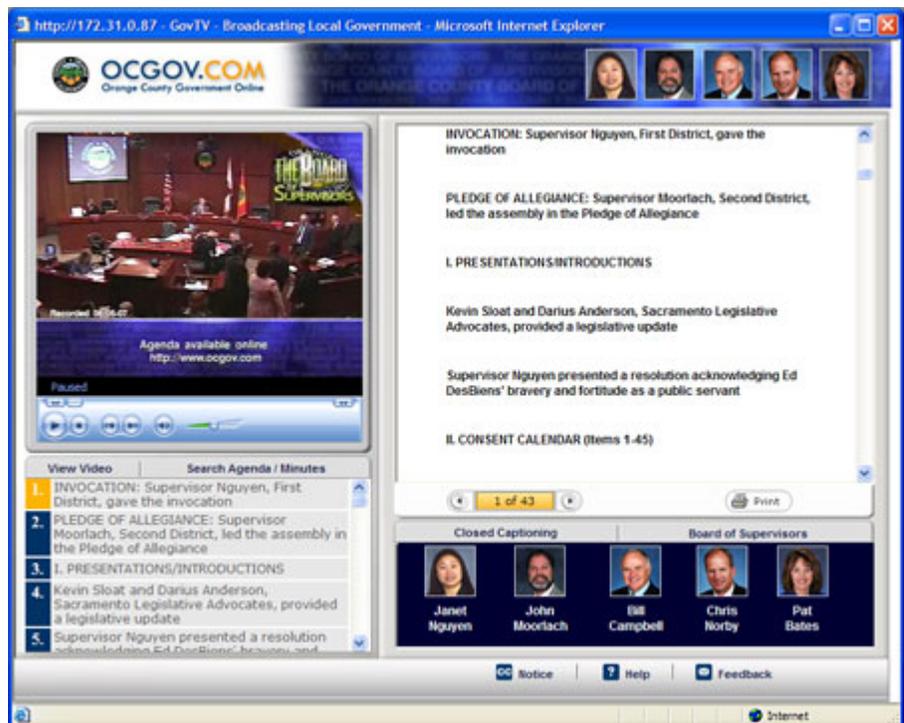


## Board Meetings now live on Internet

You may have noticed some format changes in the May 22 Board meeting available online through our employee Intranet. Not only were changes made to the Intranet broadcast, but for the first time, Board meetings are now broadcast live on the Internet (at <http://ocvideo.ocgov.com>) so that County residents can watch decisions being made that impact their daily lives.

Both the Intranet and Internet feature live streaming video of the Board meetings as well as archives of past meetings since January 2007. After each Board meeting, video-on-demand will be posted online with an accompanying agenda about two hours after the conclusion of the meeting.

You can also search meeting broadcasts since January 2007 by subject, keyword or agenda item number. In addition, broadcasts feature closed captioning for the special needs of



an estimated 25% of the population that is hearing impaired and can benefit from watching captioned Board meetings.

The Board is very pleased that we now have this tool to increase public access to the workings of our County government.

“The job of government is to serve the people and this new tool will do just that” said Chairman Chris Norby. “County residents can now watch decisions being made that impact their daily lives from any computer with Internet access.”

## 3-1-1: Orange County at your service

Whom do you call to reserve a shelter at a park for your family picnic? A feral cat has given birth to four kittens on the side of your home – to whom do you turn? Local government agencies provide such an extensive

range of services that an average community member must sometimes make several calls to find out which agency can assist with their needs or if they must be referred to a city.

A three digit number will soon be put to action to create a convenient, easily remembered point of contact for the community. 3-1-1 is a federally recognized phone number, much like

*(Continued on page 2)*

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the emergency number 9-1-1, which will provide Orange County residents with a tool to access government services with a few simple phone punches.

“The County works best in serving our community when residents have convenient and easy access to government services,” said Supervisor Bill Campbell, who helped initiate the 3-1-1 effort with the County Executive Office/Information Technology.

“The 3-1-1 service center will allow community members to call one number to access all County and municipal services for their needs.”

Ultimately, the use of 3-1-1 will create a telephone service center

where County employees will assist and provide direction to community members with a variety of questions. From opening up a service ticket and providing a confirmation number to transferring the call to the appropriate agency or city, the service representative will assess the needs of each caller and work out the end solution.

“Once fully functional, the vision for the Orange County 3-1-1

service center is to be the single point of contact for non-emergency public services and information needs – via the telephone,” said Chief Information Officer Satish Ajmani. “We picture providing a regional service for all local government contact for the public.”

Having several government services consolidated and accessible by dialing one short phone number will not only result in ease of mind for community

shared services model.

“Cities and Counties across the country have taken a hold of the 3-1-1 service,” said CEO/ Information Technology Program Manager Pat Milazzo. “And most all have seen the annual number of calls steadily increase since its inception.”

Chicago, one of the cities nationwide that conducts a 3-1-1 call center, received approximately 2.2 million calls annually

in 1998 before its inception. Currently, the Chicago telephone service center handles 4.4 million calls annually.

Another benefit of the 3-1-1 center is that it will provide relief to call centers set up to receive emergency 9-1-1 calls as well as health and human service calls to the feder-

ally recognized 2-1-1 number.

Last year alone, the Sheriff’s Department, which administers 9-1-1 calls for its 12 contract cities and all unincorporated areas, received nearly 240,000 non-emergency calls.

The health and human services 2-1-1 number has a more narrow focus than 3-1-1 and deals primarily with sensitive, crisis-

**How does 311 service compare to other service methods?**

Customer Service industry average costs per customer inquiries:

- In Person: \$50 per inquiry
- Regular mail: \$25-35 per inquiry
- Fax: \$25-35 per inquiry
- eMail: \$15-20 per inquiry
- Call Center: \$ 2-15 per inquiry
- Web site: \$ .50-1 per inquiry

Sources: Oligo Information Group, BenchmarkPortal, and Purdue University

members, but it is also anticipated to increase operational efficiency and offer cost savings.

Partnerships between County agencies and the cities will be an important aspect of the 3-1-1 program to ensure that community members’ needs are met regarding any local issue. The partnership with cities may also result in a cost savings for the County through a regional

*(Continued on page 3)*

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like situations where community members must speak to a trained human services specialist or counselor. On the other hand, 3-1-1 is set up to assist with everyday inquiries about most all other aspects of local government.



Working hand-in-hand with the 3-1-1 project is the complete redesign of the County web site to become an “any-government portal” – which will be a single point of contact for County information and services via the Internet. Ultimately, the vision is to place Internet kiosks in various public locations to facilitate access to government services.

“Between the strategic initiatives of 3-1-1 and the portal web site, the County is transforming the way we deliver services and information to the public,” said Ajmani. “Using Information Technology, we are creating 'The OC Info Center' - a virtual one-stop shopping mall for government services.”

Currently, the beginning stages of the 3-1-1 project are underway. The scope of the project and a request for proposals will be the next course of action.

## County Receives \$1.5 Million Crime Reduction Grant

The Corrections Standards Authority, a division of California’s Department of Corrections and Rehabilitation, has awarded a \$1.5 million Mentally Ill Offender Crime Reduction (MIOCR) grant to the County of Orange.

Representatives from the Sheriff’s Department, Health Care Agency, Probation, Public De-

fender, District Attorney, and Superior Court collaborated with local law enforcement and mental health advocacy groups to develop a MIOCR proposal, designed to prevent mentally ill inmates from committing future crimes.

Inmates incarcerated for misde-

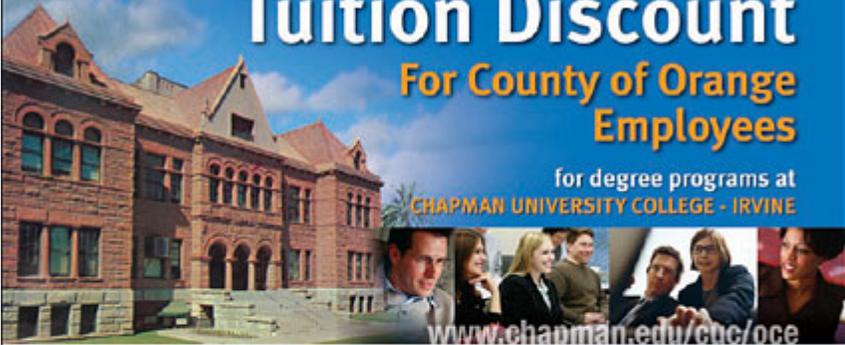
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(Continued from page 3)

meanor offenses are evaluated by clinical social workers and jail staff to determine eligibility to take part in the voluntary program. If an individual in custody has a primary diagnosis of mental illness that likely contributed to criminal activity, he or she must enter a guilty plea and begin intense treatment for a mini-

mum of one year. Probation officers assigned to these cases receive special training and a reduced caseload in order to closely monitor their participants.

The MIOCR grant will cover the cost of additional clinical and psychiatric staff in jails and courts, as well as treatment

medication and housing. The program provides supervision and support in the hopes that continued mental health will decrease the chances that participants will re-offend.

For more information, please visit [http://www.ocsd.org/PressReleases/2007Releases/MIOCR\\_January\\_2007.pdf](http://www.ocsd.org/PressReleases/2007Releases/MIOCR_January_2007.pdf)

## County Earns 7 NACo Achievement Awards

The County of Orange has been selected to receive seven Achievement Awards from the National Association of Counties (NACo). The awards will be presented at the NACo Annual Conference in Richmond, Virginia on July 15.

NACo Achievement Awards give national recognition to effective and creative county programs that promote quality and responsive county government and administration.

Winning submissions from the County of Orange include:

- **Retiree Medical Restructuring Program** by the County Executive Office
- **Pension Early Payment Program** by the County Executive Office
- **Trial Attorney Partnership Program** by the District Attorney's Office
- **Medical Reserve Corps** by the Health Care Agency
- **New Leash on Life Program** by the Probation Department
- **Weights & Measures Wireless Inspection & Reporting System** by the Resources and Development Management Department
- **Airport Operations Division Training Program** by the Sheriff's Airport Operations Division

### Get The 411 On OC

#### Resources and Development Management Department

- The Resources and Development Management Department (RDMD) is comprised of seven core businesses, each of which directly impacts the quality of life for people living and working in Orange County. These divisions include: Administration, Agricultural Commissioner, Harbors, Beaches & Parks, Internal Services, Planning & Development Services, Public Works, and Watershed & Coastal Resources.
- Harbors, Beaches & Parks operates and manages 39,000 acres of park land in 25 urban and wilderness parks. Staff oversees seven miles of beaches and other coastal facilities, six regional historic parks, 7,000 acres of open land space, and 230 miles of regional riding and hiking trails.
- Watershed and Coastal Resources strives to control urban runoff, reduce gravel buildup and erosion, protect habitats and species, prevent floods, and offer public recreation and education. Real time storm data is automatically updated to [www.ocwatersheds.com](http://www.ocwatersheds.com) every six to 12 minutes.
- Public Works crews removed nearly one million square feet of graffiti this fiscal year. A combination of painting over, color matching, chemical removal and soda blast techniques were used to do so efficiently at an average cost of 30 cents per square foot.

To get more of the 411, visit: <http://www.ocrdmd.com/>



## 25 Years

**Robert Leblow**  
Auditor-Controller

**Diane Choske**  
Child Support Services

**Michael Price**  
Health Care Agency

**Deborah Seeley**  
Health Care Agency

**Daniel Meyers**  
Sheriff-Coroner

**Charles Davis**  
Sheriff-Coroner

**Ron Harvey**  
Sheriff-Coroner

**Diane Honicker**  
Sheriff-Coroner

**Ronald Hodges**  
Sheriff-Coroner

**Cindi Ortiz**  
Social Services Agency

**Jay Yang**  
Social Services Agency

**Christina Preble**  
Social Services Agency

**Mary Carter**  
Social Services Agency

**Carol Schroeter**  
Public Library

**Jesse Ruiz**  
Resource & Development  
Management Department

**Cindi Morgan**  
Resources & Development  
Management Department



## 35 Years

**Melinda Wells**  
Social Services Agency

## 30 Years

**Chuevue Collins**  
Social Services Agency

**Thong Van Le**  
Resources & Development  
Management Department

**Holly Felipe**  
Resources & Development  
Management Department

**Emily Moore**  
Public Library

**County Connection**

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