40 percent by the time you retire, then it's smarter to opt for the tax-free income later rather than sooner. If you don't know what your future tax rate will be, simply look at your current situation. If you believe you're at your peak earning potential and nearing retirement, then you're not likely to increase your income significantly. However, if you're just starting out in your career and on your way up, then you may be better off investing now.

Who can qualify? For an IRA, there are no income restrictions; however you must earn less than \$63,000 to possibly qualify for tax deductible contributions. With the Roth IRA, a married couple filing jointly can earn up to \$159,000 and still contribute to a Roth. These income limitations are for tax year 2008.

San Diego County Credit Union offers both IRAs and Roth IRAs. To speak to financial service representatives about opening an IRA, call (877) 732-2848, or visit one of the 25 branch locations. For more information, visit www.sdccu.com.

Doors Open on New San Elijo Lagoon Nature Center

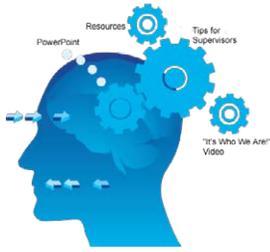
Vice Chairwoman Pam Slater-Price and the Department of Parks and Recreation celebrated the opening of the San Elijo Lagoon Nature Center on Jan. 31. The event, which included building tours, nature hikes, raptor demonstrations and more, drew 2,000 visitors.

The 5,600-square-foot "green" building features a large exhibit space with high-tech exhibits that explain the history of the lagoon, its significance to local ecosystems and the importance of preserving and protecting these precious natural resources. The exhibits also demonstrate water and energy saving methods used in construction and operation of the new building. The building was built to the LEED (Leadership in Energy and Environmental Design) Gold standard of the U.S. Green Building Council.

The project cost of \$5.6 million was

funded by the County General Fund, District 3 Community Project Funds, Proposition 40 bond funds, a Community Development Block Grant and Housing and Urban Development funds.





Are you a knowledge worker?

Well, are you?

If you haven't already, you soon will be hearing this question from your department heads. It's the third quarter topic for the County's GMS 2.0 initiative, which is meant to help

the County prepare for and adapt to our rapidly changing world.

Once again, department heads will gather information from staff

and report their findings to County leadership. The Department of Human Resources is nearly complete in adjusting all the descriptions of County positions to reflect the qualities of a knowledge worker. You can see what it means to be a knowledge worker and what steps you can take to become one here: http://cwww.co.san-diego.ca.us/gms/GMS2_Q3KnowledgeWorker.html.

News Makers

District Park Manager Garners "Friend of the Urban Corps Award"

The Urban Corps management team has selected District Park Manager Jake Enriquez for its annual "Friend of the Urban Corps Award".

Enriquez was selected for his leadership in transitioning the 'Employer of Record' from the California Conservation Corps to the San Diego County Urban Corps for the 2007 Firestorm National Emergency Grant program (NEG). Enriquez demonstrated resilience and dedication to success and was extremely helpful in educating Urban Corps staff on fire recovery tactics, site logistics and radio communications.

The NEG-Urban Corps fire recovery project ran from April to December 2008 and provided 24,000 fire recovery labor hours to the Department of Parks and Recreation. Fire recovery projects took place at Del Dios Highlands Preserve, Lusardi Creek, Hellhole Canyon Preserve, Simon Preserve and Santa Ysabel Preserve.

HCD Works with Families to Gain Self-Sufficiency

Last month, the U.S. Department of Housing and Urban Development awarded the Department of Housing and Community Development (HCD) a \$66,000 Family Self Sufficiency (FSS) Coordinator grant. The FSS Coordinator works with families participating in the County's Housing Choice Voucher (Section 8) rental subsidy program. Currently, 135 families are being served in the FSS program.

FSS has been in existence more than 15 years. In the past 10 years, 215 families have successfully completed HCD's program, with

about \$500,000 having been distributed in escrow accounts to successful participants over the last six years. Participants strive to increase their employment opportunities and eventually break the bonds of dependence on government assistance programs.

As part of the program, FSS families set career and educational goals to increase self-sufficiency. Participants earn escrow accounts by lowering their dependence on housing subsidies through increased earned income.

The FSS Grant funds the staff time necessary to develop program guidelines, recruit new participants, develop self-sufficiency goals with participants, and coordinate resources and services on their behalf. In the upcoming year, the funding will allow staff to continue to develop new resources and distribute to the FSS participants a quarterly newsletter highlighting new opportunities and the positive impacts the program has made in the lives of the participants.

County Library Director Speaks at Educational Summit Conference

In January, Library Director José Aponte spoke at the "Educating Children of Color Summit" in Colorado Springs. The regional conference's theme was "to dismantle the cradle-to-prison pipeline for children of color and children in poverty, through education." Educational professionals, parents, child welfare professionals, juvenile justice officials and youth attended the conference.

Aponte spoke about successful approaches that libraries can take to provide Hispanic children the keys to student suc-

cess, such as maintaining a positive attitude and high expectations; the role of parents and communities; the role of education; the influence of violence, especially gun violence; the plight of immigrants; taking an active role in life, including voting; and communication.

Renowned Book Series Publishes County Veterinarian's Work

The Office of the County Veterinarian recently published a chapter in the internationally-renowned book series, "Veterinary Clinics of North America." The chapter covers the background, challenges and significant impacts that a local diagnostic laboratory can have on animals, agriculture, people and the environment.

Most significantly, the chapter cites examples of the close cooperation between County departments, specifically the Departments of Agriculture, Weights and Measures, Environmental Health, the Medical Examiner's Office and the Health & Human Services Agency, highlighting how the County implements the "One Health/One Medicine" concept to break down traditional barriers between varied fields to successfully meet current and future challenges.

Ver•ba•tim

Amy Chandler (Bonita Branch Library) helped a young man *"find employment when times were rough and I didn't know where else to turn."*

"I am the guy who had just done 11 years in prison. Reintegrating back into society and being a productive citizen seemed like close to impossible. I have never forgotten how you went out of your way to help me find resources and tips on how to start over. Know that you have really impacted somebody's life in a highly positive way."

Officer Julia Bixby (Animal Services) was complimented by a local television personality for the *"extremely professional, kind and efficient way she handled a complaint concerning my dogs."*

"She patiently explained the pertinent ordinance without preaching or being abrupt. She was impressive and very professional. At a time of greater stress among everyone working in government, it was really nice to interact with someone so well suited for her job."

Attorney David Lamb (Public Defender) was praised by the grandmother of one of his clients as *"the best attorney anyone could have."*

"Mr. Lamb is wonderful. He counseled my grandson and explained in understandable terms the number of years he faced if he went to trial. Mr. Lamb had the place spellbound, he presented himself so well. I believe he will go to the top."

Syra Abiva (Payroll Division/Auditor & Controller) was recognized for her excellent internal customer service.

"I just wanted to tell you how much I appreciate all that you do. You are always available to answer my questions and I really appreciate your willingness to help and to share your expertise. You are the best!"

Theresa Alvarado and Sandy Hunter (Library/Books by Mail) were thanked by a customer for their service and diligence.

"During my husband's long illness the books that they made sure I received were a godsend. I spent many, many hours reading to him. It made his day enjoyable and we could both get lost in the stories and not have to think about his pain and illness."

John Kolb (Environmental Health) and Art Gonzalez (Air Pollution Control) were *"instrumental in helping a local manufacturer maintain an aggressive project schedule, enabling the company to meet all completion dates on time and within budget."*

"Their friendly and cooperative personalities, coupled with their detailed regulatory knowledge and highly developed technical skills, are impressive. They provided both our company and the County a 'win - win' cooperative relationship in the extremely important area of hazardous materials management and air pollutant control."

The "Entire" Staff of the Kearny Mesa Family Resource Center (HHSA) *"overwhelmed" a client with their "efficiency, knowledge and courtesy."*

"I have also recognized the degree of caring and concern that I have received today. I leave the office with a true sense of genuine service. I would like to commend everyone that has served me to the highest degree. Thank you for a job well done!"

More KUDOS for the staff at the KMFRC:

"Quyen Dao has been very helpful and courteous every time I've spoken to her. She has a way of making people feel better than their circumstances."

"Ron Tuvera is an excellent employee. He was very gentle, cooperative and polite. He was very patient too. The day I came here he made me feel like no matter what bad experiences you have had with other people, there is still hope and faith to believe that somebody will give you the value that you deserve as a human being."

"Fred Highbaugh makes his clients feel "very important" and he is "kind, helpful and a real 'people' person. It's always a joy to be around someone so pleasant when you are going through a difficult time."

And another client wrote, "I spoke to Fred again and he kindly and helpfully began to assist me and get something done without making it seem like I was ruining his day. That's what service is all about!"

Department of Housing & Community Development KUDOS

Debbie Lewis

"You've been very professional and at the same time very kind and helpful to me. I just wanted to let you know how much I appreciate that."

Ashraf Hassan

"Mr. Hassan was very patient and supportive of my concerns. He had a compassionate manner and treated me with respect."

Clariza Arguelles provided such excellent customer service that her client wrote, *"It was the best interaction with any government employee that I've ever experienced."*

"She was cheerful and courteous. She checked the unit carefully and quickly and asked questions as necessary to supplement physical conditions and operations. Thanks for sending her!"

Kesone Luangvannasy

"I wanted to thank you again for the way you have rushed everything for me, helping to get me and my children into a place. It has really touched me and I really appreciate it."

KUDOS for the Juvenile Division of the Probation Department

The Officers of the Juvenile Court, Chris Flores, Tammy Walker, Hang Nguyen, Noel Hernandez, Diana Leone and Danielle Paulin were commended for being *"professional, courteous, hard-working and extremely conscientious."*

"They are the backbone of this court. Their quick response time to requests, their positive attitude, patience and willingness to help where needed, even if it is not their assignment, makes them an extremely valuable part of the Juvenile Court team. Their support in the courtroom is immeasurable, but not unnoticed nor unappreciated."

(Verbatim continued on Page 9)

[Ver•ba•tim]

(continued from page 8)

The team involved in the Probation Department's 'Breaking Cycles' Program *"changed the lives of a troubled 17 year old and her family."*

"Dr. Therese Reichert helped her to better grasp how the circumstances of her past have contributed to the many of the struggles she had experienced."

"Officer Leann Kowalski was instrumental in insuring my husband and I were included in the rehabilitation process and helped us to prepare for her return home."

"Officer Rebecca Booth was a key component of her success in the Girls Rehabilitation Program."

Officers Tautunu Faapouli, Edward Camejo and Fernando Uribe also helped the guardians prepare for the minor's return home when she was in the Reflections Program.

"The staff worked around the clock with us the entire time. We would not have had any success had they not spent so much time working with us. Tuna (CDPO Faapouli) went so far as to join in on several conference calls on days when he was off or out sick. DPO Camejo and SPO Uribe took the time to ensure that we were better prepared to parent."

"We can attribute much of her success, as well as ours, to the services afforded to us through the Girls Rehabilitation Center and the Reflections Program."

Service Awards

35 Years

David L. Butler (Assessor/Recorder/County Clerk)
Rebecca W. Gallup (Purchasing)
Andrea G. Weil (Health & Human Services Agency)

30 Years

Donna M. Chism Appelquist (Sheriff)
Alberto Borboa (Health & Human Services Agency)
Mary C. Cahill (Health & Human Services Agency)
Donald R. Jordan (Public Works)
Catherine A. Malone (Health & Human Services Agency)
Mary H. Rubalcava (Library)
Donna A. Scott (Health & Human Services Agency)
Bortai T. Shaw (Probation)

25 Years

James E. Armand (Sheriff)
Leila Attar (Probation)
Linda J. Bosley (Animal Services)
Michael H. Brandt (Wastewater Management)
Tyrone Dennison (Planning & Land Use)
James P. Doherty (Sheriff)
Linda C. Gaetan (District Attorney)
Donald B. Holland (Fleet Maintenance Support)
Minda M. Josafat (Auditor & Controller)
Joseph Kelly, Jr. (Auditor & Controller)
David R. Knight (Sheriff)
Felicitia V. Ladao (Health & Human Services Agency)
Emerita C. Liwanag (Assessor/Recorder/County Clerk)
Stephan A. Martinez (Parks & Recreation)
Patricia E. Meade (District Attorney)
Thomas E. Montgomery (County Counsel)
Nancy J. Munoz (Sheriff)
Loreto Newhart (Health & Human Services Agency)
Haydee Nunez (Health & Human Services Agency)
Sally J. Penso (District Attorney)
James Edward Siler, Jr. (Health & Human Services Agency)

20 Years

Jose A. Avila (Public Defender)
Martha L. Baylon-Futterman (Health & Human Services Agency)
Claudia D. Bell (Health & Human Services Agency)
Kathleen B. Cannon (Public Defender)
Henry C. Coker (Public Defender)
Daniel E. DeSousa (Animal Services)
Jeffrey G. Elias (Public Defender)
Mary E. Gaines (Public Defender)
Amelia A. Guingab (Health & Human Services Agency)
Carl L. Hebert (Planning & Land Use)
Anne Marie Jewel (Board of Supervisors, District 3)
Bruce L. Kotler (Public Defender)
Susan M. McInerney (Public Defender)
Debbie I. Moore (Animal Services)
Wilfredo A. Oliveria (Health & Human Services Agency)
Odette G. Ortega (County Counsel)
Emerito T. Pacleb (Planning & Land Use)
Merlita A. Rivera (Sheriff)
Anna M. Savedra (Child Support)
Frances G. Schick (Sheriff)
Donna M. Siwicki (Health & Human Services Agency)
Richard Soares (Health & Human Services Agency)
Christopher I. Swalwell (Medical Examiner)
Lisa M. Worrick (Animal Services)

Retirements

Norman M. Breen (Sheriff)
 Terry K. Brothers (Sheriff)
 Fernando Cabral (Public Works)
 Karen L. Castelan (Assessor/Recorder/County Clerk)
 Rose M. Cook (Health & Human Services Agency)
 Patricia A. Curts (Assessor/Recorder/County Clerk)
 Bea T. Dornon (Superior Court)
 Stephen P. Eaton (Assessor/Recorder/County Clerk)
 Therese A. Eichhorn (Health & Human Services Agency)
 Gary S. Evans (Probation)
 James S. Gohres (Environmental Health)
 Cynthia L. Gregory (Health & Human Services Agency)
 Janet A. Hill (Library)

Donald A. Hokenson (Sheriff)
 Edward W. Kinsey, Jr. (Public Defender)
 Elizabeth E. Marohn (Housing & Community Development)
 Mary L. McSwain (Health & Human Services Agency)
 Francine L. Nickell (Health & Human Services Agency)
 Carolyn E. Nolan (Health & Human Services Agency)
 Jennifer L. Pecore (Superior Court)
 Craig R. Perry (Probation)
 Christopher R. Peter (Health & Human Services Agency)
 William A. Polick (Public Works)
 Gregory J. Smith (Assessor/Recorder/County Clerk)
 Jocelyn J. Tuason (Sheriff)
 Margarita I. Willis (Sheriff)

In Memoriam

Avelio J. Alday (Public Administration, 1997)	1/09
Beatrice A. Babcock, (Health & Human Services Agency, 1994)	12/08
James M. Beard (General Services, 1995)	12/08
Edith A. Boosinger (Health & Human Services Agency, 1978)	11/08
Dorothea R. Brooks (Municipal Court, 1978)	1/09
Ernest C. Brown (Health & Human Services Agency, 1976)	12/08
Hazel N. Camren (Assessor, 1977)	12/08
Estelle G. Cole (Information Services, 1989)	1/09
Robert T. Darby (General Services, 1977)	12/08
Helen L. Flemming (Health & Human Services Agency, 1980)	1/09
Adelaine S. Good (Health & Human Services Agency, 1983)	1/09
Rosemarie Goodrich (County Clerk, 1976)	12/08
Olga G. Griffin (Edgemoor Hospital, 1974)	12/08
Joni Hart (Sheriff, 2001)	12/08
Roberta Humdy (Health & Human Services Agency, 1986)	12/08
Susan Husted (District Attorney, 1991)	12/08
Edith M. Lynch (Health & Human Services Agency, 1985)	12/08
Harold McCormick (Health & Human Services Agency, 2000)	12/08
Kermit McCormick (Sheriff, 1972)	12/08
Anna M. Molay (Health & Human Services Agency, 1982)	12/08
John C. Orr (General Services, 2005)	12/08
Virginia L. Palcic (General Services, 1984)	12/08
Billie A. Smith (Sheriff, 1980)	1/09
Cynthia D. Storrs-Bowles (District Attorney, 1998)	12/08
Robert L. Thomas (District Attorney, 1971)	1/09
Jean Tozer (Health & Human Services Agency, 1987)	12/08
Ray A. Weiss (General Services, 1987)	1/09