

# COUNTY NEWS

ISSUE 01 YEAR 09

PUBLISHED FOR EMPLOYEES OF THE COUNTY OF SAN DIEGO



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## Bright Ideas Win Praise – and Cash



Good ideas – and the brains behind them – were rewarded last month by the Board of Supervisors during the annual Do It Better

By Suggestion awards.

This year 30 County employees received 32 DIBBS awards that amounted to \$19,247. Their ideas were worth \$158,200 in savings to the County.

The County has been rewarding great ideas with DIBBS since 1958. Since then, those ideas have saved the County \$30 million!

(To submit your idea, or learn more about the program, visit [CWW](#) and look for DIBBS under “hot links.”)

The 30 employees fell into three categories:

- **Tangible Savings Award - \$50 to \$20,000**  
This category is defined as a reduction in a budgeted expense or as an increase in revenue. For example: savings in the cost of supplies, equipment, materials or positions.

(Continued on Page 4)

## GREG SMITH SAYS GOODBYE

Chances are, if you haven't met Assessor-Recorder-Clerk Greg Smith, you still know him. He's been as much a fixture of the County Administration Center as the Guardian of Water or the Arbor of Love, which happens to be one of Smith's favorite spots, visible from his first floor office.

Smith often could be spotted quickly striding up and down the halls of the CAC, offering rapid-fire greetings to this person and that one, striking up conversations with people in the cafeteria or on the stairs.

“I've always been a little hyper,” Smith said recently.

After 25 years of roaming the halls – and overseeing an office with the Herculean task of assessing all real and personal property and issuing marriage licenses and certificates of births, deaths and marriage, among other things – Smith retired last month.

The longest-serving assessor in County history and the most-tenured in the state, Smith had two years left on his term. He handed the reins to David Butler, and said he would support Jeffrey Olsen in the 2010 election.

Smith said he was leaving his job because he was given an opportunity in the private sector that he couldn't pass up. Smith declined to say what his new job would be. His last day with the County was Dec. 31.



On Dec. 9, the Board of Supervisors honored Smith with a proclamation declaring it to be Gregory J. Smith Day.

Chairman Greg Cox said Smith, the senior elected official in San Diego County, was a model for elected officials.

“All during his tenure he has been committed to honoring and serving the citizens of San Diego County,” Cox said.

Supervisor Bill Horn said Smith's office has always been the most responsive office to his constituents. Supervisor Ron Roberts said it only took 30 seconds to get Smith on the phone to look into a matter and calm a person down.

Smith was appointed County Assessor in 1983 when his predecessor resigned. He was elected the following year, and re-elected twice more.

(Continued on Page 3)

## JANUARY 2009 Calendar of Events

- SWEARING-IN CEREMONY 6
- ECONOMIC ROUNDTABLE 16
- MARTIN LUTHER KING JR. DAY 19

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### Animal Services & HCD Provide Care, Information at Free Homeless Event

The Department of Animal Services, along with Housing and Community Development (HCD) and the Regional Task Force on the Homeless, participated in a daylong, free event at Golden Hall last month to provide a one-stop shop of services for homeless people. A variety of services, ranging from haircuts to health care, were provided, along with a hot meal and referrals to regional service agencies.

This was the first year that Animal Services staff participated in the Project Homeless Connect event, providing wellness and rabies vaccinations, as well as microchips for pets belonging to the homeless. Volunteer veterinarians from the San Diego County Veterinary Medical Association also provided basic exams and treatment for minor injuries and ailments and the San Diego Humane Society distributed food, leashes, collars and toys for the pets.

HCD provided copies of the "Housing Resources Directory," Section 8 Rental Assistance wait list applications and answered questions about their programs. The event also brought together members of the community, service providers, businesses and other government agencies to address the larger issue of homelessness in the San Diego region. The goal of the event is not limited to basic needs and services, but to help move people closer to being off the streets.

### HCD Employee New Hire Orientation Delivered via Technology

Housing and Community Development (HCD), with help from the Department of Human Resources, created a web-based employee orientation program specific to the needs of HCD.

The Web-based orientation is provided through the County's Learning Management System (LMS) and enables new employees to quickly get up to speed on County and HCD policies and procedures, safety rules, job standards, descriptions of the various work units, and the Employee Handbook and organizational chart. It also includes a welcome letter from the Director.

Delivering traditional, in-person, department-specific orientation can be a drain on training resources. LMS allows for new employees to learn their new job faster.

The employee orientation contains multiple training modules and, through LMS, all modules are now delivered with greater consistency.

(News Briefs continued on Page 3)



## In *Walt's* Words

### I Asked and You Answered

By now you all have celebrated Christmas, Hanukkah, Kwanzaa, the Winter Solstice and perhaps you enjoyed some time off. Happy New Year to you!

Last month, I challenged you with 10 questions in a holiday trivia quiz, with the prize being me. Well, not me exactly. But a visit from me and a holiday song sung by yours truly.

More than 160 of you sent in answers. Many of you were correct. But only one of you won: Edward Abuyen, an Environmental Health Technician with the Department of Environmental Health. Ed's been with the County for two years.

On Monday, Dec. 15, I visited Ed and his coworkers at their office in Trolley Tower downtown. You can watch the visit here:



Below you'll find the answers (actually questions in this year's Jeopardy! format) to the trivia quiz. Several of you answered Question 6 with "What is Wigilia?" Wigilia is the Christmas Eve supper in Poland and shares the tradition with Hanukkah of setting a place at the table for a hungry visitor. I decided to accept both answers, and Ed's submission was the first to answer all questions correctly and in the Jeopardy! format.

Congratulations, Ed. And thanks to everyone who played. I hope you had fun.

*Walt*

Walt Ekard  
Chief Administrative Officer

1. Dick Clark, the longtime – and seemingly ageless - host of "Dick Clark's New Year's Rockin' Eve," is known by this nickname. (Who is the World's Oldest Teenager?)
2. Rudolph the Red-Nosed Reindeer was originally created as a promotional gimmick for this department store. (What is Montgomery Ward?)
3. In the year 800, the prominence of Christmas Day increased due to the coronation of this King of the Franks as Holy Roman Empire, which occurred on Christmas Day. (Who was Charlemagne?)
4. The primary axis of this ancient monument in Britain appears to have been aligned on a sight-line to frame the winter solstice sunset. (What is Stonehenge?)
5. The 1947 classic movie "Miracle on 34<sup>th</sup> Street" centers on this famous department store. (What is Macy's?)
6. It is a generous tradition of this celebration for a family to set a place at the dinner table in case a hungry stranger wanders in. (What is Hanukkah?)
7. During Kwanzaa, these colors honor people, struggle and future. (What are black, red and green?)
8. Eggnog, or Nog – a variation on the word Grog, which meant something mixed with rum – was first consumed by Americans here in 1607. (What is Jamestown, Virginia?)
9. In this country, it's customary to dine on carp on New Year's Eve, and slip a few of the fish's scales into your wallet for good luck in the coming year. (What is Germany?)
10. It's about one pound for the average American during the holiday season. (What is weight gain?)

**Greg Smith Says Goodbye**

(continued from page 1)

In 1994, the offices of the County Clerk and Recorder were rolled into the Assessor's Office and Smith campaigned for the job. He won the election and every one since.

"It's never dull. It's a wild ride. One day is never like the next," Smith said.

Among his proudest achievements:

- Creating five offices around the County to serve the public;
- Donating \$88,500 to the Polinsky Children's Center from the sale of wedding photos;
- Receiving 38 Awards for Excellence from the National Association of Counties and the California State Association of Counties;
- Increasing the percentage of marriage ceremonies performed in San Diego County to 49 percent ;
- Being the first in the state to offer "Weddings on the Web;"
- Overseeing an increase in assessed value from \$55.5 billion in 1983 to \$409.4 billion in 2008 – a jump of 638 percent.

One of his greatest challenges, Smith said, was this year's legalization of gay marriage and then the ballot measure making it illegal. Over the past few months, his office has been re-assessing numerous properties that have dropped in value.

His time in office has given Smith the ability to take the long view. He predicts the local housing market will bottom out in 2008/2009 and begin to bounce back in 2010.

"Foreclosures are now slowing down. Interest rates are coming down to 5 percent. This is San Diego! Values always come back."

Though Smith has left his job, he doesn't plan on disappearing. And he may even return to perform a wedding once in a while.

"This office has been such an important, vital part of my life," he said. "I love this job. I love the people."

The system also helps reduce training costs by eliminating classroom set up. The orientation is self-paced and LMS enables the department to track how much of the orientation has been completed by the employee. In addition, exposing new hires to LMS enables them to better utilize the system for trainings in the future.

**North Region Going "Green"**

Embracing the GMS 2.0 *Continuum of Change Model*, Health and Human Services Agency's North Region is changing how it does business. Incorporating new software, reducing energy consumption and utilizing recycled materials are just a few ways the North Region is working smart.

By using WebEx, a new software program, the North Region is moving beyond the traditional meeting model. Instead of requiring meeting attendees to travel to a central location, North Region is now meeting in a virtual office. Benefits include reducing cars on the road, travel costs and time, while mitigating staffing shortages.

North Region staff are also going green by reducing energy and costs. New satellite offices in North County incorporated "hotel stations" (open work areas) and saved money by making use of recycled office furniture. Chairs from County salvage were reclaimed and refurbished for \$15 each, instead of purchasing new chairs at a cost of more than \$300 each. By reducing the travel time to and from the work site, the satellite offices both help County clients and also maximize employee work time.

**Sheriff's Department Hosts Teddy Bear Drive for Rady's Children's Hospital**

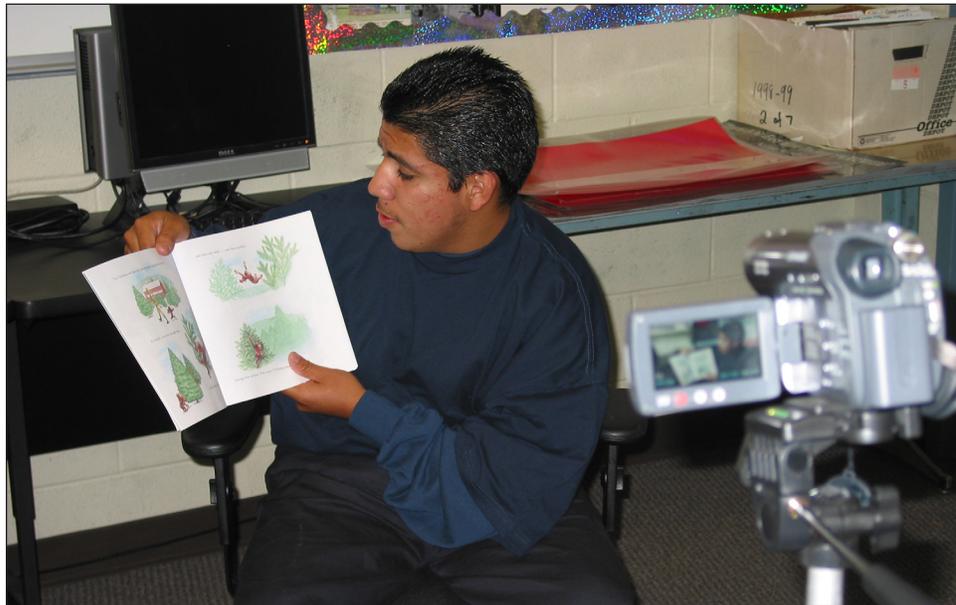
Last month the Sheriff's Department hosted an exciting disbursement of teddy bears to patients of Rady Children's Hospital. A lights and siren caravan of law enforcement vehicles preceded Chargers players and Santa himself, who arrived not by sleigh but by ASTREA helicopter.

The annual event provided about 6,000 teddy bears and toys. The Teddy Bear Drive began in 1991 when Coronado Officer Brian Hardy delivered a carload of teddy bears to the hospital during the holiday season.

It has since grown, with different law enforcement agencies hosting the event each year.

This year's event was a year in the making, with federal, state and local law enforcement representatives meeting throughout the year to acquire the bears and plan the details.

(News Briefs continued on Page 5)



Erick, who is being held in Juvenile Hall Unit 800 along with 25 other boys who await the completion of their court proceedings, reads a book to his younger cousin. Filming him is a representative from United Through Reading, a non-profit organization and partner of the Probation Department. Through the program, volunteers visit Probation's detention facilities once a month and provide books to the detainees to read to younger family members at home. The detainees record them on video and send the DVD and book home to be viewed by the child. Last month, they read Christmas books. Since youth under age 18 cannot visit detention facilities, the reading program allows the detainees to connect with younger family members who do not understand why they cannot. It also helps the detainee realize the importance of the example they set for their younger family members.

## DIBBS

(continued from page 1)

- **Productivity Savings Award - \$50 - \$1,000**  
This category is defined as a reduction in the amount of staff time needed to accomplish a particular task that can be reallocated to another task.
- **Intangible Benefit Award - \$50**  
This category is defined by benefits that cannot be calculated in dollars or time savings.

The winners were:

### Beth Olin, HHSA

Suggestion Title: "Conservator Hearings Closed Circuit"  
\$323 Productivity and \$2,895 Tangible Awards. Savings: \$25,775  
Summary: Ms. Olin suggested having conservator reestablishment hearings conducted via closed circuit televisions from Superior Court locations to state hospitals. This eliminated the need to transport patients from state hospitals and saved staff time.

### Erica Bayles, HR

Suggestion Title: "PeopleSoft Query Applicant Status"  
\$860 Productivity Award.  
Savings: \$17,191  
Summary: Ms. Bayles suggested running a PeopleSoft query to capture relevant data instead of monitoring and screening large amounts of workflow emails. The use of this query saved staff time that had been required to check and screen each individual email.

### Michael Krosky, DPW

Suggestion Title: "Pull Box Security Insert"  
\$50 Intangible and \$6,544 Tangible Awards.  
Savings: \$48,782  
Summary: The soaring price of copper resulted in more copper wire thefts nationwide. Mr. Krosky suggested installing a pull box security insert to prevent copper wire theft from County street lights. The pull box security inserts saved thousands on copper wire replacements and labor to reinstall the new wiring.

### Philip Endrizzi, DPW

Suggestion Title: "AutoCAD License Report Tool"  
\$1211 Tangible Award  
Savings: \$8,073  
Summary: Confirmation for AutoCAD license usage was not previously available. Mr. Endrizzi suggested purchasing software that determines actual AutoCAD license usage. The suggested software revealed savings in expensive licensing costs that were eliminated.

### Steve Jonas, DPW

Suggestion Title: "Improve Archive System/ Eliminate LAN Costs"  
\$50 Intangible and \$1,546 Tangible Awards  
Savings: \$10,304  
Summary: The County is charged for storage space used on the LAN, where graphics projects have been archived for years. Mr. Jonas suggested creating a graphics archive system that does not rely upon LAN storage space. This archive system allows the department to retain a back up of the archived files while savings costs on LAN storage space that was no longer needed.

### Cynthia Wilder, ROV

Suggestion Title: "HAVA Requirement Insert"  
\$537 Productivity Award  
Savings: \$10,748  
Summary: Affidavits of voter registration cannot be processed without complete information. When incomplete information is provided on amended affidavits, subsequent letters are sent to voters. Ms. Wilder suggested inserting the HAVA requirement in the initial letter. This saves both paper costs for subsequent letters and staff time.

### Peter Russell, ROV

Suggestion Title: "Early Ballot Return Drivers"  
\$3,408 Tangible Award  
Savings: \$22,725  
Summary: It is a requirement for the Registrar of Voters to have completed ballots returned to the Registrar's office as early as possible. Mr. Russell suggested assigning Troubleshooters to pick up and deliver the ballots for early

processing instead of recruiting and hiring drivers. This process proved to be more cost effective.

### Daniel Lisle, Sheriff

Suggestion Title: "Farscan Color Coder"  
\$592 Productivity Award  
Savings: \$11,855  
Summary: Microwave Alarm Color Coding was done manually. Mr. Lisle suggested writing a computer program that automatically batches the alarm files to be further evaluated by technologists. This resulted in a reduction in misclassified alarms as well as saved staff time.

These employees won intangible awards:

### Joseph Palmer, APCD

### Gene Seeby, AWM

### Anne Schwartz, Auditor & Controller

### Luigi Diaz, Child Support

### Nancy Lahti, County Counsel

### Martha Pomroy, DA (Received two intangible awards)

### Deborah Jordan and Judy Wonders, HHSA (shared an intangible award)

### Matthew Ray, HHSA

### Stacy Cox, HHSA

### Tracey Hazel, HHSA

### Warren Hoyt, HHSA

### Yvette Navarro, HHSA

### Patricia Arce, Library

### Elisabeth Newbold, Library

### Ebony Polk, Medical Examiner

### Michael Krosky and Theresa Ollivierre, DPW (shared an intangible award)

### Michael Sherman, DPW

### Rosemary Norling, ROV

### Teresa Wiatrowski, Retirement

### Liliaflor Troncoso, Treasurer-Tax Collector

### 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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### BY CHAIRMAN GREG COX

As Chairman of the Board of Supervisors last year, it was my pleasure to visit numerous County work sites and talk with employees about the jobs they do and the many ways they serve the public.

But to get a true sense of the dedication of County employees and the services they provide, you really have to get in the trenches. That's why I recently donned a bullet-proof vest and spent a night with the men and women of the Probation Department's Adult Gang Suppression Unit (GSU) to see first hand what they do all day – or in this case – in the evening.

It was an eye-opening experience.

My night began with an early dinner and a quick briefing by the officers. Our mission for the night was to check in on several documented gang members who are currently on probation to make sure that they were following the rules set forth by the judge that sentenced them.

During the night we "hit" several targets, many of whom live with family members who were none to happy to see the Probation Department stop by for a quick look around and chat.

I was impressed with the tact and professionalism exhibited by all the officers I was with that night. It was clear that they knew their probationers well and had more in mind than just locking them up. There was a genuine sincerity in helping each offender get off probation and become productive members of society. The officers were diligent and thorough in their searches and thoughtful but tough in their conversations with the probationers.

The face of crime has changed and the jobs of probation officers have changed along with it. Before, officers were checking under mattresses for weapons and drugs. But now, they also check MySpace



*From Left: Supervisor Alva Mireles, Deputy Probation Officer Liza Enjambre, Deputy Chief Pamela Martinez, Deputy Probation Officers Darrin Rimmer and Bobby Burns and Supervisor Greg Cox.*

and Facebook accounts of probationers for threats to people and signs of gang activity.

A Probation officer's job requires more than a gun and handcuffs. A good officer must also be a good social worker and a keen detective. Often, the Probation Department is the eyes and ears for other law enforcement agencies. Their job is just beginning when another agency's job is just ending.

They show up at houses with ten or more residents and they have to be very tactful in their approach, while also mindful of their own safety. They go into a house not knowing who may be there, whether weapons may be in the home and what the layout of the place is like.

I want to thank all the officers of the Adult GSU for letting me tag along that night. They exhibited the qualities and standards that we are so proud of, yet too often get taken for granted here at the County. To them I say, keep up the good work and thank you for all you do to protect the rest of us from violence and crime.



*(On left) Andrew Polter, Chief Deputy Clerk of the Board, and Thomas Pastuzska, Clerk of the Board, select their ornaments. The Clerk of the Board's office sponsors the tree lighting and decorating each year.*

*(On right) Lanelle Padilla and Norma Crouch, both Assessment Clerks in the Assessor, Recorder and County Clerk's Office, hang ornaments on the*



*CAC holiday tree after the annual tree lighting last month. Ornaments were provided in exchange for a donation toward the San Pasqual Academy. This year, the "CAC Tree of Hope" raised \$1,085.86.*

### County Plans 25<sup>th</sup> Annual Economic Roundtable

Has the economy hit rock bottom? Is there a turnaround in sight? A panel of local experts will share their observations and predictions during the 25<sup>th</sup> Annual San Diego County Economic Roundtable on Jan. 16.

The roundtable, sponsored by the County, the San Diego Workforce Partnership, University of San Diego School of Business Administration, *The San Diego Union-Tribune* and Qualcomm, is the longest-running local economic forecasting event in San Diego County.

The discussion will cover global markets, employment outlook and the real estate picture. Don't miss this important event!

Attendance is free.

The event will run from 8:30 a.m. to noon at the Joan B. Kroc Institute for Peace & Justice at the University of San Diego, 5998 Alcala Park in San Diego. From 8 a.m. to 8:30 a.m. there will be a continental breakfast and registration.

To reserve your spot, visit [www.sdcountry.ca.gov/fg3/sdertreg09](http://www.sdcountry.ca.gov/fg3/sdertreg09), or call (619) 531-5413.

### INCREASE YOUR AWARENESS, AND YOUR BANK ACCOUNT!

Did you know that Jan. 30 is National Earned Income Tax Credit Awareness Day?

Established in 1975 by the Internal Revenue Service, the Earned Income Tax Credit (EITC) program was created with the purpose of lifting low-income working families and individuals out of poverty. Since the program's county-wide implementation in 2003, more than \$57 million (federal and state) tax dollars have been returned to our communities. To date, the EITC program remains one of the most effective anti-poverty strategies, helping individuals and families to achieve self-sufficiency and greater financial stability.

For tax year 2008, individuals and families may receive between \$438 and \$4,824 from the Internal Revenue Service by claiming the Earned Income Tax Credit. Single filers who earned less than \$12,880 may receive as much as \$438 in EITC. If your family earned less than \$41,646 and you are married and filing jointly with two or more children, you may be eligible for \$4,824 in EITC. Additionally, many families may qualify for up to \$1,000 for each child in Child Tax Credit.

For more information, and to find a free tax preparation site near you, visit the IRS Web site at [www.irs.gov](http://www.irs.gov).

### Encinitas Community Library Selected for Two Architectural Awards

Manuel Oncina Architects, Inc., based in La Jolla, garnered two awards in 2008 for its design of the Encinitas Community Library. California Construction Magazine named the library a "Best of 2008" winner and hosted the honorees at an awards banquet on December 9. The architectural firm also won a Project of the Year Award by the San Diego and Imperial Counties Chapter of the American Public Works Association (APWA).

The library, which opened in February, is owned by the City of Encinitas and operated by the County. The library is the first phase of the City of Encinitas Civic Center Master Plan. The 25,000-square-foot facility overlooks the civic center and boasts views of downtown Encinitas and the Pacific Ocean.

### Children's Mental Health Awarded for Wraparound Services

Children's Mental Health Services (CMHS) is the first organization to win the National Federation of Families award for children's mental health. The award, which honored a decade of CHMS work, was presented at the Federation's 20<sup>th</sup> annual conference held in Atlanta in November.

The success of CHMS is due, in part, to a 1998 grant award dedicated to the Children's System of Care (CSOC). When the grant ended ten years later, CMHS continued to work with the community to seek best treatment practices for children.

The National Federation of Families created this award in honor of Karl Dennis, a pioneer of the wraparound approach to providing youth and family services. A relatively new model of service delivery for children, in particular, the wraparound model considers more than just the isolated issues of the child alone. Wraparound services address the larger context in which the child lives and considers all elements in treating that child, such as possible treatment for the parents, partnerships with educators and law enforcement, and the physical health of the child.

### Public Authority Wins Workplace Excellence Award

The County's IHSS Public Authority has garnered the prestigious 2008 Crystal Award for exceptional human resource practices. Awarded annually by the San Diego Society for Human Resource Management, the trophy recognizes the Public Authority's

(News Makers continued on Page 7)

### Stay Smart During the Recession

During the past few months, we've encountered a housing bubble, credit crisis, a bear market in stocks, significant increase in the unemployment rate and a steady increase in the price of food and other essential items. Here are smart ways to help you survive a recession:

- Spend wisely. Be sure to cut unnecessary spending. If you don't need it, don't buy it.
- Pay down your debt. If you can afford it, pay off all your credit card debts, starting with the highest interest rates. During a financial hardship, it becomes very tempting to use your credit cards. But try your best to use it for emergencies only.
- Continue investing. When the economy is down, money becomes tight and most people stop making retirement account contributions. You may want to give it some serious thought before you stop making these contributions. In fact, during a recession, savvy investors like Warren Buffet consider these conditions as the best time to invest. You will benefit in the long run if you continue to fund your retirement accounts.
- Think long term. Based on statistics, recessions usually last for a period of eight to 16 months. When making any financial decisions, be cautious and conservative. If you don't need the money immediately, you may consider not selling any of your investments. Your financial advisor may tell you to wait and consider selling when the market has significantly improved. This way you can get the most from your investments.

San Diego County Credit Union can help you manage your money through these tough times. Talk to a financial services representative at any one of its 25 branch locations, visit [www.sdccu.com](http://www.sdccu.com) or call (877) 732-2848.

### WHAT ARE YOUR NEW YEAR'S RESOLUTIONS?

Will you be among the throngs of new gym members huffing and puffing on the stair climber this month? Or will you be anxiously chewing Nicorette to stave off the urge to smoke? Perhaps you'll be signing up for an art class or planning your remodeling project.

Whatever it is you're determined to do in 2009, share it with us at County News. We'll print your responses in February's edition. And just because it's in print doesn't mean it's written in stone. There's always 2010...

To share your New Year's resolution, write to [countynews@sdcounty.ca.gov](mailto:countynews@sdcounty.ca.gov).



*When you think integration in pro sports, Jackie Robinson quickly comes to mind, the first African-American to make it to baseball's Major Leagues. But what about other sports? Hockey is dominated by white athletes, but several black players are now in the NHL. In 1958, there was only one ... and his name is Willie O'Ree.*

*O'Ree broke the NHL's color barrier in a brief career with the Boston Bruins. Later, O'Ree played several seasons with the San Diego Gulls and other minor league teams. He recently paid a visit to the County Library branch in Spring Valley. James Kecskes of CTN.org picks up the story from there, in an excerpt from a story running this month on County Chronicles.*

## News Makers

exemplary efforts at hiring the best employees, implementing an effective employee recognition program and emphasizing the employees' work-life balance. The award was highlighted as part of a special *The San Diego Union-Tribune* supplement on Nov. 13.

### Financial Education Program Receives Two National Awards

The Farm and Home Advisors' Office received two national awards for a program designed to teach teens about money management. "Money Talks for Teens" received the top national award from the National Extension Consumer and Family Sciences Association, and from the Association for Financial Counseling, Planning and Education. The program consists of 10 lessons and an interactive Web site designed to increase awareness and good financial decision-making among teens.

### Sheriff's Department Launches a New Anti-DUI Program

With \$530,000 in grant money from the federal Office of Traffic Safety, the Sheriff's Department implemented new enforcement measures to combat DUI-related deaths and injuries. These enforcement activities will target impaired driving offenders and educate

the public on the impacts of impaired driving through DUI checkpoints, stakeouts for repeat offenders and court stings where DUI offenders with suspended or revoked licenses get behind the wheel upon leaving court.

The Sheriff's Department will conduct at least one DUI checkpoint in each of its contract cities. Additionally, there will be 70 saturation patrols. Through warrant and sting operations, deputies will target repeat DUI offenders.

Last year, the Sheriff's Department made more than 1,650 DUI arrests. Its goal is to be even more proactive and, by increasing the number of arrests, reduce the number of DUI related injuries from last year's total of 122, including nine DUI related fatalities.

### District Attorney's Office Receives Workplace Excellence Award

The District Attorney's Office received an award in November from the local chapter of the Society for Human Resource Management, recognizing the department as an outstanding place to work. Awards are given annually to private and public organizations that create "great places to work" through professional and innovative human relations programs.

The office was commended for several

programs, including the "DA University" program, which provides in-house continuing education for employees; the "You Are a Star" recognition and reward program; and its innovative Intranet site, which provides excellence in communication to employees.

The DA's Office was also recognized for its attention to the health and well-being of employees, calling attention to the second on-site wellness center, equipped with gym equipment and classes, which was recently opened by DA Bonnie Dumanis. The centers are free to all District Attorney employees.

### Medical Examiner Receives NAME Accreditation Certificate

The Medical Examiner's Office received accreditation from the National Association of Medical Examiners (NAME) in November. The accreditation will run from October 20, 2008 to Oct. 20, 2013. The accreditation review, which took place on Oct. 20, consisted of a rigorous inspection of the facility and review of the office practices, including the implementation of policies and procedures.

The intent of NAME's accreditation process is to set standards that will aid in developing and maintaining a high-caliber death investigation system.

## [ Ver•ba•tim ]

**Andriana Diosddo, Sandy Woodhouse (ARCC/Realty) and Joe Cruz (Treasurer/Tax Collector)** were described by a customer as "extremely courteous, helpful, knowledgeable and kind."

*"There are not enough words to express how impressed I am. Thanks to them, a difficult task became easier. It is nice to know that there are still organizations that stress the importance of good service and courtesy. It would be nice if all government and business operations were run so well."*

**Deborah Reach (Medical Examiner)** inspired a client to become a TIP (Trauma Intervention Unit) volunteer after he saw how "her compassionate approach had a tremendous impact on the surviving family members."

*"I've been amazed by her intuitive sensitivity to the unique needs of each client. In this case she knew that the family wanted to say goodbye. When the family returned the deceased looked like she was peacefully asleep. This was exactly what a very fragile client needed as the last memory of his wife. The way Ms. Reach handled the 'goodbye' made a huge difference."*

**Hillary Sherman (Public Defender)** changed the way one of her clients felt about the legal system and he wanted her boss to know that "she never hesitated when (he) asked for help..."

*"Ms. Sherman has helped me with anything that I have called or written to her about. Even though I've been on the wrong side of the law for quite some time, your office has shown me nothing but respect and has always been very professional."*

**Pat Nolan (Agriculture, Weights & Measures)** was thanked by the Professional Tree Care Association for "contributing to the success of their 19<sup>th</sup> annual event in San Diego."

*"The audience remained for the entire day, an indication that interest was high. We received many favorable comments related to your presentation. Your work helping out people in the tree care industry has had great impact, especially in the pest management arena."*

**Myrna Escobedo (ARCC/Property Assessment)** deserves an "at-taboy!" according to one of her clients.

*"I called in for help to change my property assessment and I want you to know that a lady by the name of Myrna answered all my questions very nicely and directed me to the information that I needed. She was very professional and helped me a whole lot."*

**Pete Swensen and Gary Evans (Public Works)** "are extraordinarily responsive to community requests for road issues."

*"The members of Keep Fallbrook Clean and Green would like to express our deepest gratitude for their outstanding service. Pete and Gary and their crews have made a huge difference in restoring the natural beauty of our community. Thank you for such efficient, cheerful, competent and hard-working public employees."*

**Eric Gerhardt (Auditor & Controller)** "went the extra mile" to help an employee in another department streamline an Excel spreadsheet to track and chart the data that they were collecting.

(Verbatim continued on Page 8)

*"Eric's help with this project has been invaluable to me. He didn't hesitate for a moment when I asked for his help, and he has gone above and beyond to make this project easier to handle for everyone involved."*

**Officer Curtis Butts (Probation/Work Projects)** was gratefully acknowledged by La Jolla High School for "his ability to supervise and manage his crew."

*"It was such a pleasure to have Officer Butts and his crew on campus to complete many projects that needed attention, including painting, sweeping, weeding and brush trimming. He was nothing short of amazing."*

**Clarissa Rosario (ARCC/Roll Control)** "is a pleasure to work with."

*"Her sense of professionalism has grown and her attention to detail and expectations of the department is to be recognized and commended."*

**Carrie Bishop Massie (General Services/Facilities Management)** was recognized for "going above and beyond" for the County Technology Office.

*"In the last two years, we have performed several major infrastructure upgrades throughout the County. Whenever Carrie Bishop was involved, we always met our schedule, no matter how little time she had to assess and complete the work. She always exhibited excellent customer service and professionalism while dealing with the CTO."*

**Rene Guerra (ARCC/Realty)** helped file an assessment appeal and the customer wanted her boss to know "what an asset she is to your team."

*"Rene not only remembered me but was able to pull my file immediately. She helped me with the paperwork and gave me direction. Rene was professional, thorough and patient. She made my trip to your office a pleasure."*

### KUDOS FOR THE SOUTHEAST FAMILY RESOURCE CENTER

**Divina Go (HHSA)** was recognized for her "exceptional service and positive attitude."

*"Divina always goes above and beyond for me. She gives me her best effort and I am never left in the lobby waiting too long. She is an excellent worker."*

**Luz Ponce (HHSA)** received thanks for her prompt service and for helping a client get care when she "needed it the most."

*"I had an emergency and she was courteous enough to help me. Thanks to her, I got to the hospital in time. May God bless her."*

**Beatriz Nuno (HHSA)** earned praise from a family for services that she provided when they were having a difficult time.

*"We want to thank you for your help when we needed it and for a job well done!"*

**Marlene Jauregui (HHSA)** was thanked for her outstanding work.

*"Thank you for all your diligent work getting my case straightened out. Thanks a million!"*

**Elizabeth Moreno (HHSA)** impressed a customer with the quality of service that she provided and the client wanted the County to know that "Lisa should be recognized for her kindness and helpfulness."

*"She went well beyond her duty to help me and my son."*

### KUDOS FOR HOUSING & COMMUNITY DEVELOPEMENT

**Liz Marohn (HCD)** retired this past December and "she will be missed by the many people whose lives she has touched."

*"Mrs. Marohn has always shown me that there are in fact people that honestly care. She does not discriminate against the individuals that she so tirelessly serves. She has handled my difficult case with patience, kindness and the utmost confidentiality and professionalism."*

*"You've always given us 'mom' advice. You've listened even when it didn't have anything to do with our case. You're a good woman and you will be missed."*

**Mike Nguyen (HCD)** was thanked for "all of his assistance, efficiency and professionalism in helping me (client) get through the process. I feel very blessed."

**Agnes Ramos (HCD)** receives "Excellent" ratings from her customers for her "wonderful customer service."

*"Great service!" "She came early and on time." "She's always pleasant."*

**Todd Hudson (HCD)** was thanked for his "compassionate understanding."

**Bonnie Petrach (HCD)** gets "great reviews" on her seminars designed to educate landlords on the benefits of participating in the Section 8 Rental Assistance Program.

*"Great presentation!" "Very interesting and useful information. Thank you!"*

### KUDOS FOR KEARNY MESA FAMILY RESOURCE CENTER

**Christina Volz (HHSA)** helps lead her clients on the path to self-sufficiency. They say she has a "great personality for assisting people."

*"Christina was kind hearted and very patient." "This has been a challenge financially and she made the process less stressful than expected." "She has helped me to find all the questions I needed; she's a wonderful worker."*

**Linda Perry (HHSA)** is willing to go "a little farther than expected" for the clients that come into her office.

*"She is very respectful and courteous. I'm glad you have her on your staff."*

**Duane Lager (HHSA)** was thanked by a client's family member for all of his help and support.

*"I not only appreciate, but have a lot of respect for people like you who help out a family who needs it most and loves doing it."*

**Heather Vu (HHSA)** assisted a client with a Medi-Cal appointment and the client wrote to say "how very helpful and knowledgeable she was."

*"She took the time to explain the program and to answer all my questions and concerns. She made my experience a pleasurable one."*

*(To submit to Verbatim, please send a copy of the actual letter, email, or transcribed call to: MaryAnn Merrell at A-359).*

## Service Awards

### 30 Years

Dann K. Crawford (Health & Human Services)  
 Ardath M. Derosé (Emergency Services)  
 Elizabeth A. Gabber (Health & Human Services)  
 Sandra M. Montgomery (Auditor & Controller)  
 Octavia T. Parker (Sheriff)  
 Julie P. Steidl (Health & Human Services)  
 Joan Wright (Sheriff)  
 Jaye L. Yoshonis (Health & Human Services)

### 25 Years

Carol L. Adams (Sheriff)  
 Karen M. Cabrera (Public Defender)  
 Michael E. Casey (Sheriff)  
 Rubertina Escat Castaneda (District Attorney)  
 Charles E. Evans (Sheriff)  
 Ken K. Frederiksen (Facilities Management)  
 Linda D. Powell (Sheriff)  
 Stasi N. Redding (Agriculture, Weights & Measures)  
 Leo J. Rodrigues (Sheriff)  
 Suzy R. Shamsky (Environmental Health)  
 Virginia E. West (Health & Human Services)  
 Lee A. Wolfe (County Counsel)

### 20 Years

Mildred J. Acosta (Sheriff)  
 Kim R. Allen (Probation)  
 Modesta G. Amiling (Health & Human Services)  
 Josie Angeles (Health & Human Services)  
 Christopher J. Barber (Sheriff)  
 L. Michael Berberich (Public Defender)  
 William Blankinship (Public Works)  
 Christine Braden (Health & Human Services)  
 Kathleen A. Coyne (Public Defender)

### 20 Years cont.

Barbara J. Crozier (Sheriff)  
 Lee E. Ellingson (Sheriff)  
 Cynthia L. Forth (Sheriff)  
 Monalisa H. Guillergan (Health & Human Services)  
 Sheila A. Homza (Health & Human Services)  
 Birgit M. Knaiger (Child Support)  
 Leslie Luke (Emergency Services)  
 Patricia A. Lynch (Health & Human Services)  
 Paulos A. Mansour (Public Works)  
 Michael A. Marx (Health & Human Services)  
 Kim McAlister (Health & Human Services)  
 Eileen M. Mills (Health & Human Services)  
 Laurette Monise (Health & Human Services)  
 Richard R. Monroy (District Attorney)  
 Gary R. Nichols (Public Defender)  
 Beth J. Olin (Health & Human Services)  
 Patricia A. Palm (Probation)  
 Diana I. Pantoja (Public Defender)  
 Deborah J. Powell (Health & Human Services)  
 Craig A. Poynter (Public Defender)  
 Joseph S. Prescott (Sheriff)  
 Jeffery K. Reichert (Alternate Public Defender)  
 Martin M. Rigby (Human Resources)  
 Jesus A. Sanchez (Treasurer-Tax Collector)  
 Ofelia T. Santos (Health & Human Services)  
 Ramon P. Santos (Public Works)  
 Dennis J. Schlatter (Fleet Maintenance & Support)  
 Gerald M. Skradski (Probation)  
 Judy M. Stanton (Health & Human Services)  
 Maria Guadalupe Steffen (District Attorney)  
 Albert M. Tamayo (Public Defender)  
 Fernando S. Vasquez (Public Works)

## Retirements

Sherry J. Angel (Registrar of Voters)  
 Karen Aster (Probation)  
 Judith A. Basinski (District Attorney)  
 Jodi R. Billingsley (Health & Human Services)  
 Janet M. Finkel (Health & Human Services)  
 Richard A. Jensen (Health & Human Services)  
 Young H. Kang (Health & Human Services)  
 Gary M. Mahaffey (Sheriff)

George H. Manglallan (Farm Advisor)  
 Grace Miller (Health & Human Services)  
 Sherryl Y. Sanders (Health & Human Services)  
 Russell W. Taylor (Superior Court)  
 Patricia M. Winneguth (Library)  
 Stephen A. Wirick (Auditor & Controller)  
 Eugenia Zinger (Air Pollution Control)

## In Memoriam

Vicki L. Burkett (General Services, 1999)	10/08	Nancy W. Ogle (Health & Human Services, 1988)	11/08
Gary Clapper (Health & Human Services, 2000)	10/08	Ruth G. Rice (Municipal Court, 1975)	10/08
Julie Goralnik (Information Services, 2002)	10/08	Kenneth H. Simpson, Jr. (Public Works, 1984)	10/08
Virginia E. Grothe (Health & Human Services, 1985)	10/08	Don L. Stracener (Health & Human Services, 1993)	10/08
Billy W. Hardin (Sheriff, 1982)	11/08	Eve M. Swanson (Probation, 1985)	10/08
Gordon R. Hill (Sheriff, 1978)	10/08	Francis S. Thornton (Environmental Health, 1995)	10/08
Rita Judd (Health & Human Services, 1997)	10/08	Patricia M. Winter (Information Services, 2001)	10/08
Robert V. Kelley (Edgemoor Hospital, 1977)	11/08	William J. Zallack (Public Works, 1995)	10/08
Randall Lee (Health & Human Services, 2002)	10/08		

“Our thoughts and prayers are with the family and friends of active County employees Monty Pearah, Public Works, (10/08) and Paul Mossuto, Probation, (9/08).”