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County of San Luis Obispo

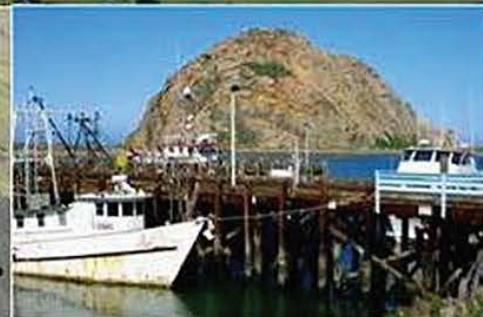
2012

ANNUAL REPORT

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Read about our  
accomplishments and the  
many ways your County  
government is at work for you.



[www.slocountyannualreport.com](http://www.slocountyannualreport.com)

# Message from the 2012 Board Chair



## Welcome!

It is my pleasure to highlight many of our County's accomplishments during 2012. As we continued to face fiscal challenges and change, we embraced our mission and stayed committed to the enhancement of the economic, environmental and social quality of life in San Luis Obispo County. Our success is a tribute to both the ingenuity and dedication of County employees and the sound management and forward thinking of County leadership.

San Luis Obispo County continues to be a leader among counties on many fronts: from award winning budget preparation to the adoption of an Energywise Plan and an Economic Element to our General Plan.

Comprehensive water planning was achieved through the adoption of the

County Master Water Plan and the Paso Robles Groundwater Basin Management Plan. These efforts, and more, were achieved through extensive public outreach and participation by stakeholders and interested members of the public.

The county's economy improved dramatically in 2012, demonstrated by a lowered rate of unemployment. Aiding this improvement has been the construction of two large solar-electric projects and substantial increases in employment in the visitor-serving sector. Additionally, public infrastructure projects, such as the Willow Road interchange and the launching of the \$180 million Los Osos wastewater project have brought employment opportunities to our area. Soon, two new libraries will also to be built in Cambria and Atascadero, as well as a new women's jail to help address our capacity needs.

Meanwhile, we have successfully taken several steps in implementing smooth transitions in County management and leadership. We have proudly promoted a new County Administrative Officer, Dan Buckshi, and a new County Counsel, Rita Neal, and have hired a new Assistant Administrative Officer, Greg Schulte. County Auditor-Controller Gere Sibbach and County Treasurer-Tax Collector-Public Administrator Frank Freitas also retired after more than thirty years in public service, leaving a legacy of sound fiscal management and making way for even more new leadership opportunities.

Planning for change, fiscally, programmatically, and personnel-wise, remains a critical function of progressive management. Yet, we are well positioned to continue ensuring that the health and safety of county residents remains a top priority and the protection of the environment is essential to maintaining the quality of life we all enjoy.

Sincere regards,  
Jim Patterson, 2012 Fifth District Supervisor



[Read more](#) about your County Board of Supervisors.



# ABOUT SLO COUNTY

## Overview



San Luis Obispo County was established by an act of the Legislature on February 18, 1850 as one of the original 27 counties of the State of California. 2010 estimates from the California Department of Finance place the County's population at 273,231, making it the 24th largest County in the State. The County is made up of seven cities as well as many unincorporated communities. The County seat is the City of San Luis Obispo.

Because of its distance from major metropolitan areas, the County has been able to retain its small-town and rural character. Despite this, the area also offers many of the same amenities that are found in more populated areas. The County

is home to major educational institutions including California Polytechnic State University and Cuesta Community College—both of which draw students from all over the world and provide a wide array of educational and cultural opportunities. The varied geography and rich history of the area provide numerous opportunities for recreation. The nationally known Hearst Castle in San Simeon attracts over one million visitors each year and the historic Mission San Luis Obispo Tolosa, founded in 1772, is another popular attraction. Many locally sponsored events including the Mozart Festival, Old-Fashioned Fourth of July, Renaissance Faire, Mid-State Fair, San Luis Obispo Expo, Central Coast Wine Festival, San Luis Obispo County Symphony, Colony Days, Pioneer Days, Strawberry Festival, Central Coast Wine Classic, Clam Festival, Harbor Festival, Paso Robles Wine Festival, Farmers' Market, and various Christmas events also draw visitors to the County each year. Major U.S. highways, regional airports, railroad stations and the Port of San Luis all make the area accessible by land, air and water.

## Population



[Click here](#) for information related to population, age, race/ethnic distribution and educational attainment of County residents.

## Income & Housing



[Click here](#) for information related to the median household income and median home price by city for San Luis Obispo County.

## Employment & Industry



[Click here](#) for information related to employment and industry within the county.

## Communities in San Luis Obispo County

The geographic region of San Luis Obispo County is made up of seven incorporated cities (see links below) and many unincorporated communities including Avila Beach, Cambria, Cayucos, Creston, Nipomo, Los Osos, Oceano, San Miguel, Santa Margarita, and Templeton. The cities of San Luis Obispo County are governed and provided services by their respective city governments. Unincorporated communities are governed and provided services by the County and local Community Service Districts and Special Districts. Please [click here](#) for a complete list of links to local cities, agencies and districts.

## Incorporated Cities in San Luis Obispo County

Click on image or link below to view City or Chamber website.



Arroyo Grande

[City Website](#)  
[Chamber Website](#)



Atascadero

[City Website](#)  
[Chamber Website](#)



Grover Beach

[City Website](#)  
[Chamber Website](#)



Morro Bay

[City Website](#)  
[Chamber Website](#)



Paso Robles

[City Website](#)  
[Chamber Website](#)



Pismo Beach

[City Website](#)  
[Chamber Website](#)



San Luis Obispo

[City Website](#)  
[Chamber Website](#)

# OUR MISSION

*The County's elected representatives and employees are committed to serve the community with pride to enhance the economic, environmental and social quality of life in San Luis Obispo County.*

## Communitywide Results

### A Safe Community



The County will strive to create a community where all people – adults and children alike – have a sense of security and well being, crime is controlled, fire and rescue response is timely and roads are safe.

### A Healthy Community



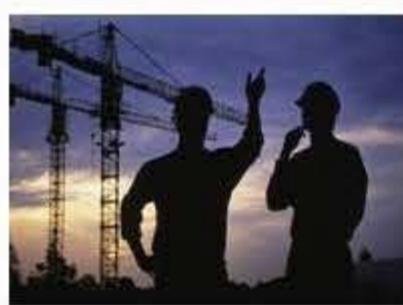
The County will strive to ensure all people in our community enjoy healthy, successful and productive lives, and have access to the basic necessities.

### A Livable Community



The County will strive to keep our community a good place to live by carefully managing growth, protecting our natural resources, promoting life long learning, and creating an environment that encourages respect for all people.

### A Prosperous Community



The County will strive to keep our economy strong and viable and assure that all share in this economic prosperity.

### A Well-Governed Community



The County will provide high quality "results oriented" services that are responsive to community desires.

## Organizational Values

We believe in and are committed to demonstrating:

### Integrity

- We consistently demonstrate and adhere to the moral and ethical principles of impartiality, honesty, and respect.
- We uphold the principles of fairness, honesty, and respect.

### Collaboration

- We celebrate teamwork by working cooperatively to ensure the achievement of our common goals.
- We collaborate within and across departments for the good of the customer and community.

### Professionalism

- We perform our duties in a manner which bestows credibility upon ourselves and our County.

### Accountability

- We assume responsibility for our actions and follow through on our commitments. We practice good stewardship of our resources and we adhere to the accepted principles of fiscal responsibility.
- We follow through on our commitments. We hold ourselves and others accountable for results. We use the resources entrusted to us wisely. We effectively balance the needs of the community with available resources while advocating for the best value and best service.

### Responsiveness

- We provide timely, accurate and complete information to each other and those we serve.
- We solicit feedback from customers on improving programs and services as part of a continuous improvement process.

# Message from the County Administrator



I am pleased to present the County of San Luis Obispo's 2012 Annual Report and introduce myself to you in my new capacity as your County Administrative Officer (CAO). I have worked at the County for over ten years and assumed the CAO position during October 2012 upon the retirement of former CAO Jim Grant. I thoroughly enjoy working at the County as I find public service to be both challenging and rewarding. The County has undergone significant change over the past ten years and I look forward to building upon the positive momentum created in recent years.

One of the County's initiatives over the past few years has been to increase communication and doing so continues to be a focus moving forward. In following with this, the theme of this year's annual report is '[Connecting to the Community](#)'. It is my hope that the information contained in this report will assist you in connecting with the services that are available to you through the County and will enable you to have

meaningful involvement in shaping the future of our community.

Another initiative is to effectively manage what is anticipated to be a significant turnover of staff. There has already been much change in County leadership. Just recently, the County welcomed a new Supervisor to the Board and saw several long time department heads retire—some after as many as 35 years of service to the County! Beyond that, nearly half of the County's workforce will be eligible to retire within the next five years. It is important that we build upon the institutional knowledge of long time employees who have helped create a solid foundation for the County's success and yet make the most of this opportunity to drive the organization forward. As such, we are looking to expand and strengthen our Employee University and create a more robust management and leadership training program. Additionally, we are looking to draw upon the experience and perspectives of those just preparing to begin their careers. This [report](#) includes an article about the County's efforts in this area, and provides an introduction to interns who worked with the County during 2012.

In addition to a changing workforce, we continue to face major changes in the Federal/State/County relationship, which is significantly impacting the County's budget and operations. The continued implementation of the [Public Safety Realignment](#) (AB 109), Phase 2 Realignment, and impending Federal Healthcare Reform all pose changes to the way that the County does business and will be major focal points in the coming year. Each of these shifts is discussed in more detail later in this report.

During my tenure with the County, I have had the opportunity to be involved in a variety of countywide efforts including the development of the countywide economic strategy, planning for the County's capital and infrastructure needs, pension reform, and developing a strategy to weather the current economic downturn. I am proud of the efforts and sacrifices made by County employees with respect to the accomplishments that have been made in these areas and others. More importantly, I have enjoyed working with County employees, residents and business owners alike to develop innovative solutions to best address the opportunities and challenges facing our community. I am continually impressed by the commitment demonstrated by the public and am grateful for the strong public service ethic with which County staff and the Board approach their work. As we move into the coming year, I look forward to working together in pursuit of the County's vision of a safe, healthy, livable, prosperous, and well-governed community.

Dan Buckshi  
County Administrative Officer

# Board of Supervisors

## District 1



Supervisor Frank Mecham  
[Website](#)  
[Email](#)  
[District 1 Map](#)  
Ph: 805.781.4491

## District 2



Supervisor Bruce Gibson  
[Website](#)  
[Email](#)  
[District 2 Map](#)  
Ph: 805.781.4338

## District 3



Supervisor Adam Hill  
[Website](#)  
[Email](#)  
[District 3 Map](#)  
Ph: 805.781.4336

## District 4



Supervisor Paul Teixeira  
2013 Board Chair  
[Website](#)  
[Email](#)  
[District 4 Map](#)  
Ph: 805.781.4337

## District 5 (2012)



Supervisor Jim Patterson  
2012 Board Chair  
[District 5 Map](#)

## District 5 (2013)



Supervisor Debbie Arnold  
[Website](#)  
[Email](#)  
[District 5 Map](#)  
Ph: 805.781.4339



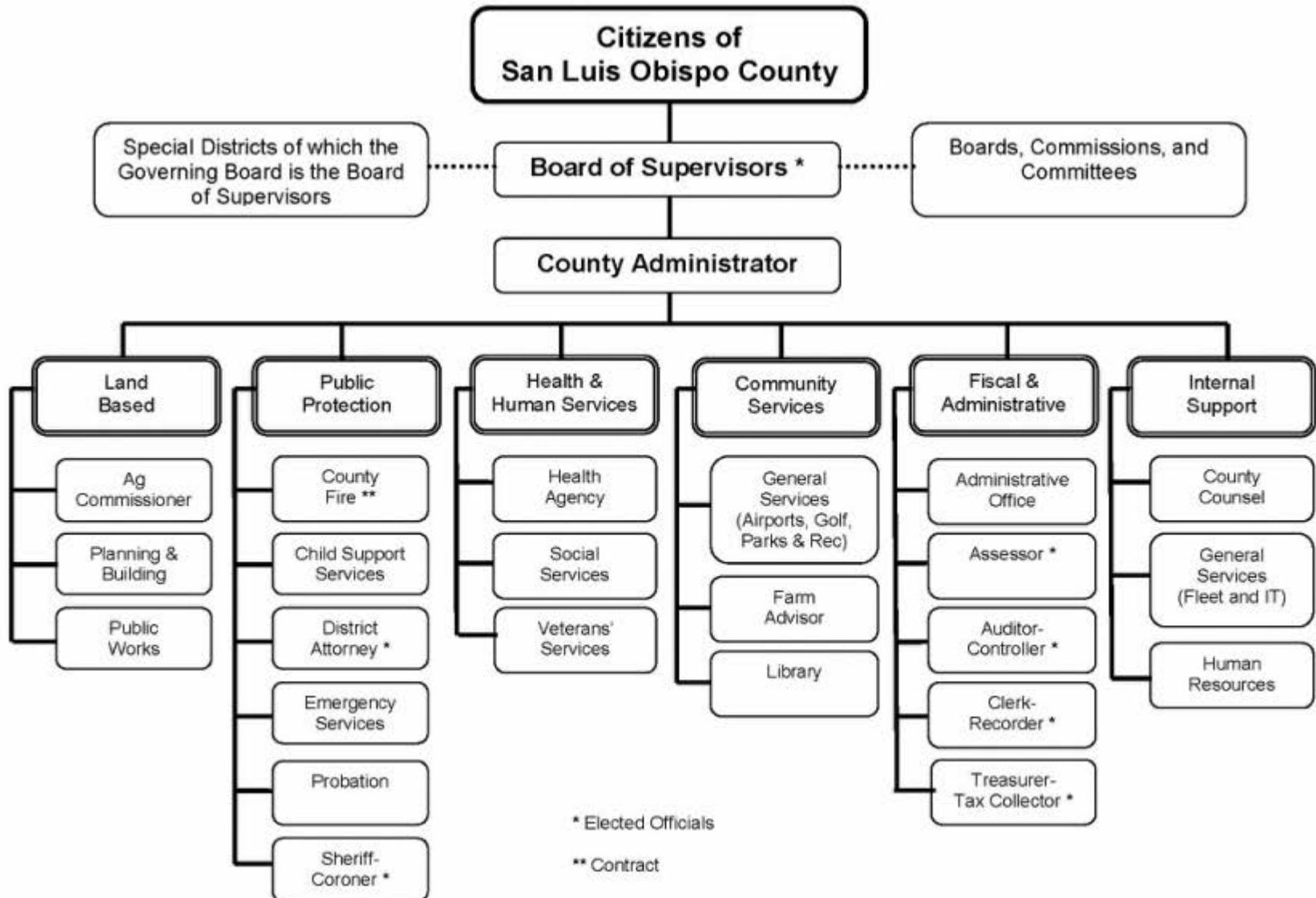
To schedule an appointment with a Supervisor, please contact the Board Secretary at 805.781.4335 or [boardofsups@co.slo.ca.us](mailto:boardofsups@co.slo.ca.us)

## Board of Supervisor Meetings

Board of Supervisor Meetings are held every Tuesday at 9:00 am in the Board Chambers located at 1055 Monterey Street in San Luis Obispo.

[View upcoming meeting agendas](#)

# County of San Luis Obispo Organizational Chart

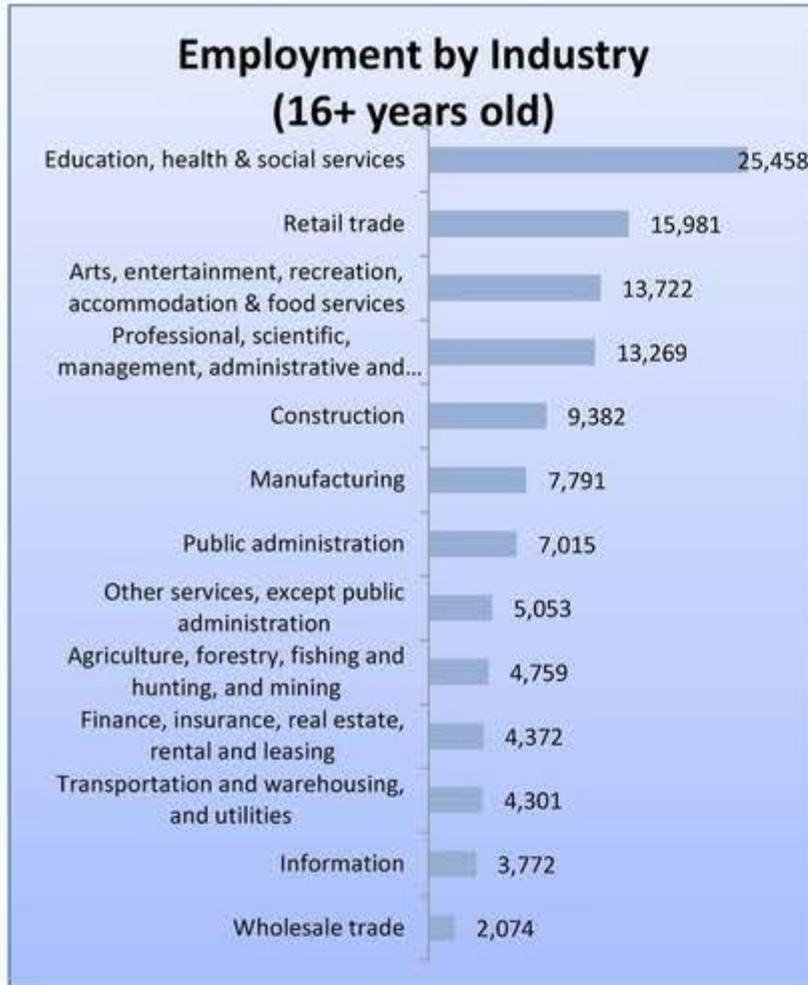


# Employment & Industry

Home to California Polytechnic University, Cuesta College, Atascadero State Hospital and the California Men's Colony, government institutions are the largest employers in the County. At right is a listing of the top 20 public and private employers in the County.[1] The chart below details how many County residents over the age of 16 were employed in various industries as of 2010.[2]

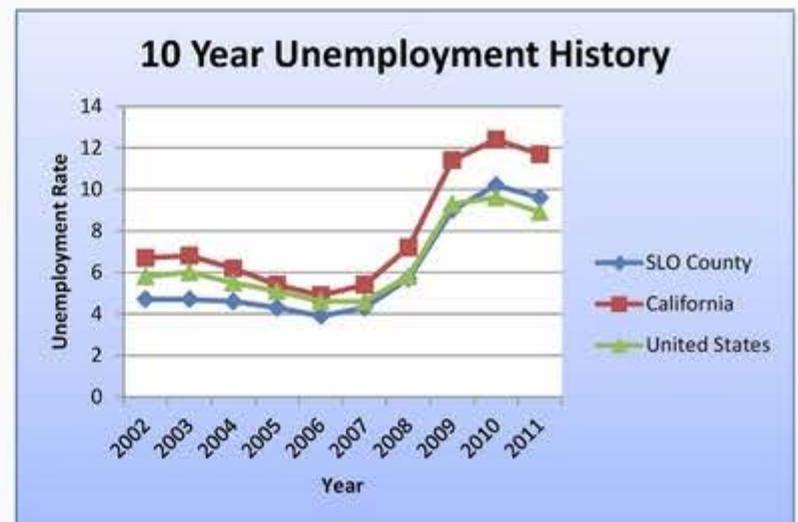
## Top 20 Employers in San Luis Obispo County

- County of San Luis Obispo
- California Polytechnic University
- Atascadero State Hospital
- California Men's Colony
- Pacific Gas & Electric
- Tenet Healthcare
- Lucia Mar Unified School District
- King Ventures
- Paso Robles Public Schools
- San Luis Coastal Unified School District
- Cuesta College
- Albertson's Stores
- Atascadero Unified School District
- Walmart
- Vons
- French Hospital
- Rabobank
- SLO County Office of Education
- California Department of Transportation
- Arroyo Grande Community Hospital



## Unemployment History

The graph to the right compares the County's unemployment rates over the past 10 years to the unemployment rates seen in California and the United States. The County has historically experienced lower unemployment rates than those felt at the State and national level. The County's rate surpassed the national rate in 2010. Despite this, the County's unemployment rate is still much lower than statewide unemployment rates.[3]



[1] San Luis Obispo Chamber of Commerce 2012 Community Economic Profile  
 [2] US Census Bureau 2010 American Community Survey  
 [3] Bureau of Labor Statistics

# Income & Housing

Median Household Income		
	2010	2000
San Luis Obispo County	\$53,978	\$42,428
California	\$57,708	\$47,493
United States	\$50,046	\$41,994

As of 2010, an estimated 7.8 percent of families in the County lived below the poverty level—an increase from the 6.8 percent of families living below the poverty level in 2000.[1]

Median Home Price by City	
City	Price
Arroyo Grande	\$460,595
Atascadero	\$308,487
Grover Beach	\$335,810
Morro Bay	\$349,500
Paso Robles	\$284,184
Pismo Beach	\$520,000
San Luis Obispo	\$532,819

As of 2012, the median single-family home price in the County was \$360,000.[2]

[1] US Census Bureau 2010 American Community Survey and 2000 US Census

[2] San Luis Obispo Chamber of Commerce 2012 Community Economic Profile

# Population

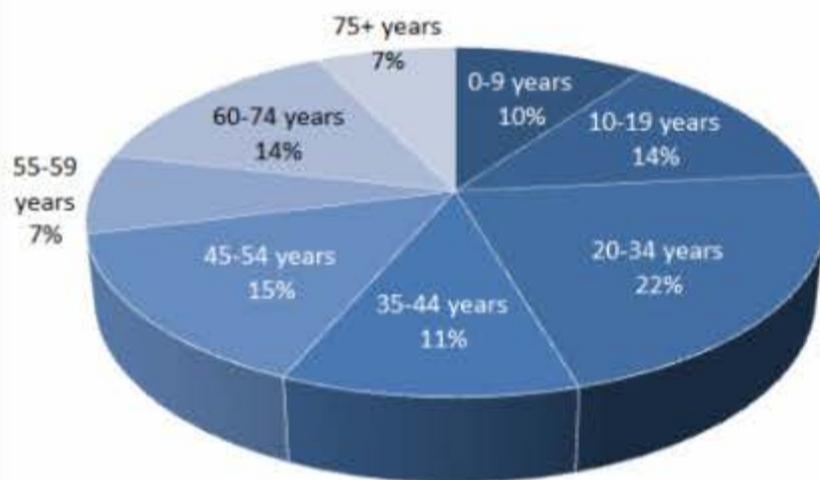
As of January 1, 2010, San Luis Obispo County was home to an estimated 273,231 residents, a nearly 11 percent increase over population estimates in the year 2000. A little over half of the County's residents live within the city limits of the seven cities with the remaining 44 percent living in various unincorporated communities and areas. The largest city is San Luis Obispo with 44,948 residents. The smallest is Pismo Beach with 8,704 residents.[1]

## Population by City

City	Population
Arroyo Grande	17,145
Atascadero	28,560
Grover Beach	13,276
Morro Bay	10,608
Paso Robles	30,072
Pismo Beach	8,704
San Luis Obispo	44,948
Unincorporated	119,918
<b>Total</b>	<b>273,231</b>

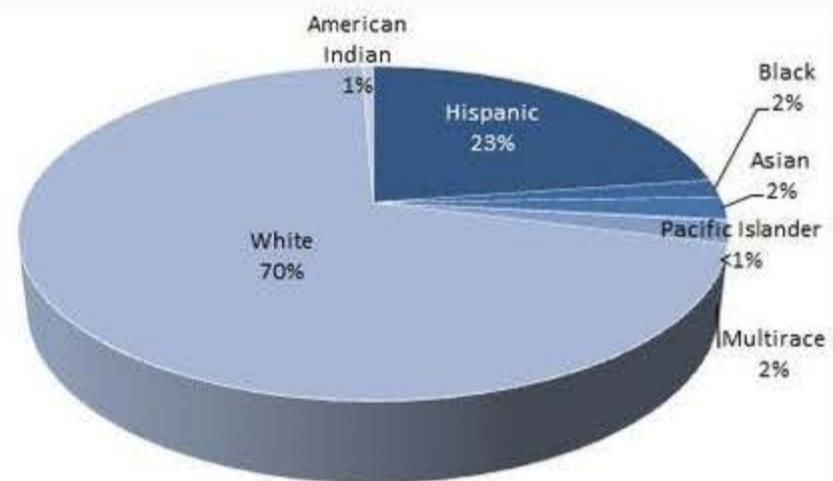
## Age Distribution

The median age of San Luis Obispo County residents was estimated at 39.4 years in 2010. This compares with 35.2 years in California and 37.2 years for the United States.[2]

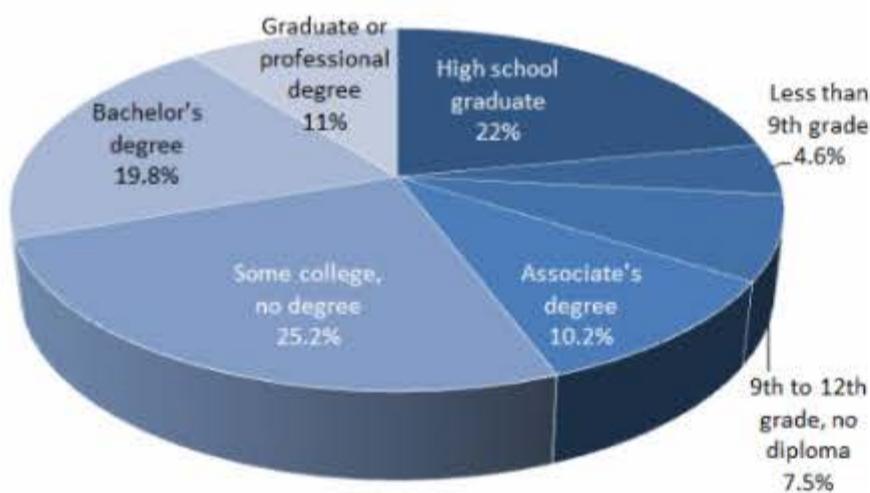


## Race/Ethnic Distribution

In 2010, an estimated 10.5 percent of the County's population was born in a foreign country compared with 27.2 percent for California and 12.9 percent for the United States.[3]



## Educational Attainment



As of 2010, an estimated 87.8 percent of County residents over the age of 25 had graduated from high school and 30.4 percent had a bachelor's degree or higher. These percentages are higher than both California where an estimated 80.7 percent of people have at least graduated from high school and 30.1 percent have a bachelor's degree or higher, and the United States where 85.5 percent have at least graduated from high school and 28.1 percent have a bachelor's degree or higher.[4]

[1] CA Department of Finance  
 [2] US Census Bureau 2010 American Community Survey  
 [3] US Census Bureau 2010 American Community Survey  
 [4] US Census Bureau 2010 American Community Survey



# 2012 AWARDS

Below is a listing of awards that County departments received from various professional organizations in 2012.

## Administrative Office



- Received the Distinguished Budget Award from the Government Finance Officers Association (GFOA). This award recognizes state and local governments who have prepared budget documents of the highest quality and have met the guidelines established by the National Advisory Council on State and Local Budgeting and GFOA's best practices in budget document preparation.

[Back to Administrative Office](#)

## Auditor-Controller

- Received the Excellence in Financial Reporting award for the 26th consecutive year presented by the Government Finance Officers Association (GFOA).

[Back to Auditor-Controller](#)

## Behavioral Health

- San Luis Obispo County's Drug & Alcohol Services was the focus of an Emmy award-winning video by Robin Smith, Executive Producer, Health and Harmony Media. The film short "Mothers in Recovery," tells the story of women in a County program called Perinatal Outpatient Extended Group (POEG). The film won in the video journalist category at the awards presented by the National Academy of Television Arts and Sciences in June of 2012. Specifically designed for mothers and their children, POEG provides a safe, positive, structured drug and alcohol free environment with focus on the family as a unit and is considered the most appropriate treatment program for this population.



Principals, staff, and students are awarded the "No Place for Hate" designation

- The Anti-Defamation League awarded the County's Friday Night Live program and its middle school Chapters designations as "No Place For Hate" campuses. The award is based on several criteria including individual activities designed by students to address bullying and wellness promotion in their school communities.

[Back to Behavioral Health](#)

## District Attorney

- Tracy Nix received the Compassion Award For Survivors of Crime in April 2012 at the San Luis Obispo County Crime Victims' Rights Week Awards Ceremony. Tracy was recognized for her years of service as a Child Forensic Interview Specialist with the San Luis Obispo County District Attorney's Office.
- Donna Jones received the Champion Award for a Criminal Justice Representative in April 2012 at the San Luis Obispo County Crime Victims' Rights Week Awards Ceremony. Donna brings 22 years of experience in law enforcement, serving as a police officer in Los Angeles and for the past 17 years as a Senior Investigator with the San Luis Obispo County District Attorney's Office.

[Back to District Attorney](#)

## Farm Advisor

- Mark Gaskell, Small Farm Specialty Crops Advisor was named a Fulbright Senior Scholar to Morocco for 2011-2012. His Fulbright fellowship supports training and cooperative research with the Moroccan National Agricultural Research Institute for small fruit (berry) crop production in mild winter climates.

[Back to Farm Advisor](#)

## Planning & Building

- Received an Achievement Award for "PermitView - An Innovative, Cost Effective Solution" from the National Association of Counties (NACO). Click [here](#) to learn more about PermitView.
- Received an Award of Excellence for the San Luis Obispo County EnergyWise Plan presented from the American Planning Association Central Coast Chapter. Click [here](#) to learn more about the EnergyWise Plan.
- Received the Outstanding Planning Award for Green Community Planning from the Central Coast Chapter for Innovation.
- Received a Merit Award for the Climate Change document and Energywise Plan from the California Association of Environmental Professionals.
- Received the Public Policy Leadership Award that was presented for the Green Building Ordinance.

[Back to Planning & Building](#)

## Public Health

- Received an Honorable Mention from the National Association of Counties for its April 2012 National County Government Month "Healthy Counties, Healthy Families" campaign.
- Health Officer, Dr. Penny Borenstein received the Local Policy-Maker of the Year award from the San Luis Obispo County Children's Oral Health Coalition.

[Back to Public Health](#)

## Public Works

- Received an Outstanding Civil Engineering Achievement Award of Merit for the Nacimiento Water Project from the American Society of Civil Engineers.
- Received the Outstanding Water Conveyance Project Award for the Nacimiento Water Project from the American Society of Civil Engineers, Region 9.
- Received a Project of the Year Award-Honorable Mention, for the Willow Road Extension Phase 1 Project from the American Public Works Association, California Central Coast Chapter.

[Back to Public Works](#)

## Veterans Services

- Dana Cummings, Veterans Services Officer was named Patriot of the Year in September 2012 by the Central Coast Toys for Tots program.

[Back to Veterans Services](#)

# Connecting to the community

## Overview

Local governments around the country are recognizing that more must be done to better serve and engage citizens "online" rather than "in-line," and governments at all levels are also working hard to communicate the value they provide. The County of San Luis Obispo is committed to improving communication with residents about the programs and services we provide, including the provision of services online. We are also committed to providing opportunities for residents to voice their concerns, needs, and interests by offering many ways for citizens to actively participate in county government. Listed below are some of the many ways the County of San Luis Obispo is "Connecting to the Community".

### County Website Offers a One-Stop Shop for Service & Information

#### Service & Information



The County's [website](#) is the official source of information for County business. The website provides the public with links to department information, public health advisories, road work, and a multitude of other online services.

### Top Online Services

- [Pay your taxes](#)
- [Lost and found pet information](#)
- [Zoning & mapping Information](#)
- [Apply for a permit](#)
- [Apply for a job in public service](#)
- [Report a problem with a road](#)

### Cablecasting Improves Accessibility and Transparency



The County contracts with AGP Video to provide cablecasting of the Board of Supervisors, Planning Commission and Health Commission meetings. The broadcasting of these meetings increases the public's accessibility to deliberations on decisions related to government programs, services, and community issues.

The following meetings are broadcast on Charter Cable Channel 21:

Live Meeting Schedule		
Day	Time	Meeting
Mondays	6:00pm	SLO County Health Commission
Tuesdays	9:00am	SLO County Board of Supervisors
Wednesdays	8:30am	SLO Council of Government/SLO Regional Transit Authority
Thursdays	9:00am	SLO County Planning Commission
Regularly Scheduled Meetings		
Mondays	6:00pm	SLO County Planning Commission
Tuesdays	6:00pm	SLO County Board of Supervisors
Wednesdays	8:30am	SLO County Board of Supervisors
Thursdays	6:00pm	SLO County Planning Commission
Saturdays	1:00pm	SLO County Planning Commission
Sundays	5:30pm	SLO County Board of Supervisors

The Government Channel also broadcasts non-County related programming such as City Council meetings, state and federal meetings, and special historical or informational programming. Please see your Charter guide for times on non-County related programming.

Want to watch online? Live and on-demand streaming of meetings is also available our [website](#).

### Reverse 911 Connects Citizens to Emergency Information

The San Luis Obispo Sheriff's Office dispatch is keeping residents informed of evacuation orders, missing persons, Amber Alerts, etc. Every land line in SLO County will automatically be notified in case of an emergency situation. Citizens can also register their cell phone to receive these important and life saving calls by registering their phone through the Sheriff's Office [Self-Registration Portal](#). Click [here](#) for more information about Reverse 911.



Click icon above to register your cell phone for Reverse 911.

### Try your hand at running your own County Government



The National Association of Counties (NACO) together with iCivics, has created an online game, "Counties Work," to educate students, grades 6 through 12, about the important role and functions of county government by letting them run their own county. A curriculum and web quest has also been developed to assist teachers with preparing lessons on county government. View the [game](#) or [brochure](#).

### Citizens Connect on Social Media



Social Media use among local, state, and national governments is increasing and is quickly becoming the preferred communication tool for citizens and governments. Governments are using Social Media tools such as Facebook, Twitter, YouTube, and Pinterest to communicate information about

emergencies, public health matters, road alerts, property tax reminders, land use issues and much more.

The County of San Luis Obispo recognizes the importance of employing a variety of communication tools to inform and engage citizens and is actively pursuing the use of Social Media across the County to meet the needs of citizens. For a complete directory of Social Media available by departments, please see our [Social Media directory](#) or click on the image in the footer below. Please let us know what information you would like to see published by completing our [brief survey](#). Your input will help us better serve your Social Media needs.

### Participate

#### Serve on Advisory Bodies

- Volunteer citizen advisory bodies are an integral part of our local County government. The primary purpose of these bodies is to seek judicious advice from a citizen perspective. Advisory bodies often study critical issues facing our community, hear public testimony and review staff reports and recommendations. Advisory Board and Commission vacancies are posted on bulletin boards in all public libraries and in our Clerk/Recorder's Office. Please click [here](#) to view a complete list of Community Advisory Councils. Applications to serve on an advisory body are available on our [website](#) and may be submitted to the [Clerk/Recorder's Office](#).

#### Attend and/or speak at Public Meetings

- Citizens are invited and encouraged to give their input at all public county meetings. Public input helps to guide the decision making process at all levels of County government. Regular public comment periods are designated at all Board of Supervisors Meetings, and various commission meetings. Click [here](#) to view a schedule of Board of Supervisors and commission meetings.

#### Volunteer

- Volunteer opportunities abound at the County of San Luis Obispo! Please see our featured article on [Volunteers](#) to learn more about the difference our Volunteers are making in the community. If you are interested in volunteering for the County, please [contact](#) your department of interest directly.

### Annual Report Shares Accomplishments of County Departments

The County's Annual Report is presented in January of each year and details the accomplishments of County departments as well as helpful information on how to access County services. This year we have improved the format of our Annual Report by delivering a report that is mobile device friendly and is shareable utilizing Social Media tools. In keeping with our County's efforts to go "Green", the Annual Report is a paperless document. The Annual Report is also available for viewing in any of our libraries. If you would like to see additional information contained in the Annual Report, please take our [brief survey](#) and let us know your thoughts. Your feedback will help us to create the most informative and helpful document possible.

### National County Government Month Brings Awareness to County Programs



National County Government Month (NCGM) is celebrated each April by counties across the nation to raise public awareness and understanding about the roles and responsibilities of county government. Each year, a different theme is selected and promoted to citizens.

In 2012, the theme "Healthy Counties, Healthy Families" brought awareness to the abundance and variety of resources available through San Luis Obispo County to help prevent disease and live healthier lives. To promote these healthful resources, the Public Health Department assembled a convenient online portal called 'Gateway to Health' available through [www.slopublichealth.org](#).

Participation in National County Government Month is one more way the County of San Luis Obispo is striving to keep citizens informed of the programs and services available to ensure a safe, healthy, livable, prosperous and well-governed community. Click [here](#) for more information on National County Government Month. Curriculum resources are also available for educators who wish to promote civic education in their classrooms.

# county employees give

## Countywide Employee Giving

### United Way's Employee Giving Campaign



County of San Luis Obispo employees have participated in the United Way's Employee Giving campaign for the past 19 years.

In addition to donations, County employees have also participated in many of United Way's community events such as KidSpree, Make a Difference Day, and Stuff the Bus. Click [here](#) to

learn more about the United Way's Employee Giving Campaign.

### Did you know?

In 2012, **186** County Employees participated in the giving campaign, donating a total of **\$42,764** to **47** different non-profits including the United Way of SLO County.



## County Blood Drives Give a Gift that Keeps on Giving

**GIVE BLOOD**



**SAVE LIFE**

Donating blood saves lives and contributes to a healthy community. The County participates in an annual blood drive through **United Blood Services**, a non-profit community blood center. In 2012 alone, County employees donated a total of 71 units of blood.

### Did you know?

Since 2006, County Employees have donated a total of **325 units** of blood.

## Department Specific Employee Giving

### General Services Agency Participates in Annual Heart Walk



General Services Heart Walk Team

On September 24, 2011, General Services Agency (GSA) staff, friends, and family participated in the Annual Heart Walk in memory of Pat Elliott, a beloved former member of the County team. The Annual Heart Walk raises funds for the American Heart Association and serves to increase awareness about heart disease and prevention measures.

Check out the American Heart Association's web page for more heart healthy ideas: <http://www.heart.org/HEARTORG/>

### Did you know?

The General Services Agency was among the **top ten** fund-raising teams in the entire event. Now that's a team with heart!



## Teaming Up for Transitions Mental Health

For the past three years, teams from the Administrative Office and County Counsel have participated in the Transitions Mental Health Bowl-A-Thon. *The Bowl-A-Thon benefits the SLO Hotline and other Transitions Mental Health Programs in the counties of San Luis Obispo and Santa Barbara.* Click [here](#) to learn more about the Transitions Mental Health Bowl-A-Thon and Transitions Mental Health services.

# PREPARING the Next Generation



With the baby boomer generation reaching retirement age, the question of how to best prepare the next generation of leaders is becoming more and more important in local government agencies across the country. At the local level, the County has already experienced turnover in key leadership positions recently. In addition, nearly half of the County's workforce will be eligible to retire in the next five years. In recognition of that, the County is increasingly looking for ways to prepare the next generation to ensure that service levels to the public aren't impacted by turnover.

Internships are one means through which the County can work to ensure a qualified pool of applicants for positions being vacated due to retirement. There are many benefits to hiring interns. For students who will soon find themselves needing to make the transition to a career, internships offer the opportunity to get first hand exposure to the County's organizational environment, gain a better understanding and awareness of public employees' obligations to the public, and to establish professional contacts that can offer guidance and support as they enter the working world.

The County also benefits from the work performed by interns. Their work can be critical in helping County departments to accomplish projects that may not otherwise be possible because of staffing constraints. And just as important, working with interns gives County staff the opportunity to connect with community members in a meaningful way, and draw upon the perspective of interns as they work to support the needs of the community.

Many County departments currently employ interns. Below are profiles of just a few of the interns that worked for the County in 2012.

## Administrative Office Intern: Taylor Roschen



Meet Taylor Roschen  
Master's candidate in Public  
Policy at Cal Poly.

### How did you get involved as an intern in the Administrative Office?

- I've always been interested in municipal governance so when my program director informed me about an internship available, I was happy to have the opportunity to apply.

### What's a typical day like? Describe your duties.

- My day can range from anything from attending Board of Supervisor or staff meetings to researching, to touring County facilities. I have the freedom to explore County operations and budgets that I am interested in, but always have support from the office in pursuing the projects I've been tasked with.

### In what ways has your internship prepared you for your future career goals?

- Beyond contributing to my understanding of the County budget process and inner-workings, this internship has further solidified my interest in pursuing a career in public service and becoming an active participant in the community in which I live.

### What is the best thing about your internship with the County Administrative Office?

- I think too often interns are given clerical work and shoved in a corner—but here I know my opinions and input are valued. I get to make a true contribution, which is a rare opportunity afforded to most interns.

*"Taylor has made an invaluable contribution to our office, conducting detailed budgetary research and analysis that will enable us to budget for certain expenditures more effectively. We'll be sad to see her move on at the end of the year, but we are excited to see what opportunities open up for her as she moves forward with her career-- hopefully in local government!"*

[Back to Administrative Office](#)

## Human Resources Intern: Melissa Catherine Fierro



Meet Melissa Fierro  
2nd Year Political Science  
Major at Cal Poly.

### How did you get involved as an intern?

- As a recipient of Federal Work Study, I found the internship offer through Cal Poly's student-oriented job site, *Mustang Jobs*. This position was a bonus because internships are needed as a graduation requirement, but the opportunity is also a part-time job, which means I am getting the experience of how the career-world operates as well as satisfying a graduation expectation.

### What's a typical day like? Describe your duties.

- On a typical day, I scan and process Integrated Document Management files for various employees for archiving, verify the scanning work done by my counterpart, Abigail; file confidential Payroll Action Forms as well as I-9s [Employment Eligibility Verification forms] and other confidential employee forms; and manage the front desk phone, receiving a wide variety of calls in various volumes, as well as various filing and/or sorting tasks requested of me.

### In what ways has your internship prepared you for your future career goals?

- This internship has prepared me for working in an office-environment, as well as managing multi-line system phones and especially since I am located in the Human Resource department, I've seen first-hand the recruitment and hiring process, as well as gained the knowledge of what employers desire and meet and exceed those expectations. Working in this department has given me an upper-hand for when I graduate college and seek to begin my career.

### What is the best thing about your internship?

- The environment I work in is the best part of the internship. The skill-based work I have done has become second-nature, which will come to good use as I enter the workforce, but there is nothing quite like working in an environment when everyone is genuinely happy to see and be around one another. As an intern, the level of respect I have for the people I work with is relative to them being my superiors in the office, but the level of respect I have for them as people exceeds that. The attitude of the environment makes it an enjoyable place I actually want to come back to every day. It's not really work if you're enjoying yourself, and that's the attitude the people in HR radiate.

*"Melissa has adapted well to a very busy work environment where the unexpected is often the norm. Her responsibilities include scanning and verification of personnel files into the County's Integrated Document Management system which is a difficult task and requires a keen eye for detail. She also has proven to be a valued backup for working the reception desk. This position requires a good understanding of how the business of Human Resources operates and she has shown that she is a quick learner. We're glad she's part of our team!"*

[Back to Human Resources](#)

## Library Interns Create Science Programs for Children



This year the SLO Library received an amazing opportunity. Through a grant from the Harold J. Miossi Charitable Trust the Library was able to hire two terrific local teens as interns: Gwendolyn Wensloff and Noran Rahim.

Gwendolyn and Noran worked with adult mentors to create

and present unforgettable science programs for children. Programs included animal communication with dog "clicker" training; shakedown; owl pellet dissection; a demonstration of the ever-amazing science of earthquakes using Slinkies, Jello and marshmallows; and the science of ice cream. From these presentations they were able to create super fun science kits ready for check-out to organizations, families and schools.

Noran and Gwendolyn had an incredibly good time working with each other, the mentors, and Youth Librarians. They brought a level of enthusiasm and perspective to the projects that can't be duplicated by adults trying to think like teens, a fact often overlooked by groups serving young people. Both interns felt respected for their ideas and gained the confidence to defend them.

Their creative process seemed to involve a lot of giggling on the way to creating publicity, goals, outlines and activities. These young women built skill sets that will serve them well as they continue their educations, from research to public speaking. They learned to work confidently as a team not only with each other but also with local scientists who have become part of their support system.

They now truly understand the pride that comes with taking responsibility and credit for a job well done. Gwendolyn finished her internship feeling positive about working with "the kindest, sweetest, funniest most supportive people she ever met." And in her final evaluation Noran wrote that "at the library everyone feels connected to one another and it's a good feeling of unity".

[Back to Libraries](#)

## Cal Fire GIS Intern: Daniel McIntire



Meet Daniel McIntire  
2011 Graduate in Forestry and  
Natural Resources from Cal Poly.

### How did you get involved as an intern with County Fire?

- As I was hired on at Station 21 as a PCF (Paid Call Firefighter), I was approached about a possible senior project. The project was to create a map book for the Station 21 response area using GIS (Geographic Information Systems). Another PCF at my station was already working for CAL FIRE GIS and took notice of my project. He led me to apply for an intern position where I have worked since.

### What's a typical day like? Describe your duties.

- A typical day of a GIS intern starts off with talking to one of my bosses Greg Alex or Joe Larson about what I need to get done or what they need me to get done. My primary job is to create wildland fire pre-attack maps. These maps are constantly being changed with new data, corrections, and updates. Days when I am not updating pre-attacks, I am utilizing other GIS programs that interpret and display data in other ways than the standard paper map. Some of the programs other than ArcMap that interns are encouraged to utilize include Tilemill, Open Street Map, Google Earth, or Quantum GIS. Having this variety of GIS tools creates a variety of different products and allows us to think outside the everyday paper map.

### In what ways has your internship prepared you for your future career goals?

- This internship has allowed me to see a different aspect of the fire service and gain a perspective that not many people get to see. Being a GIS intern has given me a skill set that I can take to whichever station that I will end up working for. Having both a GIS and a fire service background will benefit me when I apply for seasonal or full-time firefighter positions in the future.

### What is the best thing about your internship with the County Fire Department?

- The best part of working for the CAL FIRE GIS department as an intern is the people and the flexibility. At the beginning of my internship I was able to attend Cal Poly as a full-time student and begin working as a paid call firefighter at Station 21 while working part-time for the GIS department. Last spring I was able to attend the Allan Hancock Fire Academy and work on the weekends to finish projects. Lastly, I am currently a paramedic student at Cuesta College while still working a couple days a week to update and complete projects. I have also been able to attend multiple fire and rescue classes over the years. This flexibility can be found nowhere else. I am also fortunate and thankful for having the privilege to work for and with Greg Alex and Joe Larson at CAL FIRE GIS because they are a wealth of knowledge about fire and GIS and they truly go above and beyond to help you achieve your goals. I would not have made the connections that I have made or accomplished the things I have done without this internship.

*"Daniel has developed and created emergency management tools for our Department that will help to protect the residence and guests of this County long into the future. These products are not only useful for the Fire Department but also the Sheriff Department and the Office of Emergency Services. Our ability to attack a fire and implement evacuations is far better because of the good work Daniel has done."*

[Back to Cal Fire](#)

## General Services Intern: Zach Bache



Meet Zach Bache  
Third year Architecture  
student at Cal Poly.

### How did you get involved as an intern in Architectural Services?

- I was told about the internship in Architecture Services by my Design Studio professor.

### What's a typical day like? Describe your duties.

- A day can include a number of possibilities. Sometimes I organize files, while others I work on projects such as ADA [American's with Disabilities Act] reviews, Jail Expansion, Juvenile Hall Expansion and a Fire Station.

### In what ways has your internship prepared you for your future career goals?

- My internship is teaching me a lot of the day to day tasks of architecture that I would not see in school. In school, design is the main focus, here I get to see what actually goes into the building process.

### What is the best thing about your internship with the County Architectural Services?

- The best thing about my internship with the County is getting to ask lots of questions.

[Back to General Services Agency](#)

## Human Resources Intern Abigail (Abby) Petrini



Meet Abigail (Abby) Petrini  
Fourth year Philosophy major  
at Cal Poly

### How did you get involved as an intern?

- I was working as a classroom assistant at the Children's Center at Cal Poly, and thought, since I don't want to become a pre-school teacher, I should probably look for a job that will give me more useful experience. So, I looked on Mustang Jobs, and this internship was available.

### What's a typical day like? Describe your duties.

- I usually have some sort of project that lasts about one week. When I finish one project, I ask if there are any other projects available for me to begin. Usually there is at least one. Additionally, I complete long term tasks such as filing papers and scanning documents into personnel files.

### In what ways has your internship prepared you for your future career goals?

- This internship has prepared me for my future career by providing experience working in an office environment.

### What is the best thing about your internship?

- The best thing about my internship is that I get to work with many helpful and encouraging people. Also, I value the type of work experience this position has given me.

*"Abby has established herself as a valued member of our team. She is a quick learner and has impressed us with her ability to stay on task and see a project through to completion. She has a keen curiosity about how things work in HR and asks good questions. We look forward to her working for us as she completes her studies at Cal Poly."*

# Public Safety Realignment



On April 4, 2011, Governor Brown signed Assembly Bill (AB) 109 into law. This bill, which went into effect October 1, 2011, made fundamental changes to California's correctional system, transferring responsibility for incarcerating or supervising certain offenders from the State to counties.

## AB 109 Offenders Become A County Responsibility

AB 109 re-assigned three groups of offenders previously served through the State prison and parole system to local jurisdiction in three ways, beginning October 1, 2011:

1. *Post-Release Community Supervision (PRCS)*. These are non-violent, non-serious, non-sex offender offenders (N3s) who have completed their term in State prison and are released on parole. They now spend up to three years under the supervision of the County Probation Department instead of the California Department of Corrections and Rehabilitation's (CDCR) parole division. Offenders in this category may have had prior convictions for violent or serious crimes. PRCS offenders who violate the terms of their release and have their status revoked by Probation serve their commitments in county jail.
2. *New Convictions or "N3s."* These are offenders convicted of non-violent, non-serious, non-sex offender (N3s) crimes. These sentences are now served in County jail instead of State prison. Offenders in this category cannot have had prior convictions for violent or serious crimes.
3. *New Commitments for State Parolees*. Parolees who were released before October 1, 2011 or who are not eligible for PRCS continue to be supervised by the CDCR. Offenders in this category who violate the terms of their release and have their parole revoked by CDCR now serve their commitments in county jail instead of State prison.

No inmates currently in state prison have been or will be transferred to county jails or released early.

## AB 109 Implementation Plan

As required under AB 109, a plan for providing for the housing, supervision and treatment of the offenders was approved by the Board of Supervisors and submitted to the State Corrections Standards Authority. The plan was subsequently updated in 2012.

The plan seeks to achieve three goals:

- Maintain maximum public safety,
- Improve the offender success rate while incarcerated or under supervision and reduce recidivism, and
- Increase alternatives to incarceration and provide treatment support for low level offenders.

To achieve this, the plan focuses on three main strategies:

1. **Housing:** Increase jail capacity to house the new population of offenders,
2. **Supervision:** Increase the number of staff in order to supervise Post Release Community Supervision (PRCS) offenders, and
3. **Treatment:** Increase treatment opportunities in San Luis Obispo County.

[The updated implementation plan can be viewed here.](#)

Number of Realigned Offenders in San Luis Obispo County  
For FY 2011-2012, October 2011 through June 2012

Population	Projected	Actual
New N3 offences sentenced to County Jail	65	106
Parole and PRCS Revocations to County Jail	27	83
Post-Release Community Supervision offenders (Overseen by Probation Dept.)	171	168

## AB 109 Offenders Received in FY 2011-12

At the end of June 2012 there were 106 offenders serving time in County jail for new crimes that, prior to AB 109, would have served in State prison. Of these, only four were serving a "split sentence," in which the judge has ordered that a portion of the time be served outside the jail under the supervision of the Probation Department.

Those serving this type of sentence must meet certain conditions to remain out of jail, such as participation in a treatment programs. Since October 2011 when AB 109 was first implemented, only 14 split sentences have been handed down. These types of sentences so far have accounted for only 8% of all AB 109 jail sentences.

Since the implementation of AB 109 in October of 2011, the average daily population in the jail has increased significantly. Prior to AB 109, the population averaged around 550 inmates on any given day. With the addition of the AB 109 offenders--which would previously have gone to State prisons, the average daily jail population has stabilized around 700.

PRCS or State Parole revocations make up a significant portion of the AB 109 population in the jail. Of the 189 AB 109 offenders in jail at the end of the the fiscal year (both N3's and revocations to jail), 25 (13%) were PRCS offenders and 58 (31%) were State Parolees. This portion of the AB 109 offender population has been the most unexpected. Projections made last year based on estimates provided by the State have proven to be significantly off the mark.

## State Funding for AB 109

The realignment of public safety duties enacted by AB 109 is funded with a dedicated portion of State sales tax revenue and Vehicle License Fees (VLF). To date the funding the County receives from the State as part of this historic shift in responsibility has been sufficient to cover costs.

In FY 2011-12 San Luis Obispo received approximately \$2 million from the State. Because the new law went into effect half way through the fiscal year, funding for this first year of implementation covered approximately six months. In FY 2012-13 the County has been allocated approximately \$5 million, which will be sufficient to cover costs and provide funding for a prudent reserve.

In November 2012, California voters approved Proposition 30, which created a constitutional amendment that protected ongoing funding to counties for the realignment. While the State Legislature had provided sufficient funding to implement the public safety realignment in the first two years, counties had been very concerned that funding for such major shifts in responsibility would be subject to annual budget negotiations. The passage of Prop 30 created a constitutional guarantee of funding and prohibits the Legislature from reducing or removing funding to counties in future years, which will help stabilize implementation of the new law.

# Spotlight on County VOLUNTEERS

**VOLUNTEERS  
AT  
WORK**

Volunteers are an important resource for our community. This year's Annual Report spotlights several citizens who lend their time and talents to local government programs and services.

Read the stories below to learn more about how our volunteers are connecting to their community:

## Did you know?

Since 1974, the County has recognized the countless hours and volunteer time and commitment by celebrating National Volunteer Week. In 2012, the week of April 15-21 was proclaimed as National Volunteer Week in San Luis Obispo County. The proclamation commended county volunteers for their hard work and dedication and recognized volunteers for how their commitment positively affects the residents of our great County.

## Airport: Meet Wanda Freisen



In 1993, Wanda Freisen applied to work as a volunteer at the San Luis Obispo County Airport. Over time, she became the volunteer coordinator. In that capacity, she is responsible for overall supervision of volunteers, which includes scheduling and training the volunteers and keeping the materials at the information desk updated. Resources at the desk include information about the community and assist the public with navigating the airport— including help with wheelchairs, tickets, lost baggage, parking, rental cars, flight schedules, and much more.

During Wanda's 19 years at the desk, she has met people traveling for surgery, going to the bedside of a loved one who is seriously ill, or sending their sons and daughters off to war. She has also greeted business travelers, people attending family reunions and weddings, athletes traveling to tournaments, and people going on cruises and vacations. Wanda says she never tires of seeing grandparents traveling with their grandchildren, "They're a joy to watch."

Wanda believes that assisting passengers needing help, whether it is helping someone locate their luggage or being a calm and reassuring voice for an exhausted and anxious traveler, makes being a volunteer at the desk a very rewarding experience.

[Back to Airports](#)

## Auditor-Controller: Meet Tamara Kaizuka



Auditor-Controller's Office employee Tamara Kaizuka has volunteered at Animal Services for approximately ten years. Almost every Sunday, rain or shine, she is at the shelter walking dogs. Since the shelter is closed on Sundays, Tamara's visits are often the only opportunity for the dogs to get out, take care of business, and interact with people. Over the course of ten years, Tamara has helped care for over 6,000 dogs— that's a lot of happy tail wagging from one person's efforts!

[Back to Auditor- Controller](#)

## Farm Advisor: Meet Jennifer Kranich



My name is Jennifer Kranich and I am a volunteer with the San Luis Obispo County 4-H Youth Development Program. My daughters started in the 4-H program over 11 years ago, and I soon became a parent volunteer. I then became a Treasurer Advisor and am now a Community Club Leader.

Six years ago, I worked with other families to charter the Ranchita Canyon 4-H Club, a new club in the Paso Robles/San Miguel area. I decided to jump right in because I thought, "I can't ask my kids to put 110% into something if I am not willing to do the same." Chartering a club from scratch was definitely a challenge, but the club has proved to be a strong and positive addition to the county program—thanks to our great 4-H families.

It's been a busy six years, with many hours devoted to club and project meetings, community service and vacations spent at the fair! I have always encouraged all our members to take pride in their community and to "Pay It Forward"! Each year I get an

opportunity to read through member record books and I feel so proud of their accomplishments. Their stories are so touching... some are exhilarating, some are sad and some are just plain funny! I think it is great they are able to talk about and share their private struggles and achievements. Throughout the years, I have seen not only my own children, but so many of our other young members develop the confidence to excel in public speaking, leadership, and social skills. Who is the lucky one? I am, to have been involved in such a great program all these years!

[Back to Farm Advisor](#)

## Golf: Opportunities Abound at Local Courses



Providing opportunities to volunteer also helps our golf courses hold down costs. Our customers understand and appreciate the quality of the County courses they play on and want to help keep them in good condition. As a result, some of our golfers are not only regular players and valued customers, they are also volunteers who donate their time and effort help improve and maintain course conditions. Each of our three courses has benefited from the hard work and dedication of the volunteers from our various men's and women's golfing clubs.

These groups have taken it upon themselves to plant and maintain landscapes, install yardage makers, patch asphalt, paint buildings and yardage posts, measure yardages for irrigation heads, install irrigation head yardages, fill divots, and much more. Their work has helped created more memorable experiences for our customers and helped keep maintenance and improvement costs low, which in turn helps keep golf at County Gold Course more affordable for everyone.

[Back to Golf Courses](#)

## Parks: Volunteer Groups Work Towards Conservation



Every year, County Parks receives assistance from hundreds of volunteers. With their help, miles of trails are patrolled, litter is removed, brush is cleared and structures are renovated or rebuilt. Maintaining over 14,000 acres of park lands would be impossible without their assistance.

In 2012 volunteers helped renovate the boardwalks at the Elfin Forest, provided visitor services at Rios Caledonia, expanded the Dog Park at El Chorro Regional Park, and maintained trails from Vineyard in Templeton to numerous trails in Nipomo and our regional parks.

One volunteer project in particular stood out in 2012. On April 28, 2012, The Church of Jesus Christ of Latter-Day Saints (LDS) held a volunteer work day at Lopez Lake Recreation Area. Approximately 450 volunteers participated in this LDS Church national day of service called 'Helping Hands across America'. Months of planning between Parks staff and LDS leaders culminated in a very effective four hour work day. The energy, resources, and materials provided by the LDS Church made important improvements and tackled deferred maintenance work throughout the recreation area.

While many hundreds of volunteers assist County Parks each year, this event lead by LDS Church was remarkable. Our residents, San Luis Obispo County Parks and the thousands of visitors to Lopez Lake appreciate them for their outstanding effort and dedication to the community.

The LDS volunteers completed a wide variety of projects including:

- Signs: Constructed a new Lopez Lake monument sign near the spillway on Lopez Drive, repainted the Vista Lago swim area sign and the registration office signs, and refurbished the park flag pole.
- Nature Center: Rebuilt the bench seats, built steps on both sides of the stage, painted benches, and planted new plants.
- Vista Lago Swim Area: Built 200 feet of fence to separate the parking lot from the turf area, added decomposed granite to level the walkways, graded the beach and parking lot, and set the parking lot poles to delineate the parking lot from other areas.
- Arboleda Picnic Area: Repaired the trellis over the group picnic tables, repaired the drip irrigation, planted new plants, and corrected drainage issues.
- Administration Office: Replaced woodpecker damaged siding on the exterior of the Parks office building and rebuilt a set of wood steps leading into the office.
- Campsites: Removed weeds from around the fire pits in over 150 sites in the park.
- Boat Docks: Applied wood preservative to the two boat docks at the Marina Store.
- Restrooms: Painted the exteriors of four restrooms.

[Back to Parks](#)

## Probation: Meet Lanie Anton & Lesley Ann Becker

Both Probation volunteers serve in the Restorative Partners Program. *The Restorative Partners Program works with all stakeholders: victims, offenders, law enforcement, corrections, non-profit, business, university and faith-based communities to create a more healing response to those impacted by crime.*



My name is Lanie Anton, and I have been volunteering at Juvenile Hall for about 6 months. I got involved when Sister Theresa Harpin, Director of Restorative Partners and her volunteer, Lesley Becker. After attending the volunteer orientation, and fell in love with the program. I volunteer in the tutoring program, book study, and sports program. I try to spend as much time as I can with the kids at Juvenile Hall. I just can't get enough of it. Additionally, I

chose to do a senior project case management study at Juvenile Hall which has allowed me to spend several hours with some of the youth. We have made positive relationships with the minors and they have influenced me.

Serving at Juvenile Hall has helped me realize my passion in life and what I want to do. Before volunteering, I knew I wanted to work in counseling but I didn't know specifically what field. Now I know. Next year I plan to attend graduate school in a psychology program so I can work in a juvenile hall, counseling youth and making a difference. I am motivated by the kids, and the hope and potential that the staff and volunteers see in them. All it takes is a couple volunteers coming in a few hours a week to make a difference. It is so worth it.

[Back to Probation](#)



My Name is Lesley Ann Becker and I have been volunteering with the Restorative Partners Program at Juvenile Hall (JH) since December, 2011. I learned about the program when Dr. Chris Bickel, Cal Poly Professor of Sociology gave our class the opportunity to participate in a restorative justice presentation at the Nativity Catholic Church in SLO. At the event, the Director of Restorative Partners, Sister Theresa Harpin and I made an instant connection. I shared my story with her and my desire to work at Juvenile Hall a

volunteer. Since December 2011, I have created and managed the Tutoring and Book Club Programs. Weekly, volunteers and I go into JH to help youth with their school work and each month, we host our Book Club where the youth and volunteers get together to discuss a book they have read. If the kids read the book, come to the discussion, they get to keep the book. If they write a short book report they get school credit.

Upon graduation from Cal Poly, I hope to take the experience that I have gained volunteering in the JH and put it towards a career in the Probation Department.

[Back to Probation](#)



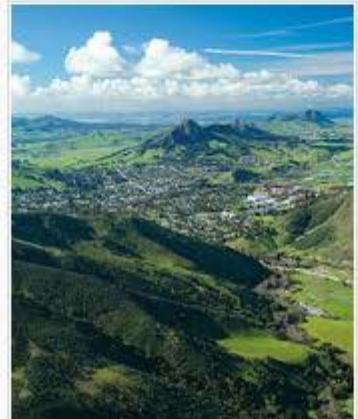
# LAND BASED

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[Agricultural Commissioner](#)



[Planning & Building](#)



[Public Works](#)





# AGRICULTURAL COMMISSIONER

## What we do:

The Agricultural Commissioner and Sealer of Weights and Measures is the local entity responsible for compliance with laws and regulations pertaining to plant quarantine, pesticide use, weights and measures, and agricultural statistics.

The Agricultural Commissioner/ Sealer operates under the authority of the State of California and is mandated to ensure enforcement of provisions in the California Food and Agricultural Code, California Business and Professions Code and the California Code of Regulations.

## Contact us:



Martin Settevendemie  
*Agricultural Commissioner/Sealer*

[Email](#)  
[Website](#)

Download the 2011 Crop Report

(Click on image to view)



## Locations to serve you:

2156 Sierra Way  
San Luis Obispo, CA 93401  
Ph: 805.781.5910

350 North Main Street  
Templeton, CA 93465  
Ph: 805.434.5950

810 W. Branch  
Arroyo Grande, CA 93420  
Ph: 805.473.7090

## Community & Agriculture Come Together to Control Pests



Few places provide such ideal conditions for raising the wide variety of crops, ornamental plants and livestock as San Luis Obispo County. However, these same conditions also create perfect conditions for exotic, detrimental insect pests and plant diseases to thrive. [Full Article](#)

## County & Community Fight the Glassy-winged Sharpshooter



"Mark" lives in a neighborhood where the Glassy-winged Sharpshooter infestation was found. He knew it was important to protect the landscape around his home, especially several fruit trees, from this pest. [Full Article.](#)

# Agricultural Commissioner

## Community & Agriculture Come Together to Control Pests



Few places provide such ideal conditions for raising the wide variety of crops, ornamental plants and livestock as San Luis Obispo County. However, these same conditions also create perfect conditions for exotic, detrimental insect pests and plant diseases to thrive.

Pests and plant diseases can be enormous challenges for commercial agricultural producers as well as homeowners. The Agricultural Commissioner needs the help of residents to keep pests at bay and eradicate them before they can negatively impact our \$736 million local agricultural industry, ornamental landscapes and the natural beauty that makes this county so desirable. The impact of the introduction of agricultural pests and diseases is great. These threats can result in consequences including restrictive quarantines, export restrictions, higher production costs, increased pesticide use, and ultimately higher prices for food and plants.

In 2010, an infestation of the Glassy-winged Sharpshooter was discovered by Agricultural Commissioner staff in an urban neighborhood in the city of San Luis Obispo. The Glassy-winged Sharpshooter is a transmitter of plant diseases including Pierce's Disease which is fatal to grape vines. This pest can also become a nuisance for homeowners because of the sticky residue it deposits on ornamental plants, sidewalks, and other outdoor surfaces. In 2011 and 2012, with cooperation from residents of the neighborhood, staff from the Department took quick action to begin eradication of this pest. The connection between the community, the Department, and the local agricultural industry helped protect not only the economic contribution of the local vineyards, but also the nursery industry, ornamental landscapes and the natural beauty of the county.

Every resident of San Luis Obispo County has the opportunity to help protect this beautiful place we call home. Staying aware, taking simple precautionary actions, cooperating with the Department and spreading the word about detrimental pests will prevent harm to agriculture, landscapes and the environment.

# Agricultural Commissioner

## Collaboration results in Control of Glassy-winged Sharpshooter



"Mark" is a homeowner in a neighborhood where a Glassy-winged Sharpshooter infestation was found. He knew it was important to protect the landscape around his home, especially several fruit trees, from this pest. He also knew this was important to help protect the vineyards near his home.

Mark was able to get helpful information from the County Ag Commissioner's staff about the insect traps used to monitor for the presence of the insect. Agricultural Commissioner staff also helped educate Mark about the pesticides that were applied, under the direction of the Department, to plants in his yard. Mark was glad to be a part of this important project to help preserve the grape industry and the surrounding rural, open character that the vineyards create. His cooperation and that of others like him, was extremely important to grape growers adjacent to Mark's neighborhood and grape producers throughout the County and the state.

"George" is a local vineyard manager and grower. He has a deep appreciation for the cooperation shown by the residents in the Glassy-Winged Sharpshooter infested

neighborhood located near his vineyards. He is thankful residents allowed the Ag Commissioner access to their properties to conduct the monitoring necessary to eradicate this serious pest. The County Ag Department and the community worked cooperatively so George and others like him were able to avoid the consequences of an infestation.

These consequences include the possible introduction of disease into the vineyards, increased pesticide treatments, and additional shipping restrictions. Because this pest did not spread beyond the neighborhood where it was initially discovered, these damaging consequences were avoided.



## What we do:

The Department of Planning and Building is made up of the following three Divisions:

- The Building Division administers building codes and is responsible for overseeing safe construction practices through issuing building permits and inspecting work at construction sites. This Division also provides information on land use and building to the public and administers the Code Enforcement program.
- The Planning Division reviews land development, subdivision and rezoning proposals, implements the California Environmental Quality Act (CEQA), updates the County's General Plan, administers housing grant programs, and oversees energy programs. This division also implements the Agricultural Preserve program and carries out the requirements of the Surface Mining and Reclamation Act.
- The Operations Division is responsible for setting Department policy, accounting, and budgeting, as well as overseeing fees and human resources for the Department. This Division also provides support for the department's permit tracking system and maintains a comprehensive geographic information and mapping system.



## Shandon Community Plan Adoption



On April 3, 2012, the Board of Supervisors adopted an update to Shandon's Community Plan. This completed a collaborative process between County staff, the community, and major area landowners. [Full Article.](#)

## Direct Community Outreach Events for Energy Watch



San Luis Obispo County Energy Watch, a partnership between the County, the utility companies, and the Economic Vitality Corporation, aims to reduce energy usage throughout the County by educating residents, businesses, and municipalities on energy saving opportunities and resources. [Full Article.](#)

## Contact us:



Jason Giffen  
*Director of Planning & Building*

976 Osos Street, Room 200  
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Permits, Inspections, Zoning:  
Ph:805.788.2076

[Email](#)  
[Website](#)

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## View the award winning...



## Oceano/Halcyon Community Clean-up



On September 19, 2011, several County Departments including Planning and Building, Public Works and Environmental Health partnered with volunteers from the Oceano and Halcyon area to do a community clean up. [Full Article.](#)

## Online Geographic Information System (GIS) Mapping

Click here to:

- Search by assessor parcel number or street address
- Create maps using several GIS data layers including aerial photography, parcels, and combining designations
- Look up information specific to individual parcels
- Explore aerial photography
- Interact with GIS layers
- View zoning information throughout the County

# Planning & Building

## Shandon Community Plan Adoption



On April 3, 2012, the Board of Supervisors adopted an update to Shandon's Community Plan. The adoption of the plan was the result of a collaborative process between County staff, the community, and major area landowners. The participation of the public was vital to the success of the Community Plan, as dedicated members of the Advisory Council and community spent many hours helping to shape the Plan.

The Plan works with the County's strategic growth principles in a way that is tailored to the needs of the town. The town of Shandon already has a strong foundation upon which to grow into the future, with its beautiful tree-lined streets, schools, fire station, library, community park, and post office. The recently completed Shandon Community Plan provides a great model for how a small, rural community can grow in a compact and efficient manner.

The Shandon Community Plan is the first in the County to include a Public Facilities Financing (PFF) Plan. The PFF Plan identifies the water, sewer, roads, and storm water drainage that will be needed as the town grows, and the strategies that will be needed to finance them.

Shandon's PFF Plan will serve as a model for similar plans in other areas of the County in the future.

Special thanks are due to First District Supervisor Frank Mecham and his Legislative Assistant Vicki Shelby. Their help was key in several areas, including community outreach and consistent engagement between staff and the community. As a result, the County and the Advisory Council were able to work through various issues, including a long-standing community skepticism. The result was a letter from the Advisory Council to the Board of Supervisors supporting the plan and a good old-fashioned community pot luck celebrating its adoption!

# Planning & Building

## Oceano/Halcyon Community Clean-up



On September 19, 2011, several County Departments including Planning and Building, Public Works and Environmental Health partnered with volunteers from the Oceano and Halcyon area to do a community clean up.

The clean up was a resounding success, removing over a hundred tons of scrap metal, almost 200

tons of garbage and green waste, and several junked and abandoned vehicles.

The success of this event was the result of a group of dedicated volunteers who worked with County Code Enforcement staff for several months prior to the event, developing plans, organizing the community and fundraising in order to make sure the cleanup went smoothly.

Fourth District Supervisor Paul Teixeira and Legislative Assistant Debbie Geaslen were instrumental in helping coordinate the effort. They brought local businesses together to help with the removal of garbage and scrap. Companies such as R&R Rolloff and AT Metals and Auto Salvage volunteered equipment and staffing that were vital to making the project a success. The Five Cities Chapter of the Lion's Club put on a wonderful barbeque that kept the volunteers energized and well fed the day of the clean up.

The Department of Planning and Building encourages these types of community projects and is eager to help facilitate cleanups throughout the county.

## Direct Community Outreach Events for Energy Watch



San Luis Obispo

County Energy Watch aims to reduce energy usage by educating residents, businesses, and municipalities on energy saving opportunities and resources. Energy Watch is a program partnership between the County, utility companies, and the Economic Vitality Corporation.

Direct outreach to community members at farmers markets, Earth Day events, and energy specific events is a particular focus of County staff working on the Energy Watch program.

At farmers markets around the county, Energy Watch staff distributes compact florescent light bulbs free to the public with information on proper handling and recycling, energy efficiency tips, and information on rebates and incentives for energy efficient appliances and home upgrade options.

These one on one interactions allow staff to explain the program's mission and provide information specific to each individual's needs. At the Earth Day Food and Wine Festival in Templeton and the Earth Day Celebration at El Chorro Regional Park in San Luis Obispo, staff joined many other businesses and organizations in educating the community on ways to reduce energy usage.

In October 2012, Energy Watch collaborated with other agencies and nonprofit organizations to offer several community events in celebration of National Energy Awareness Month. At *The Energy Event*, held on October 20th at the San Luis Obispo Veteran's Hall, community members heard from local experts about energy efficiency resources and technologies in their particular area of interest. Attendees also witnessed innovative energy efficiency projects first hand through a variety of mobile workshops.



# PUBLIC WORKS

## What we do:

The Public Works Department provides a wide range of public infrastructure services. To best serve County residents, the Department is divided into the following operational divisions:

- Development Services provides review, approval and inspection of engineering and survey work on land development projects.
- Transportation/Roads is responsible for the safe and efficient movement of traffic on the County-maintained network of roads. This division oversees infrastructure maintenance and operations, including road signs, pavement management, traffic signals, drainage facilities, bridges and guardrails.
- Utilities maintains and performs long-range planning functions for public utility systems for water, wastewater and storm water, and maintains and constructs water storage facilities. This division monitors and reports on drinking water quality and Countywide hydrologic data. Utilities also prepares Countywide Master Plan documents and coordinates with the Planning Department on resource capacity studies.
- Design is responsible for the design and contracting of County roads, bridges, drainage and utility infrastructure improvements as well as the administration of right-of-way services.
- Construction oversees the construction of County infrastructure projects through contract management and inspection services.
- Environmental Programs manages compliance with Federal, State and local environmental regulations, including permitting, mitigation, monitoring, reporting and site maintenance. This division performs California Environmental Quality Act (CEQA) and National Environmental Policy Act reviews of County infrastructure projects.

## Contact us:



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Public Works Director

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Email  
Website



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## Master Water Plan



Do you know where your water comes from?

our water comes from? Do you ever wonder what can be done to ensure that it continues to flow in the future? Are you interested in understanding what the future of your water source looks like? The County-wide Master Water Report covers all of this and more.

The Report is conveniently organized by geographical area, enabling users to easily access information on their water supply, and what water management strategies are being considered, such as recycling, exchange programs and conservation.

In FY 2013-14, the water supply information in the Report will be integrated with other information regarding water quality, ecosystems, and flood management to form a comprehensive Integrated Regional Water Management Plan for San Luis Obispo County.

We invite you to participate. To view the full report, click on the Master Water Report button at [www.SLOCountyWater.org](http://www.SLOCountyWater.org).

## Los Osos Wastewater Project



Construction has begun on the Los Osos Wastewater Project. The project is expected to be completed in early 2015. [Full Article](#)

Visit the Dig Los Osos [website](#)



Click on image above to view the Los Osos Wastewater Project Photo Gallery

## Willow Road Interchange Completed



After decades of planning, Willow Road interchange was opened to traffic in October. The new regional connection provides Nipomo with a east-west route across the mesa to connect the Route 1 and Route 101 corridors. The new facility will reduce existing congestion at Tefft Street interchange, improve emergency response times, reduce vehicle miles traveled, and establish a direct mesa truck access route. The \$29 million project was funded through development road improvement fees and State Transportation Improvement funds programmed by San Luis Obispo Community of Governments (SLOCOG). Click [here](#) for more information on this project.



Aerial View of Willow Road Interchange Project



Willow Road Ribbon Cutting Ceremony

# Public Works

## Los Osos Wastewater Project



Construction has begun on the Los Osos Wastewater Project. The project is expected to be completed in early 2015. Major components of the project include:

**Mid Town Site Restoration:** This project aims to restore the site to provide wildlife habitat, public recreation, and storm water control. This project is nearing completion.

**Low Impact Development (LID) Drainage Improvements:** Approximately 20 drainage projects are being completed by County work crews to solve local flooding problems in a sustainable manner.

**Collection System:** Contractors have begun work on the 49 miles of pipelines, leach fields, fiber optics, and 21 pump stations that will serve the community. A public outreach program will keep residents informed of progress and potential neighborhood and traffic impacts.

**Water Conservation Program:** The goal of this program is to reduce indoor water consumption to 50 gallons per person per day. Rebates are provided to retrofit toilets, shower heads, and faucet fixtures to water efficient standards.

**Water Recycling Facility:** Preliminary design is underway for this facility, which will be located behind the Los Osos cemetery. The facility will treat waste water to the highest standards, making it suitable for irrigation use.

**On-Lot Lateral Connections:** Upon completion of the water recycling facility, each property owner will be responsible for connecting to the system. Financial assistance for on-lot costs will be available through grants and low interest loans for the cost of connection.

### Did you know?

Funding for the Los Osos Wastewater Project is provided by State and Federal low interest loans and grants. To date, the project has secured almost **\$18 million in grants**. As a result of the financing and low bid prices, the estimated monthly project costs for a typical single family residence has been reduced from early estimates of \$200 to a current estimate of \$140 per month.





# PUBLIC PROTECTION

Click on image to view each section.

County Fire

Child Support Services

District Attorney



Emergency Services

Probation

Sheriff





# COUNTY FIRE

## What we do:

County Fire responds to emergencies and other requests for assistance, plans for and takes action to prevent emergencies and to reduce their impact, coordinates regional emergency response efforts, and educates the communities we serve.

CAL FIRE, a California state agency, functions as the County Fire Department under a contract with the County of San Luis Obispo, and has done so since 1930. Acting as a single, unified emergency response agency, County Fire and CAL FIRE also provide contract fire services to Los Osos, Avila Beach, Pismo Beach and Cayucos.

Department activities are divided between four Service Programs:

- Response to Emergencies
- Preparation for Emergencies
- Prevention of Emergencies
- Management of the County Fire Department

## State Social Media Links:



## Contact us:



Robert Lewin  
County Fire Chief

Headquarters  
635 N. Santa Rosa St.  
San Luis Obispo, CA 93405  
Ph: 805.543.4244

[Email](#)  
[Website](#)

Connect with us!



Meet our Intern  
Daniel McIntire

## Incident Management Teams



Incident Management Teams (IMTs) have been a critical component of managing large scale emergencies for some time. These teams include specialists in emergency operations, planning, logistics, and finance, who respond as a unit when called. County Fire employees participate in IMTs, which are organized on a statewide basis. In 2012, County Fire for the first time established a County IMT. This team will be used to manage larger incidents in the County, which do not fall within the criteria needed to mobilize a statewide IMT. Members of the County IMT come from the County Fire Department, other County agencies, and other local fire departments. This cooperative effort improves public safety, and improves the efficiency of emergency operations, thereby reducing the costs of those operations.

## New Creston Fire Station



The new County Fire Station in Creston was dedicated on May 23, 2012 and now has full time staffing in addition to its volunteer firefighters. Highlights of the new station include additional space to house emergency vehicles, expanded living quarters for firefighters, a training

room available for use by community groups, and an office for County Sheriff's Deputies.

Construction was managed by County Architectural Services staff and was completed on budget and ahead of schedule. Community members participated in the design of the station and volunteered their time to install landscaping. RRM Design Group was the architect and Rarig Construction built the station. Both are local firms. With the opening of the new station, County Fire was able to assign additional firefighters needed to staff it seven days per week, improving the department's ability to protect lives and property.

## Dedication



County firefighter John Byrne wanted to help his sister Lauren obtain her goal of independence. Lauren is quadriplegic due to an accident when she was 15. Now 22, she is unable to walk without assistance and must rely on family and friends for transportation. Even with public transportation, Lauren must rely on someone to drive her to the bus or train station.

The cost of a vehicle customized to meet Lauren's needs was estimated to be around \$50,000, far more than she or her family could afford. John realized he could raise funds for the vehicle by exercising one of his talents: cycling. With the support of his family, friends and community, John received numerous pledges of support, and began riding the 3,600 mile trip from California to New York on September 9, 2012.

All along his cross-country ride John was welcomed at fire stations and enjoyed the hospitality of his fellow firefighters. By December, John had raised over \$62,000 in donations, more than enough to purchase and outfit a vehicle for Lauren. On Christmas day, 2012, John presented his sister with a modified Honda element. "It was a huge surprise," said Lauren. John's dedication and commitment has been a source of great pride to the department, and an inspiration to all.



## What we do:

The Department of Child Support Services works to enhance the well-being of children and the self-sufficiency of families by ensuring that they receive the support to which they are entitled by law. The Department deals with both civil and criminal matters involving family support, including prosecution of individuals who willfully refuse to support their children.

The Department of Child Support Services also establishes paternity through genetic testing and locates non-custodial parents and custodial parties to establish, enforce, and distribute child and medical support. The Department encourages both parents to be involved in the lives of their children.

## Contact us:



Phil Lowe  
Director of Child Support Services

1200 Monterey Street  
San Luis Obispo, CA 93401  
Ph: 866.901.3212  
Phone hours M-F, 1-5

[Email](#)

[Website](#)

[State Child Support Services Website](#)

## Ten Years of Top Performance

San Luis Obispo County continues to be one of the top performing Child Support Services Department in the state based performance measures of Title IV-D Paternity and Court Order Establishment, Collection of Current and Past Due Support, and Cost to Collection Ratio. Each county is given a score based on how it ranks for each performance measure, which is used to determine an overall ranking. The San Luis Obispo County Department of Child Support Services has been recognized as a top performing Child Support Department in the State since 2002.

Download file below to view the 2012 Performance Ranking Report for Child Support Services.

 [august\\_2012\\_performance\\_ranking\\_report\\_pgm-041.pdf](#)  
[Download File](#)

## Helping Families in Need



The support collected by the Department of Child Support Services often helps custodial parents transition off government assistance by enabling them to provide for basic needs such as food, clothing and shelter. In other cases, collections of large back payments have helped defray college expenses, and paternity tests have lead to fathers becoming involved in the lives of their children. These outcomes are made possible through the dedication and hard work of the Department's employees, who work every day to resolve emotionally charged issues of family conflict and financial support. In the end, the gratitude expressed by the families we assist testifies to the far reaching affects that Child Support Services can play in the lives of people in the community.



## What we do:

The San Luis Obispo County District Attorney's (DA) Office represents the People of the State of California in all criminal cases occurring within San Luis Obispo County.

- **Criminal Prosecutions:** There are a number of different units within the DA's office responsible for criminal prosecutions. The combined General Felony and Misdemeanor Unit handles the majority of the more than 17,000 criminal cases filed in court last year by the District Attorney's Office.
- The Sexual Assault/Domestic Violence Unit handles cases related to sexual assault, child abuse and domestic violence.
- The Narcotics Prosecution Team prosecutes a variety of drug offenses, from the manufacturing, possession for sale and transportation of high-level narcotics, to the lesser street-level possession cases.
- The Juvenile Unit prosecutes criminal misdemeanor and serious felony cases involving minors under the age of 18.
- Other Special Prosecution Units exist for cases involving Elder Abuse, Consumer Fraud, and Environmental Protection. Additionally, an Economic Crime Division assists with a variety of white collar crime-related issues, including false and misleading advertising and non-sufficient fund check restitution.
- The Victim/Witness Assistance Program's unique purpose is to make the criminal justice system more accessible, easier to understand, and more responsive to the rights and needs of victims of crime. Victim advocate personnel are skilled in crisis intervention, emergency assistance, and thorough responses to the individual needs of victims.
- The Bureau of Investigations provides investigative support in both criminal and a limited number of civil matters. The Bureau's investigators are sworn peace officers who are also available to respond to law enforcement investigative requests and emergencies.

## Contact us:



Gerald T. Shea  
District Attorney

1035 Palm St.  
San Luis Obispo, CA 93408  
Ph: 805.781.5800

[Email](#)  
[Website](#)



[View our awards](#)

## Support for Crime Victims:

*Extending the Vision, Reaching Every Victim*

The District Attorney's Office is committed to the ideal of every victim receiving the help they need in the aftermath of crime. In support of this commitment, the District Attorney's Office co-hosted the 2012 San Luis Obispo County Crime Victims' Rights Week Awards Ceremony at Embassy Suites in April 2012. [Full Article.](#)

## Justice Served

[People v. Kahn, et al:](#) Significant Sentences with Hate Crime Enhancements for Cross Burning

In what may be one of only a few cases of its kind in California, cross burning and hate crime sentencing enhancement charges were brought against four county defendants for the burning of an 11 foot tall wooden cross on a residential lawn adjacent to an African American teenager's Arroyo Grande home. [Full Article.](#)

[People v. Weisenberg:](#) Murder Conviction of Defendant Responsible for the Death of a CHP Officer

Driving with a suspended license and under the influence of methamphetamine, Kaylee Weisenberg drove her vehicle over a solid yellow double line and struck an on-duty CHP officer assisting a stalled vehicle. [Full Article.](#)

# District Attorney

## Justice Served

[People v. Kahn, et al:](#) Significant Sentences with Hate Crime Enhancements for Cross Burning

In what may be one of only a few cases of its kind in California, cross burning and hate crime sentencing enhancement charges were brought against four county defendants for the burning of an 11 foot tall wooden cross on a residential lawn adjacent to an African American teenager's Arroyo Grande home.

This case generated tremendous local and state media coverage and elicited a great deal of community concern. Law enforcement and citizens worked closely together to gather information and bring a sense of justice back to the local community. After difficult litigation involving multiple motions regarding the crime's constitutionality and protection for the victim, expert testimony and extensive investigation into the defendants' criminal backgrounds, three of the defendants pled guilty to lengthy prison commitments (5 to 13 years) with the fourth defendant's trial conviction resulting in an 11 year prison sentence. These convictions clearly signaled that racially motivated crimes will not be tolerated in our county.

[People v. Weisenberg:](#) Murder Conviction of Defendant Responsible for the Death of a CHP Officer

Driving with a suspended license and under the influence of methamphetamine, Kaylee Weisenberg drove her vehicle over a solid yellow double line and struck an on-duty CHP officer assisting a stalled vehicle. A "Watson" murder charge was brought against the 24-year-old defendant for the death of Officer Brett Oswald. Watson murders, considered only in the most reckless of driving circumstances, require the Deputy District Attorney to prove the driver understood the risks to life inherent in driving so recklessly and under the influence, and yet chose to ignore those risks.

Out of area expert co-counsel was sought from the California Traffic Safety Resource Prosecutors Program (TSRP) to assist in the prosecution and lend his experience in motion strategy and trial preparation. After sixteen days of trial testimony, Kaylee Weisenberg was found guilty of second-degree murder by a jury and is now serving a term of 15 years to life.

## Support for Crime Victims

The District Attorney's Office is committed to the ideal of every victim receiving the help they need in the aftermath of crime. In support of this commitment, the District Attorney's Office co-hosted the 2012 San Luis Obispo County Crime Victims' Rights Week Awards Ceremony at Embassy Suites in April 2012. This event was a collaborative effort that involved many programs and agencies:

- The Women's Shelter Program of San Luis Obispo;
- The North County Women's Shelter Program and Resource Center;
- The Sexual Assault Recovery and Prevention Center;
- The San Luis Obispo County Probation Department;
- The Child Welfare and Adult Protective Services Divisions of the County Social Services Department.

Based on nominations from law enforcement and service providers countywide, San Luis Obispo County's community service providers, law enforcement and business professionals, crime victims and survivors were recognized for their dedication in promoting and advancing crime victims' rights.

Distinguished 2012 honorees included:

- Julia and Scott Starkey, recipients of the Courage Award for survivors of crime;
- Donna Jones, District Attorney Investigator, recipient of the Champion Award as an outstanding criminal justice representative;
- Tracy Nix, District Attorney Child Interview Specialist, recipient of the Compassion Award for advocate representation; and
- Edna Valley Vineyard, recipient of the Commitment Award for a community member or business support.

The District Attorney's Office, the County and the community salute the 2012 honored recipients of the San Luis Obispo County Crime Victims' Rights Week Awards.



# OFFICE OF EMERGENCY SERVICES

## What we do:

The County Office of Emergency Services (OES) works in cooperation with the County's first responders to prepare for and coordinate responses to disasters and other emergencies large enough to affect multiple jurisdictions or impact multiple emergency service disciplines within the County.

## Contact us:



Ron Alsop  
Emergency Services Manager  
  
New Government Center  
1055 Monterey St. Suite D430  
San Luis Obispo, CA 93408  
Ph: 805.781.5011  
Email  
Website

## Emergency Drills



The County occasionally tests emergency plans through drills and exercises. These drills and exercises allow people from many agencies to come together to test our training, plans and procedures and to help ensure we can all work together for the best possible response to emergencies.

In November 2012, the County was evaluated by the Federal Emergency Management Agency (FEMA). The exercise scenario was based on a simulated nuclear power plant accident. The exercise successfully demonstrated the ability of the County and local agencies to implement our emergency response plans and protect the health and safety of the public.

The exercise specifically tested the ability of agencies to communicate effectively, to make decisions on what public specific protective actions would need to be taken, such as evacuations, and show that these decisions can be carried out. It also tested the ability to provide emergency public information promptly--through the use of systems such as Reverse 911 notifications and the Emergency Alert System, and the County's ability to monitor radioactive releases.

The exercise required the coordination of many agencies at a number of locations. Included were the County Emergency Operations Center and Joint Information Center, the County Office of Education, Port of San Luis, the City of Pismo Beach, the Public Health Department, County Public Works, and other local and locally based State agencies, such as the California Highway Patrol and Caltrans. Feedback from FEMA after the November 2012 exercise indicated that the County and its partner agencies had done an outstanding job and met all of the objectives of the exercise.

Connect with us!



## Video: Diablo Canyon Power Plant Drill Ensures Community Safety



**Did you know?**  
Emergency alert radio signals are provided by the National Oceanographic and Atmospheric Administration's (NOAA) National Weather Service (NWS). These radio signals are not accessible over AM/FM radios but are received by NOAA weather radios. Weather alert radios can be used to alert the public of other serious emergencies, not just weather events.  
  
While we cannot recommend a particular local retail store or online web site to purchase such radios, they are available at places such as electronics stores as well as online.



To learn more about these inexpensive radios and the National Weather System notification system, visit: [www.weather.gov/nwr/](http://www.weather.gov/nwr/)



# PROBATION

## What we do:

- **Adult Services:** The Adult Division is responsible for the supervision of over 2,500 probationers. The division includes general supervision, court investigations, and specialized supervision caseloads that include sex offenders, drug users, gang members, and mentally ill probationers.
- **Juvenile Services:** The Juvenile Division is responsible for the supervision of over 300 youth on probation. Probation Officers are also assigned to Community Schools and other sites to work with at-risk youth to prevent them from ending up on probation.
- **Juvenile Hall:** Probation operates a 45-bed County Juvenile Hall. The Juvenile Hall is a 24-hour, co-ed detention facility that has an average daily population of 35 juveniles.
- **Revenue Recovery:** The Revenue Recovery Unit is responsible for the collection of restitution for victims, and fines and fees from defendants. Revenue Recovery collections average \$234,171 per month, which is disbursed to victims of crime and to the County General Fund to pay for services.

## Contact us:



Jim Salio  
Chief Probation Officer

[Email](#)  
[Website](#)

## Locations to serve you:

**Main Office**  
1730 Bishop Street  
San Luis Obispo, CA  
93401  
Ph: 805.781.5300

**Juvenile Hall**  
1065 Kansas Ave.  
San Luis Obispo, CA  
93401  
Ph: 805.781.5389  
24 Hour Facility

**Juvenile Services**  
1065 Kansas Ave.  
San Luis Obispo, CA  
93408  
Ph: 805.781.5352

## What's New in Probation



On May 1st, 2012 the Board of State and Community Corrections conducted the 2010-2012 biannual inspection of the Juvenile Hall. The inspection was deemed a success. According to the inspector:

*"The facility was and continues to be well maintained. Youth artwork was displayed around the facility and created a bright atmosphere in the day rooms. The Department continues to make improvements to the existing facility to enhance safety and security." Full Article*

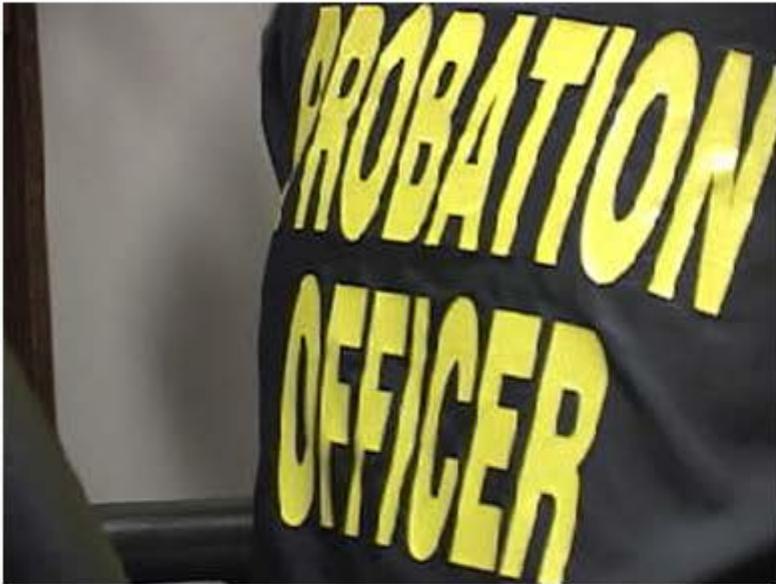


**Meet our Volunteers**  
Lanie Anton & Leslie Ann Becker



# Probation

## What's New



On May 1st, 2012 the Board of State and Community Corrections conducted the 2010–2012 biannual inspection of the Juvenile Hall. The inspection was deemed a success. According to the inspector:

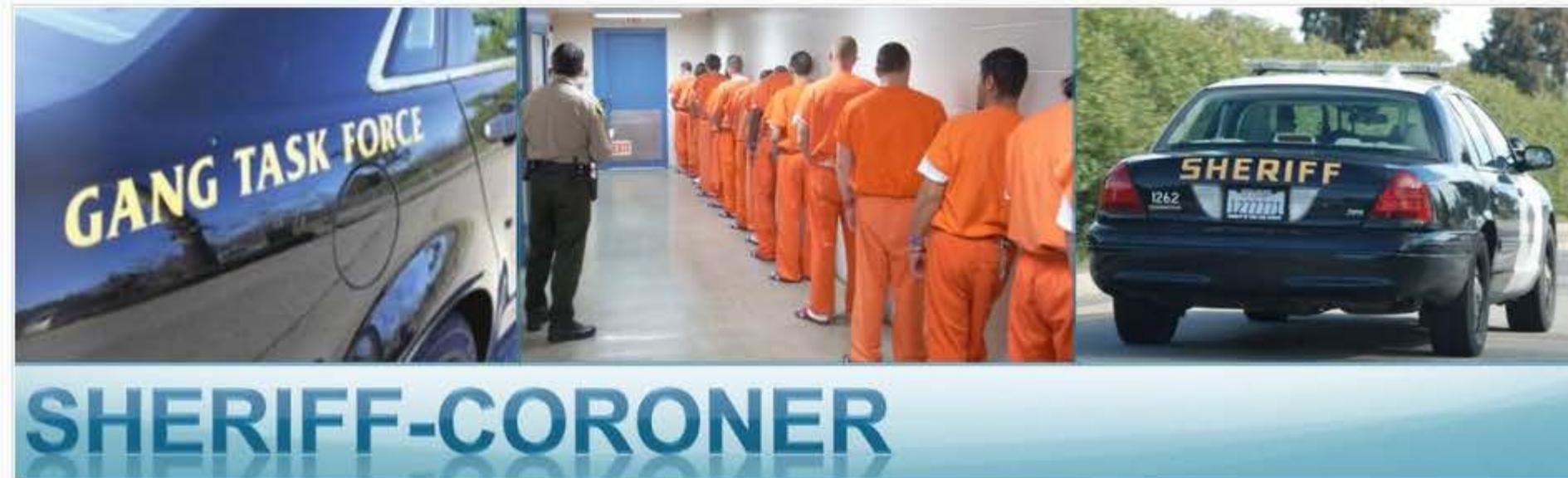
*"The facility was and continues to be well maintained. Youth artwork was displayed around the facility and created a bright atmosphere in the day rooms. The Department continues to make improvements to the existing facility to enhance safety and security."*

The site inspector met with facility mental health staff who reported, "There is constant communication between them and custody staff; each morning the shift leader checks in with medical and mental health staff to review the status of higher risk minors." Juvenile Hall staff has significantly increased the level of programming provided for the minors. The site inspector observed, "With respect to programming, Department is committed to providing meaningful evidence-based services to the youth in detention."

In 2012, the Probation Department implemented several programs contained in the San Luis Obispo County Public Safety Realignment Plan developed by the Community Corrections Partnership. San Luis Obispo County received over \$2 million dollars for housing, supervision and treatment of criminal offenders, including state prison inmates discharged to the Probation Department under Post Release Community Supervision (PRCS).

The Probation Department successfully implemented a supervision program responsible for monitoring PRCS offenders. Additionally, a weekly assessment process was created for PRCS offenders to meet with Drug and Alcohol or Mental Health representatives to streamline and reduce the time to receive treatment and sober housing services important in their transition back into the community.

The Probation Department established an Electronic Monitoring program for offenders that require 24-hour monitoring to ensure public safety. Realignment funding was used to support the use of cognitive behavior treatment, which is effective in reducing recidivism.



# SHERIFF-CORONER

## What we do:

Formed in 1850, the Sheriff's Office is the oldest and largest law enforcement agency in the county, covering over 3,200 square miles.

The functions of the Sheriff's Office include patrol, county jail, coroner services, civil division, records and warrants, Sheriff and medical dispatch, search and rescue, a posse unit, aero-squadron, a dive team, and special investigation units.

## Lead the Way



Click on the image to the left to view the Sheriff's Office Annual Report.

## Contact us:



Ian Parkinson  
Sheriff-Coroner

1585 Kansas Avenue  
San Luis Obispo, CA 93405  
To report a non-emergency crime  
Ph: 805.781.4550

[Email](#)  
[Website](#)

For all  
emergencies,  
please dial  
911

Connect with us!



Click the icon above to sign-up for reverse 911 on your cell phone

## Auction Raises Funds for Christmas Bikes



Throughout the year, local individuals and businesses donate bicycles to the Sheriff's Christmas Bicycle Program. Although many of these bikes are not appropriate for children and cannot be used in the program, there are a good number of unique and vintage road bikes, racing bikes, mountain bikes and beach

cruisers. This gave Correctional Sergeant Michelle Voisenat an idea. [Full Article](#)

## New, State of the Art Facility



The Sheriff-Coroner or his designee is responsible for investigation of all reportable deaths that occur within the county of San Luis Obispo. [Full Article](#)

## K-9 Unit Grows



In 2012, the Sheriff's Office was able to expand its current K9 team. Prior to this expansion the Sheriff only had one K-9 team. [Full Article](#)

# Sheriff-Coroner

## K-9 Unit

## New, State of the Art Facility



In 2012, the Sheriff's Office was able to expand its number of K-9 teams from one team to five teams. Two of the teams are trained in drug detection and three are cross-trained for protection, apprehension and drug detection.

The Sheriff-Coroner or his designee is responsible for the investigation of all reportable deaths that occur within the County of San Luis Obispo. To determine the cause and manner of death, many cases require an autopsy or medical examination. Autopsies are typically conducted once per week by a certified Forensic Pathologist along with one or more of three full-time Detective Coroners.

The San Luis Obispo County Sheriff's Office purchased three additional K9's in December of 2011 and completed the required Peace Officer Standards and Training (POST) and certification early in 2012. This was accomplished with minimal impact to the budget by utilizing asset forfeiture funds seized from previous narcotics cases.

The number of autopsies in the County has steadily increased since 2002, with 1,441 reported deaths in 2011. Of those, the Coroner's Office conducted 281 autopsies or medical examinations--approximately five a week.

The three new K-9's assigned to the Patrol Division are:

- K-9 Jacco, assigned to Deputy John Franklin at North station;
- K-9 Nico, assigned to Deputy Steve Faeth at the Coast Station; and
- K-9 Gonzo, assigned to Deputy Mark Souza at the South Station.

Despite this, throughout the history of the San Luis Obispo Sheriff's Office there has never been a dedicated Coroner's Office facility. Instead, the Sheriff's Office has used local mortuary facilities to conduct autopsies and examinations. For the last ten years, the Coroner's designated autopsy facility has been the preparation room of a local mortuary.

All three K-9's are cross trained and certified to detect the odors of cocaine, methamphetamine, heroin, opium and marijuana. They are also trained to assist with the tracking of suspects and at-risk or missing persons. These highly trained and versatile K-9 teams are available to be deployed throughout the County of San Luis Obispo to assist other agencies with critical incidents.

As industry standards improved, this was no longer sufficient to meet the safety, efficiency, and evidentiary needs of the Sheriff's Office. To properly protect employees and provide the best service to the citizens of San Luis Obispo County, the Sheriff's Office needed its own Coroner Facility.

The addition of three-cross trained K-9 teams assigned to the Patrol Division has allowed the Sheriff to increase the number of patrol vehicles working at night. The patrol K-9's are assigned to each of the Sheriff Patrol Stations, and with the protection and apprehension training, the K-9's are able to perform as the Deputies' partner and back up.

When Sheriff Parkinson was elected, he recognized the importance and need for such a facility. Through his hard work and partnerships with community leaders, he was able to secure a location that will serve the needs of the Sheriff's Office and the citizens of San Luis Obispo County. His vision for the future made this project possible.

Later in 2012, K-9 Dutch, a black Labrador retriever, became the Sheriff's fifth K-9 team member and the first ever narcotics detection K-9 assigned to the San Luis Obispo County Jail. Assigned to Correctional Deputy Josh Fischer, Dutch is trained and certified in narcotics detection, and is able to detect the odors of cocaine, methamphetamine, heroin, opium, and marijuana. Dutch is used for searches in the Jail, the Honor Farm, the County Juvenile Services Center and the San Luis Obispo Courts.

The Coroner Facility project began in November of 2011. With much hard work and leadership from the Sheriff, the project was completed in August of 2012, at no additional costs to the Sheriff's Office. The Sheriff was able to open the new Coroner Facility for less than \$100,000 in one time costs, and annual operating expenses will be equivalent to expenditures for autopsy services in prior years. The funding for the equipment necessary for operating the facility came entirely from the asset forfeiture fund and the generous support of the Sheriff's Advisory Foundation.

The Sheriff's Office is currently in the process of raising funds to purchase another cross-trained patrol K-9 that will be assigned out of the Sheriff's North Station. This additional K-9 will assist the Sheriff's mission by providing service to the communities of California Valley, Pozo and Santa Margarita.

The new Coroner Facility is a state of the art facility which will meet the needs of San Luis Obispo County for many years to come. Safety, security and efficiency are now the cornerstones of the Coroner's Office. Whether the investigation is an unexpected natural death or a homicide investigation, the new Coroner's Office is equipped with all the resources necessary to ensure that autopsies are conducted with the utmost professionalism and integrity.

K-9 Activity for 2012	Drugs located by the K-9s
K-9 Deployments: 416	Marijuana: 37,924 grams
Calls for service: 772	Methamphetamine: 1603 grams
Searches: 989	Heroin: 26 grams
Arrests: 214	Cocaine: 328 grams
K-9 Assist for other agencies: 57	
K-9 Apprehensions: 34	
Guns located: 19	



# HEALTH & HUMAN SERVICES

Click image to view section:

## Health Agency

Animal Services



Behavioral Health



Public Health



## Social Services

Adult Protective Services



Child Welfare Services

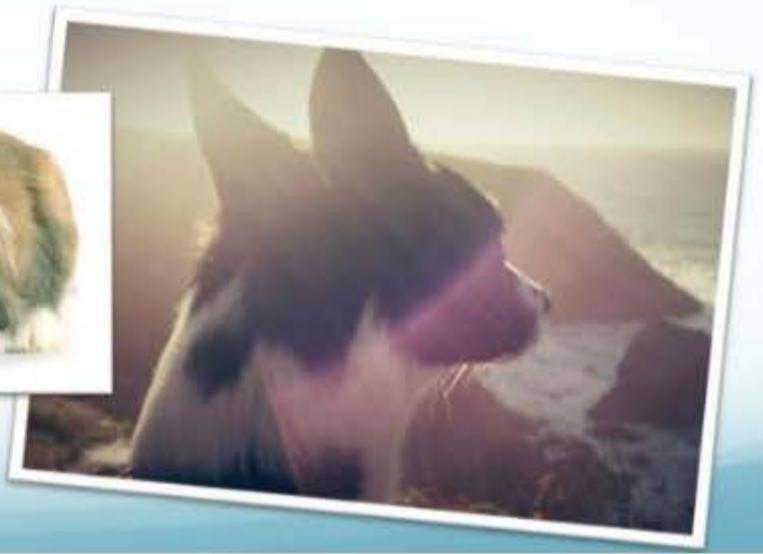


Participant Services



## Veterans Services





# ANIMAL SERVICES

## What we do:

The Animal Services Division of the Health Agency provides animal care and control services in all areas of the County, including the seven incorporated cities (Paso Robles, Atascadero, Morro Bay, San Luis Obispo, Pismo Beach, Grover Beach and Arroyo Grande). The Division is comprised of three functional units:

- **Field Services:** Animal Control Officers capture and secure aggressive or dangerous animals, investigate cases of animal abuse or neglect, respond to animal nuisances, and assist injured or ill animals.
- **Kennel Operations:** Animal Services operates the only open intake animal shelter in the County, taking in companion animals of all types regardless of physical condition or temperament. Most admissions to the shelter are strays and animals relinquished by their owners. Kennel operations also include animal quarantine, medical care for stray animals, microchip identification, and rabies vaccinations.
- **Humane Education:** Animal Services provides public outreach and education programs regarding responsible pet ownership practices with a particular emphasis on reaching elementary age students.

## Contact us:



Eric Anderson, DVM  
Animal Services Manager

County Operations Center, Hwy 1  
885 Oklahoma Avenue  
San Luis Obispo, CA 93405  
Ph: 805.781.4400  
Shelter Update: 805.781.4407  
Volunteers: 805.781.4413

[Email](#)  
[Website](#)

**Main Office Hours of Operation**  
Mon, Tu, Th, Fri 8-5  
Wed 8-7  
Sat 9-4  
Sun Closed

**Shelter Hours of Operation**  
Mon, Tu, Th, Fri 11-5  
Wed 11-7  
Sat 11-4  
Sun Closed

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[Find an animal](#)

## Recession Impacts Pets Too



The economic recession of last several years has increased the number of homeless and unwanted pets around the country. Shelters have seen increased numbers of pets surrendered by their owners and a decline in the rate of pet adoptions.

The downturn in the economy has made it hard or in some cases

impossible for animal owners to continue to care for their pets. It has also made it less likely that families will be able to take on the financial responsibility of adopting an animal.

San Luis Obispo County has not been immune from this trend and the shelter has been operating at full capacity throughout the year. Nevertheless, Animal Services has maintained a live animal outcome rate of 81% during this period. This success rate puts San Luis Obispo County among the most successful communities in California in addressing the challenges and needs of our homeless animals.

## Midnight: Lost, Then Found



In the spring of 2010, Steve and Dorothy Peterson were traveling on Highway 101 through San Luis Obispo County with their four small children and family cat, Midnight.

When the Petersons stopped in San Luis Obispo to eat,

Midnight escaped from their car and bolted out of the parking lot. Despite their best efforts, Midnight could not be found. [Full Article](#)

# Animal Services

## Midnight: Lost, Then Found



In the spring of 2010, Steve and Dorothy Peterson were traveling on Highway 101 through San Luis Obispo County with their four small children and family cat, Midnight. When the Peterson's stopped in San Luis Obispo to eat, Midnight escaped from their car and bolted out of the parking lot. Despite their best efforts, Midnight could not be found.

While the rest of the family continued on to Arizona, Dorothy stayed behind in a hotel to look for Midnight. For several days she combed the area where they had lost Midnight, posting flyers, and visiting the Animal Services shelter to look for her. However, after a week of searching Dorothy had to give up and join her family in Arizona.

Two and a half years later, in September of 2012, Dorothy received a call from San Luis Obispo County Animal Services. At first Dorothy was confused. Why would they be calling on such an old lost animal report? When she learned they had picked up Midnight,

confusion quickly turned to joy and excitement. Animal Services agreed to house Midnight for the next few days until Dorothy could make the trip from Arizona. A short time later, Midnight was reunited with her family.

Fortunately for Midnight and her family, she had previously been injected with a pet microchip. The chip made it possible for Animal Services staff to identify Midnight immediately after she was picked up. Although Midnight's case is more dramatic than most, Animal Services does use microchip identification to reunite lost pets with their owners on a daily basis.

Because microchipping is such effective tool in returning lost pets to their homes, every animal adopted from Animal Services is microchipped before leaving the shelter. To help make microchipping easier for pet owners, Animal Services also holds several low cost microchipping clinics each year. To get your pet microchipped, contact San Luis Obispo Animal Services or your veterinarian.



# BEHAVIORAL HEALTH

## What we do:

The Behavioral Health Department is made up of Mental Health Services and Drug & Alcohol Services, and includes the following services:

- **Mental Health Outpatient Services:** Provides assessments, individual and group therapy, crisis intervention, case management, medication management, rehabilitation and vocational services for county residents who are severely mentally ill and meet established Medi-Cal criteria.
- **Mental Health Inpatient Services:** The County's Psychiatric Health Facility (PHF) is a 16-bed facility licensed by the State. Services include psychiatric assessments, medication, rehabilitation interventions, and individualized discharge plans.
- **Drug and Alcohol Services:** Provides treatment for issues of addiction and recovery from substance use. Services include perinatal outpatient treatment for parenting women, co-occurring

## Contact us:



Dr. Karen Baylor  
Behavioral Health Administrator

- [Email](#)
- [Website](#)
- [Drug & Alcohol website](#)

Connect with Friday Night Live!



Cal Poly Club



## Mental Health Services Locations to Serve You:

**San Luis Obispo Clinic:**  
2178 Johnson Avenue  
San Luis Obispo, CA 93401  
Ph: 805.781.4700

**SLO Youth Services:**  
1989 Vicente  
San Luis Obispo, CA 93401  
Ph: 805.781.4179

**North County Clinic:**  
5575 Hospital Drive  
Atascadero, CA 93422  
Ph: 805.461.6060

**South County Clinic:**  
354 Halcyon  
Arroyo Grande, CA 93420  
Ph: 805.473.7080

## Drug & Alcohol Services Locations to Serve You:

**San Luis Obispo Center**  
2180 Johnson Avenue  
San Luis Obispo, CA 93401  
Ph: 805.781.4275

**Atascadero Center**  
3556 El Camino Real  
Atascadero, CA 93422  
Ph: 805.461.6080

**Grover Beach Center**  
1523 Longbranch Avenue  
Grover Beach, CA 93433  
Ph: 805.473.7080

## Prevention & Early Intervention



The Department's three-year Prevention and Early Intervention Plan (PEI), a component of the Mental Health Services Act (MHSA), ended in June of 2012. Because of its strong outcomes and community partnerships, stakeholder groups made up of consumers, family members, providers, and community agencies recommended the County continue the PEI programs. [Full Article](#)

## Help for Co-Occurring Disorders



The Department's Drug and Alcohol Services Division was awarded one of 11 federal grants by the Substance Abuse and Mental Health Services Administration (SAMHSA) to expand co-occurring disorders treatment and expand the Behavioral Health Treatment Court. [Full Article](#)

## The Middle School Comprehensive Program



Adam is a student at Paso Robles High School. When he was in 7th grade, attending Flamson Middle School, he was getting into a lot of trouble- fighting, skipping class, and arguing with teachers. Things at home were similar. "The cops used to come to my house because of my temper."

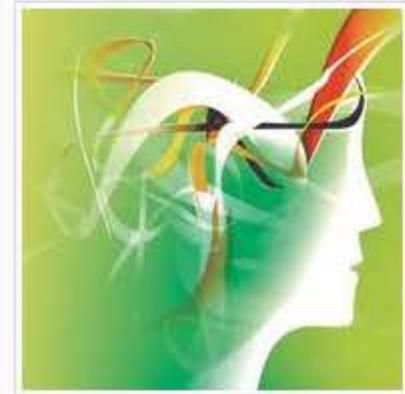
Adam began meeting with Josh, the counselor with the new Middle School Comprehensive program. Adam began attending groups, and working to address issues which were leading to academic failure, and possible juvenile detention.

"Josh helped me control my anger. One kid always wanted to fight me and I (wanted) to hit him. The skills Josh taught me helped me calm down so I didn't." The program team got Adam involved with positive activities and his grades began to improve. Teachers saw a very different student emerging. "In a situation where you think you'll do something bad, I learned to ground myself by feeling where I am and thinking of the consequences of my actions."

Home life also improved. "My family yells a lot and I learned that I do not have to participate in that. I can walk away. I don't have to be part of that. I control my own actions. I am learning to try and calm myself down. I sing to myself or work on breathing."

Despite some successes, the transition to high school was difficult for Adam. "I forgot Josh's lessons and I did really badly in school. I have picked those skills back up and I am working to improve my grades so I can play sports." Now stable and improving, Adam recognizes the benefits of the Middle School Comprehensive program. "I would probably be locked up, suspended or expelled. My grades would be way lower than they are. And I would not have respect for the teachers, go off on them, and blow up on my parents too. There are certain things you can't do by yourself, but Josh taught me tools that help with bigger things in life."

# Behavioral Health Prevention & Early Intervention Plan



The Department's three-year Prevention and Early Intervention Plan, a component of the Mental Health Services Act (MHSA), ended in June of 2012. Because of its strong outcomes and community partnerships, stakeholder groups have recommended the County continue the PEI programs.

One of the most successful models established in the Prevention and

Early Intervention Plan is the Middle School Comprehensive program which is located on six of the county's middle school campuses. The project is modeled on the evidence-based Student Assistance Program (SAP), and features a part time counselor, family advocate, and youth development specialist who work with faculty to engage young people exhibiting risk factors and provide interventions and alternatives to build resilience.

At the end of the program's second year, preliminary data indicated that 80% of the approximately 400 students participating in the Middle School Comprehensive program showed improvement in grades, attendance, or reduced disciplinary referrals. Schools have requested the program remain intact and are celebrating its successes.

"This program has been hugely beneficial to our school. We are better able to address student issues before they become larger, school-wide problems. Our SAP group is a phenomenal team and has changed the climate of the school for the better." – John Calandro, Principal, Santa Lucia Middle School

## Drug & Alcohol Services



The Department's Drug and Alcohol Services Division was awarded one of 11 federal grants by the Substance Abuse and Mental Health Services Administration (SAMHSA) to expand co-occurring disorders treatment and expand the Behavioral Health Treatment Court. The Department will receive funding for three

years to establish an Adult Treatment Court Collaborative.

The grant will help provide coordination for all of the treatment courts in the County and provide expanded access to evidence based co-occurring disorders treatment services. Individuals with any type of behavioral health problem, including substance abuse or misuse, alcohol and drug addiction, serious psychological distress, and mental and substance use disorders, may now receive treatment and recovery support services as a part of the judicial collaborative.

Until the launch of the Adult Treatment Court Collaborative, the Adult Drug Court Programs and Behavioral Health Treatment Court each served adults identified as having a substance abuse disorder or a mental health condition as their primary issue, and who would enter in the appropriate program. By expanding the Adult Treatment Court Collaborative, adults with both a substance abuse disorder and a mental health condition will now receive intensive outpatient co-occurring treatment services. The specialized services that are now available include:

- Behavioral health specific treatment
- Co-occurring Disorders specific treatment
- Trauma focused treatment sessions
- Drug testing and case management

According to Dr. Star Graber, Drug and Alcohol Services Division Manager, it is the goal of the program that "no co-occurring disorders client will fall through the cracks any longer."

Adult Treatment Court Collaborative When successful, participants in the Adult Treatment Court Collaborative will have achieved and sustained a lifestyle of sobriety and recovery, including learning skills to better manage their lives. There will be decreased criminal recidivism, decreased impact on the criminal justice and behavioral health care systems, and re-stabilized lives.



# PUBLIC HEALTH

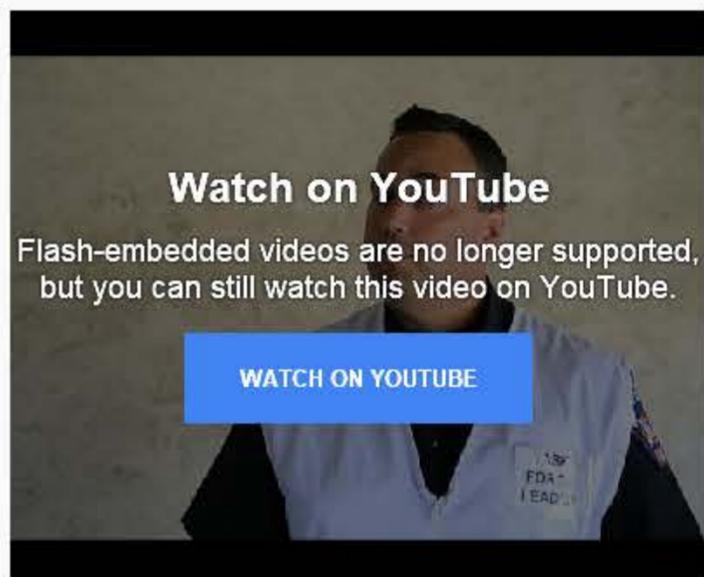
## What we do:

The Public Health Department provides a broad range of services, including:

- **Environmental Health Services (EHS):** Performs inspections to prevent exposure to toxic substances, disease-causing agents, and unsanitary conditions. Specific programs include Food Sanitation, Land Development, Water Quality, Hazardous Materials, Waste Management, Stormwater Management and Body Art facility inspections.
- **Family Health Services (FHS):** Provides communicable disease control; reproductive health; case management and education for high-risk pregnant women and children who are low-income, in foster care, medically-fragile or lead-poisoned; physical and occupational therapy for children birth-age 21; Suspected Abuse Response Team; birth and death certificates; and medical marijuana identification card program.
- **Health Promotion:** Programs include Tobacco Control, Obesity Control, Childhood Obesity Prevention, Supplemental Nutrition Assistance Program Education (SNAP-Ed), HIV/AIDS community-based services, Injury Prevention, Oral Health and the Special Supplemental Nutrition Program for Women, Infants and Children (WIC).
- **The Public Health Laboratory (PHL):** Provides testing services for communicable disease diagnosis, water quality and animal diseases including rabies. The county PHL is also certified as a member of the national Laboratory Response Network allowing it to receive and process agents of bio-terrorism.
- **Health Care Services:** Oversees County-funded health care delivery systems including the County Medical Services Program (CMSP) (short-term health coverage for medically indigent adults), medical care at the Jail and Juvenile Services Center, and contracted primary and specialty care services through Community Health Centers.
- **Emergency Medical Services (EMS):** Combines the local EMS Agency which oversees the quality, timely and appropriate delivery of pre-hospital medical care, and the Public Health Emergency Preparedness program which develops standard operating plans and procedures, conducts drills and other training to prepare agency staff and medical reserve volunteers for disasters, and is accountable for response implementation in an actual emergency.

## Two in One Flu Vaccination Clinic & Emergency Preparedness Drill

Public drills like the one featured in this video allow Public Health and other first responder agencies around the county (fire departments, police departments, ambulance companies, etc) to work together to practice emergency distribution procedures while also providing free flu shots to the public. PODs (described in the video) may be used to vaccinate the public in large numbers, during pandemics, bio-terrorist or some naturally occurring health events.



## Medical Health Through County Medical Services Program



"Lalo" is a 61 year old man who has lived and worked in our county for a long time. He has been living with diabetes and chronic back pain, likely related to his work. A couple of years ago he was the owner of two restaurants in town and created jobs for several employees. He provided well for his immediate family and he enjoyed sharing his good fortune with others.

Then, seemingly overnight, he lost his businesses due to the economic downturn. He wound up with no income, no health insurance, and was unable to afford medical care and necessary prescriptions. After a time he learned about the County Medical Services Program (CMSP) and was able to get the medical help that he needed.

He now has better control of his diabetes, his back pain has subsided, and he is very grateful that CMSP is here to help him access health care, doing so without placing judgment on how he landed in the CMSP office.

## Contact us:



Penny Borenstein, M.D., M.P.H.  
County Public Health Officer

[Email](#)  
[Website](#)

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## Locations to serve you:

**San Luis Obispo Office**  
2191 Johnson Ave.  
San Luis Obispo, CA 93401  
Ph: 805.781.5500

**Atascadero Office**  
5575 Capistrano  
Atascadero, CA 93422  
Ph: 805.461.6050

**Grover Beach Office**  
286 S. 16th St.  
Grover Beach, CA 93433  
Ph: 805.473.7050

**Morro Bay Office**  
760 Morro Bay Blvd.  
Morro Bay, CA 93442  
Ph: 805.772.6380

**Paso Robles Office**  
723 Walnut St.  
Paso Robles, CA 93446  
Ph: 805.237.3050

## HEAL-SLO Combats Obesity



In October of 2012, HEAL-SLO, the County obesity prevention coalition staffed by Public Health hosted a "Building Healthy Communities" summit. [Full Article](#)

## The Safe Body Art Act



Since July 2012, the risk of exposure to communicable diseases such as hepatitis, human immunodeficiency virus (HIV) and other blood-borne pathogens has been reduced due to implementation of the County's Body Art program. [Full Article](#)

## New Trauma Center



In 2012, after nearly a decade of work, the Public Health Department's Emergency Medical Services (EMS) Agency finally designated Sierra Vista Regional Medical as a Level III Trauma Center, enabling critically-injured patients to be directly transported to a trauma team that has been activated while the patient is en route. [Full Article](#)

He now has better control of his diabetes, his back pain has subsided, and he is very grateful that CMSP is here to help him access health care, doing so without placing judgment on how he landed in the CMSP office.

# Public Health

## HEAL-SLO



In October of 2012, HEAL-SLO, the County obesity prevention coalition staffed by Public Health hosted a "Building Healthy Communities" summit.

The summit featured nationally recognized speakers and over 225 people attended. Those in attendance

included healthcare professionals, representatives from non-profit organizations, school personnel, urban planners, dietitians, agriculturists, and elected officials. Attendees learned about the role of the food system and the built environment on the obesity epidemic.

Due to the generosity of many local organizations, the summit was made available to the community free of charge. Respondents rated the summit highly, stating that it helped them understand how they can address the obesity epidemic in our county.

## The Safe Body Art Act



Since July 2012, the risk of exposure to communicable diseases such as hepatitis, human immunodeficiency virus (HIV) and other blood-borne pathogens has been reduced due to implementation of the County's Body Art program.

The program was created through passage of a state law known as "The Safe Body Art Act." It requires that local public health entities educate and inspect businesses for compliance with health codes. These codes protect consumers and workers from exposure to microscopic amounts of blood on materials and equipment used in the application of tattoos or piercings.

## New Trauma Center



In 2012, after nearly a decade of work, the Public Health Department's Emergency Medical Services (EMS) Agency finally designated Sierra Vista Regional Medical as a Level III Trauma Center, enabling critically-injured patients to be directly transported to a trauma team that has been activated while the patient is en route.

Another important success for the pre-hospital EMS system was achieved in June of 2012, National CPR Day. The newly formed EMS Division partnered with EMS system stakeholders to train community members on how to perform hands-only cardio-pulmonary resuscitation (CPR). On a single day, over 1,000 residents and visitors were trained in this simple life saving skill.



# ADULT PROTECTIVE SERVICES

## What we do:

The Department of Social Services provides assistance to elderly and dependent adults through its Adult Protective Services and In Home Supportive Services (IHSS) programs. Staff members serve in leadership roles on the Adult Services Policy Council and provide support for the Commission on Aging.

The Department also houses the In Home Supportive Services Program's Public Authority, the quasi-independent organization that serves as the "employer of record" for care providers.

## Contact us:



Ph: 805.781.1790

[Email](#)

[Website](#)



# CHILD WELFARE SERVICES

## What we do:

Child Welfare Services includes a host of services intended to protect children and strengthen families. Emergency Response staff responds to reports of child abuse, neglect or exploitation. Family Maintenance services help families remain together, either voluntarily or under Court supervision. When children cannot remain safely with their parents, Family Reunification staff ensures that services are provided with the goal of returning children to the custody of their parents. When that is no longer an option, Permanent Placement staff finds solutions for children that may include adoption, guardianship or long term foster care. The Department of Social Services also licenses foster family homes and provides adoption services.

## Contact us:



Child Welfare Services Division  
Ph: 805.781.1700  
24-Hour Child Abuse Referral  
Ph: 805.781.KIDS (5437)  
24-Hour Toll Free Child Abuse referral  
Ph: 1.800.834.5437  
[Email](#)  
[Website](#)

## Connecting Transitional Age Youth to Education and Opportunity



In partnership with the Family Care Network, the Department is experiencing remarkable success in its "Transitional Age Youth Financial Assistance Program." Known as TAY-FAP, this program leverages community resources, grants and a dedicated program fund to help former foster youth enroll in and attend higher education and vocational programs, helping them prepare for a career.

As of this writing, 76 youth have been enrolled in higher education programs. Only one youth has left the program—an enviable retention rate that speaks to the dedication of both staff and youth in pursuing what previously had been only a dream. Because of this success, the TAY-FAP program was featured at the annual County Welfare Directors Association Conference in Long Beach in October of 2012.



# PARTICIPANT SERVICES

## What we do:

Participant Services includes programs intended to assist low-income residents of our community as they face the challenges of a depressed economy. More staff members work in Participant Services than in any other area of the Department of Social Services.

Participant Services provides case management services in programs that include CalWORKS, CalFresh (formerly Food Stamps), MediCal, General Assistance, Foster Care and numerous other programs that serve the community. The Department also provides employment services through its Self-Sufficiency programs and through its administration of the Workforce Investment Act.

## Contact us:



CalWORKS  
CalFresh  
Medi-Cal  
General Assistance  
Foster Care  
Independent Living Program (ILP)  
County Resource List

## Connecting to the Homeless Community



The Department of Social Services has improved services to the Homeless Community, taking leadership in key areas to improve nutrition, increase benefits and increase coordination among community services. [Full Article](#)

## Connecting Participants to Services Through New Technology



County residents who needed to access benefits were historically required to appear in person to begin a lengthy, bureaucratic application process. Utilizing award-winning advances in technology, residents can now apply for and monitor their benefits via telephone or online. These services are provided through two new systems

implemented by department: Benefits CalWIN—a portal through which persons may apply on-line, and Access CalWIN— a system individuals may use to apply for and monitor their benefits via telephone. These new means of applying for assistance reduce both the time and transportation once needed to access services, bringing assistance within reach for many, and leading to a more efficient and "greener" community.

## Krista's Big Dream

Eighteen years old and recently graduated from high school, Krista dreamed of attending Beauty College to become a makeup artist. Still living with her foster mother, Krista had high expectations of herself and her ability to find and maintain a part-time job while attending classes full-time. But Krista's optimism quickly faded when she wasn't able to find a job despite her best efforts. Then, with her school expenses rapidly accumulating, she learned that she would not be able to live rent-free with her foster mother for much longer. Discouraged and on the brink of homelessness, Krista's Independent Living Program worker in the Department of Social Services referred her to the Transitional Aged Youth Financial Assistance Program (TAY-FAP).

With help from TAY-FAP, Krista was able to focus on her job search. She was linked with public transportation and she received assistance with her most critical school expenses. To Krista's delight, the support she received helped her get her first part-time job after only two weeks in TAY-FAP. After Krista got her first paycheck, she also received help through TAY-FAP in learning to budget her expenses. TAY-FAP connected Krista with local resources, including scholarship funding, that would pay for some of her beauty college supplies. The program also purchased a bike for Krista so that she could travel between home, work and school more economically and independently.

Now a full-time student and part-time salon receptionist, Krista lives in her own apartment, which she secured with help from TAY-FAP. With less financial stress, Krista has been able to devote more time and energy to learning critical independent living skills, including responsible grocery shopping, budgeting and time-management. Krista's self-sufficiency has increased since she entered the program— she now requires less assistance from TAY-FAP, and is enjoying being a young adult successfully working toward her goals.



# VETERANS SERVICES

## What we do:

The County Veterans' Services Office provides assistance to men and women who have served in the U.S. Armed Forces, their dependents, survivors, and the general public. The Veterans Services Office helps them obtain health, education, pension, compensation and other benefits from the U.S. Department of Veterans Affairs (VA), Department of Defense (DOD), California Department of Veterans Affairs and other programs for veterans and their families.



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## Contact us:



Dana Cummings  
*Veterans Services Officer*

[Email](#)  
[Website](#)

## Locations to serve you:

San Luis Obispo Veterans Hall  
801 Grand Avenue  
San Luis Obispo, CA 93408  
Ph: 805.781.5766  
Hours: M-F 9-5

Paso Robles Veterans Memorial Building  
240 Scott Street  
Paso Robles, CA 93446  
Ph: 805.781.5766 By appointment only  
Hours: W-Th 10-3

Pismo Beach Veterans Memorial Building  
780 Bello Street  
Pismo Beach, CA 93449  
Ph: 805.781.5766 By appointment only  
Hours: M-Tu 10-3

## Outreach Results in Jobs and Benefits



The Veterans Services Office (VSO) continues to make a positive impact in the lives of county veterans and their families. This year the VSO helped over 2,500 veterans and their families connect with the services and benefits available through the Department of Veterans Affairs, the State, the County and local nonprofits.

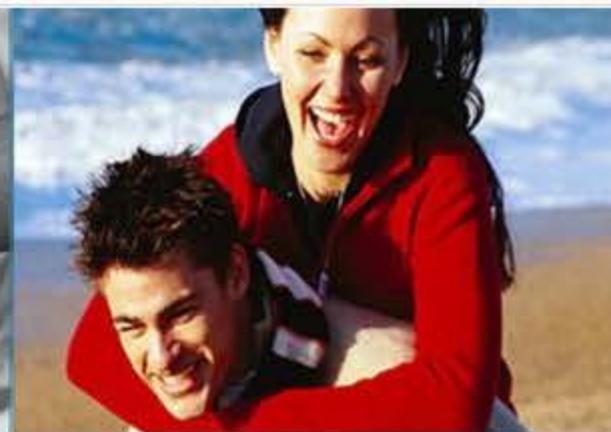
The VSO has started an aggressive outreach program this year, opening satellite offices in Pismo Beach and Paso Robles. These two offices will enhance the VSO's ability to reach out to county veterans and to provide service to veterans where they live work and play. Outreach has also been enhanced with use of the department's new Mobile Outreach Center (MORC) which helps to facilitate the dissemination of information at events like the San Luis Obispo Farmers market and other special events held throughout the county.

A major focus of the VSO is to help veterans find employment upon their return from deployment. A job search center at the San Luis Obispo office provides a place for veterans of all ages to search for jobs, work on their resumes and network with fellow veterans in the job market. A partnership with the U.S. Department of Veterans Affairs (VA) enables the VSO to be able to provide work study positions for veterans who are enrolled in college. These work study opportunities give participating veterans experience assisting other veterans navigate the claims process and conducting outreach in the community. There are currently 14 veterans gaining experience in the work study program.

## Faster Service = Faster Claims



By implementing the Department of Veterans Affairs' Fully Developed Claim Program (FDC), Veterans Services has been able to help veterans receive benefits faster than ever before. This new program allows the VSO and veteran to secure an effective date for benefits while information is still being gathered. Some claims that used to take up to two years to process can now be processed in as little as 10 days, providing veterans with essential services in a more timely manner.



# COMMUNITY SERVICES

Click on image to view each section.

## Farm Advisor



## Libraries



# General Services Agency

## Airports



## Golf Courses



## Parks





# FARM ADVISOR

## What we do:

The Farm Advisor/University of California Cooperative Extension (UCCE) takes information developed on its University of California campuses and research centers, and makes it available to local communities. UCCE experts also conduct practical research of their own to address local issues and problems in the areas of sustainable agriculture, natural resource preservation, and youth and family development.

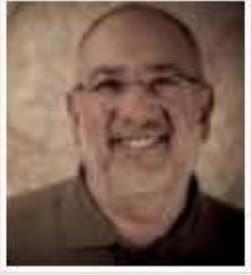
The Farm Advisor/UCCE provides an array of research and educational programs in 4-H Youth Development, Nutrition, Family and Consumer Sciences and Nutrition Education, Oak Rangeland and Natural Resources Management, and Plant Sciences/Horticulture/ Gardening. For more information about these programs, visit: <http://cesanluisobispo.ucdavis.edu/>

## Locations to serve you:

San Luis Obispo Office  
2156 Sierra Way, Suite. C  
San Luis Obispo, CA 93401  
Ph: 805.781.5940

Templeton Office  
350 N. Main Street, Suite. B  
Templeton, CA 93446  
Ph: 805.434.4106

## Contact us:



Richard P. Enfield  
Farm Advisor

Email  
Website



Meet our Volunteer  
Jennifer Kranich



View our awards

## Connect with us!



4-H SLO  
Hikers



Master  
Gardeners



Let's Move  
Nipomo



California  
Strawberries



Follow our Pest Blog



Follow our  
Strawberry &  
Vegetable Blog

## Managing Pests with Friendly Fungus



Pesticides play a major role in agriculture, keeping damaging pests at bay and maintaining good yields and food quality. However, heavy dependence on pesticides can lead to resistant pest populations and adverse effects on human and environmental health. [Full Article](#)

## Small Farms and Specialty Crops



The California coast has long been the primary supplier of fresh strawberries, raspberries, and blackberries because of conditions favorable to a long production season. Recently, California has become a major producer of fresh blueberries for early season markets. [Full Article](#)

# Farm Advisor

## Managing Pests with Friendly Fungus



Pesticides play a major role in agriculture, keeping damaging pests at bay and maintaining good yields and food quality. However, heavy dependence on pesticides can lead to resistant pest populations and adverse effects on human and environmental health.

University of California Cooperative

Extension (UCCE) entomologist, Surendra Dara has been evaluating the potential of using environmentally safe alternatives to chemical pesticides for the past few years. This approach is intended to reduce the use of pesticides, but also extend the life of currently available chemical pesticides and improve overall pest management by providing more management options.

Dara has worked with a microbial pesticide based on an insect pathogenic fungus, *Beauveria bassiana*. This is a friendly fungus that naturally occurs in the soil. It causes infection when pests come in contact with its spores, multiplies in their body, and produces more spores.

With 15 years of experience studying various microbes for controlling pests, Dara saw an opportunity to explore microbial control for strawberry and vegetable crops and help growers with some major pest problems. Following some positive results from his laboratory and greenhouse studies, Dara recently conducted field studies in strawberries and lettuce using a commercial formulation of the fungus.

Results are very encouraging and show promise for continuing studies to incorporate microbial control into current integrated pest management programs. Since this fungus can attack several pest species on various crops, developing an appropriate treatment strategy can potentially reduce chemical pesticide usage and provide a sustainable management option.

## Small Farms and Specialty Crops



The California coast has long been the primary supplier of fresh strawberries and caneberries (raspberries and blackberries) because of its long growing season. Recently, California has also become a major producer of fresh blueberries for early season markets. Fresh raspberry production has also shown

remarkable increases in recent years, led in large part by technology and a variety of innovations by the small fruit industry. US and world consumption of these berries is expanding due to improved flavor and quality. This developing market offers an important new alternative crop for coastal California growers.

Much less is known about optimum management of blackberries than the other small fruit crops, particularly with some of the newer varieties.

New varieties are now available and offer growers more options for efficient and productive management. Traditional *floricane* blackberry varieties fruit on second year canes and require intensive hand labor and trellis structures for supporting the canes. Newer *primocane* fruiting blackberries, which fruit on first year canes, offer more management options.

In 2010, University of California Farm Advisor Mark Gaskell initiated field studies of alternative primocane blackberry pruning regimes for optimum management, and the field trials in San Luis Obispo County are now beginning to "bear fruit". These trials have revealed that if growers mow-down the blackberry plants in March, and then adjust the height at which they prune the regrowth, the plants will produce abundant fruit on shorter plants in the heart of the profitable Fall market time period.

# LIBRARIES



## What we do:

The County operates 15 libraries throughout the County, providing a wide array of services and programs for children, teens and adults. In addition to books, the libraries offer magazines and newspapers, local history documents, reference works, foreign language materials, DVDs, music CDs, books-on-CD, and downloadable audio and e-books.

The libraries also provide many programs such as a reading program for all ages, film series, computer instruction, job workshops, book discussions, writing workshops, animal programs and other programs to encourage lifelong learning and development.

## Contact us:



Brian Reynolds  
Library Director

995 Palm Street  
San Luis Obispo, CA 93403  
Circulation: 805.781.5991  
Reference: 805.781.5989  
Audio-Visual: 805.781.5782

[Email](#)  
[Website](#)



## Meet our Interns

Connect with us!



## E-Reader Training



As part of the many services it provides, the Library provides its customers access to e-books and downloadable audio books, via the online service OverDrive. [Full Article](#)

## Access for Underserved Teens



Our Library's Youth Services department connected with Juvenile Hall this year to expand access to reading materials for underserved teens. [Full Article](#)

# Libraries

## E-Reader Training



As part of the many services it provides, the Library provides its customers access to e-books and downloadable audio books, via the online service *OverDrive*.

A Technology Training Team was recently formed to make sure all Library staff are trained on the basics of assisting

customers with *OverDrive* and the devices used to download and read or listen to the materials available. Numerous workshops have already been offered to the public and service organizations, and the Library expects that the number of workshops will grow as the requests for e-content continues to increase.

The Library's partnerships with county businesses have increased, as staff from Staples, the Mac SuperStore, and Barnes & Noble are now helping train all Library staff. The Library Foundation recently awarded a grant to the Library, allowing the eight largest libraries to purchase iPads for staff and customer training. Outreach to schools continues as teachers and students learn how to access Library resources via the iPad.

## Access for Underserved Teens



The Library's Youth Services department connected with Juvenile Hall this year to expand access to reading materials for underserved teens. The Library's Youth Services Coordinator partnered with the faith-based organization Restorative Partners, community member Marianne Stowe, and the County Sheriff's Department to reach out to some of the neediest youth in our

community.

This past summer, teens at the Juvenile Hall were invited to participate in the County Library art competition. They also took part in book discussions in connection with the Library's Summer Reading Program.

Outreach to organizations is a regular part of the Library's mission for youth services. Organizations include County Parks and Recreation, local schools, and day care centers. Juvenile Hall is a population new to our outreach mission. In the upcoming year the Library will be working with Restorative Partners to help update the Juvenile Hall libraries.



# AIRPORTS

## What we do:

The San Luis Obispo County Airport makes air travel accessible to those who live in and visit San Luis Obispo County. The airport accommodates two commercial airlines which provide daily flights to Los Angeles, San Francisco and Phoenix, and is also a home base for many privately owned aircraft.

## Contact us:



901 Airport Drive  
San Luis Obispo, CA 93401  
Ph: 805.781.5205

[Email](#)  
[Website](#)

## Video: YMCA's Aviation Camp

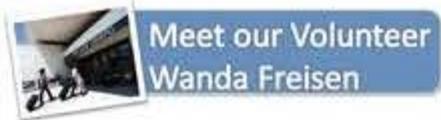
Watch our video about the YMCA's Aviation Camp. They recently recapped some of this summer's fun in a You Tube video.

**Watch on YouTube**

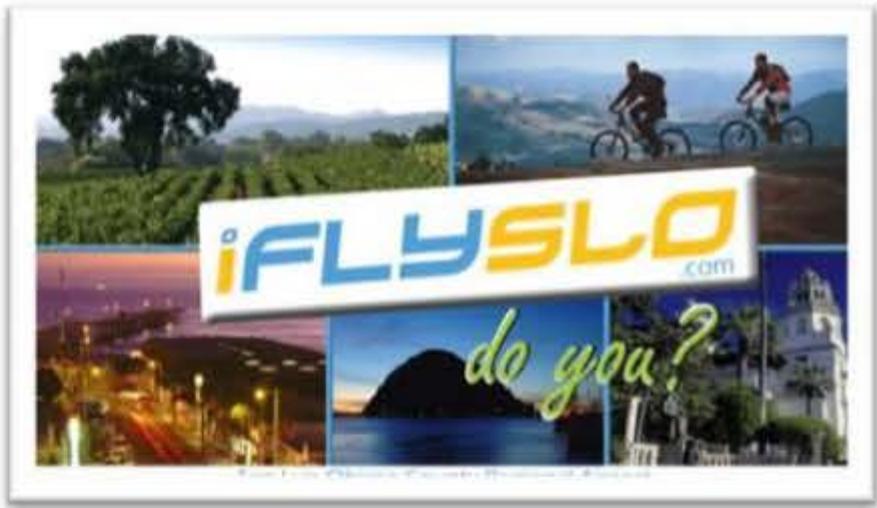
Flash-embedded videos are no longer supported, but you can still watch this video on YouTube.

[WATCH ON YOUTUBE](#)

Connect with us!



iFLYSLO is your one stop connection to flight information and more!



Click on image to view iflyslo.com



# GOLF COURSES

## What we do:

The County operates three public golf courses open to residents and visitors alike. Morro Bay, Dairy Creek and Chalk Mountain golf courses are all managed in an eco-friendly manner and offer excellent opportunities to play affordable golf on the Central Coast.



**Volunteer opportunities abound at local courses**

## Contact us:



San Luis Obispo County Parks  
1087 Santa Rosa Street  
San Luis Obispo, CA 93408  
Ph: 805.781.5930  
[Email](#)  
[Website](#)



## Our Golf Courses

### Dairy Creek Golf Course



2990 Dairy Creek Road  
San Luis Obispo  
Ph: 805.782.8060  
[Website](#)  
[Facebook](#)

### Morro Bay Golf Course



201 State Park Road  
Morro Bay  
Ph: 805.782.8060  
[Website](#)  
[Facebook](#)

### Chalk Mountain Golf Course



10000 El Bordo Road  
Atascadero  
Ph: 805.466.8848  
[Facebook](#)

## SLO Golf Card



The SLO Golf Card program is one way San Luis Obispo County Golf is providing affordable options for our customers. This loyalty program allows our customers to play golf at discount of almost 45% every time they tee up.

By purchasing a SLO Golf Card, program participants receive free rounds of golf, guest passes, and special promotions every month, available only to SLO Golf

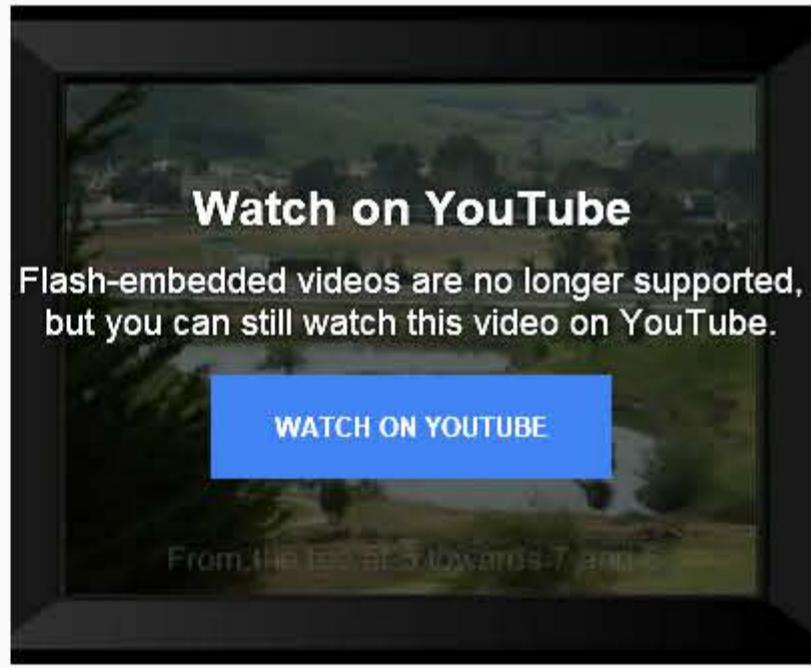
Card customers. card holders are also eligible to play in our member appreciation tournaments with food, prizes, contests, and giveaways just for paying your regular SLO Golf Card green fees.

San Luis Obispo County Golf previously added a "+10" program by developing relationships with 10 courses throughout California and in Las Vegas. These relationships allow our SLO Golf Card customers special green fee discounts at these various courses.

Our staff strives to add value each and every day and the SLO Golf Card is the best value for golf on the Central Coast. It is the only program that provides amazing affordability at three different golf courses every day of the year!

## Animals of Dairy Creek

Golf courses in San Luis Obispo County not only provide outstanding courses, but sightseeing opportunities as well. Check out the video below to see the amazing wildlife roaming our local courses.





# PARKS

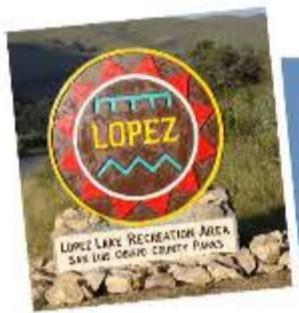
## What we do:

County Parks acquires, plans, manages and maintains approximately 14,000 acres of open space, parks, beaches, trails, lakes, golf courses and natural areas. In addition to providing an array of recreation opportunities for county residents, the County's lakes, beaches, trails and parks draw thousands of visitors each year and contribute significantly to tourism in San Luis Obispo County.

## Contact us:



Curtis Black  
Deputy Director of Parks  
  
1087 Santa Rosa St.  
San Luis Obispo, CA 93401  
Ph: 805.781.5930  
[Email](#)  
[Website](#)



Meet our Parks volunteers who are dedicated to conservation

Connect with us!



## For Fun in the Sun - Connect with County Parks Online

Camping



Click icon above for a listing of campsites.

Group Day Use Facilities



Click icon above for a listing of all group day use facilities.

Hiking



Click icon above for a listing of hikes in San Luis Obispo County.

Recreation Programs



Click icon above for a listing of recreation programs

Fishing



Click the link above for a listing of fishing spots

## Think Outside



In 2012 County Parks asked residents and visitors to *Think Outside!* This campaign draws attention to the many benefits of County parks and open spaces and the wide array of properties and activities available to all. Really, the benefits of County Parks are endless when we *Think Outside!* [Full Article](#)

## Grant Funding Improves Parks



County Park Planners have been working toward a brighter future as they seek special grants to improve our parks. In 2012, over \$1.5 million in grant funding was awarded to provide campground improvements at Santa Margarita Lake. [Full Article](#)

# Parks

## Think Outside Campaign Gives a Boost to Tourism and Partnerships



In 2012 County Parks asked residents and visitors to *Think Outside!* This campaign draws attention to the many benefits of County parks and open spaces and the wide array of properties and activities available to all. Really, the benefits of County Parks are endless when we *Think Outside!*

*Think Outside!* is building momentum, creating excitement and energy. We're seeing more visitors to County Parks and special areas. Combined with the generally improved economy, County Parks is seeing increased financial support and partnerships with local groups that are paving the way for a bright future!



Think Outside! for social enjoyment – come enjoy special events, play golf with friends or join neighbors at a plaza, pier or playground!



# Parks

## Grant Funding Improves Parks



County Park Planners have been working toward a brighter future as they seek special grants to improve our parks. In 2012, over \$1.5 million in grant funding was awarded to provide campground improvements at Santa Margarita Lake.

Recreation at Santa Margarita Lake, which has often been called the “Hidden Gem of the Central Coast”, is focused on enjoying the natural resources. No water contact is allowed, but there is nice swimming pool to cool off in on summer days. Hiking and boating, including canoe and kayak paddling, are favorite activities as visitors watch and photograph wildlife.

\$1.5 million in grant funds were provided in 2012 by the California Department of Boating and Waterways (Cal Boating) for use at the lake. The funds will be used to improve boat launch ramps, provide a new fish cleaning station, install solar power for the restrooms at the White Oak area, and remove overhead power lines. The boat-in/hike-in campgrounds at Khus and Sapwi will receive new boat docks, restrooms and other items such as tables and fire rings. Santa Margarita Lake will also receive a new boat-in campground. Chipik campground will be the first fully accessible boat-in campground, with special docks constructed to accommodate persons with disabilities and provide wheelchair access, helping more County residents and visitors experience this beautiful lake and recreation area.



# FISCAL & ADMINISTRATIVE

Click on images to view each section.

Administrative Office



Assessor



Auditor-Controller



Clerk-Recorder



Treasurer-Tax Collector-Public Administrator





# ADMINISTRATIVE OFFICE

## What we do:

The responsibilities of the Administrative Office are broad, but represent the following:

- **Organizational Support:** The Administrative Office provides staff support to both the Board of Supervisors and County departments. Administrative staff works to maximize the effectiveness of the Board of Supervisors by implementing Board policy, preparing and managing a healthy County budget, preparing the weekly Board agenda, responding to requests for information and resolving citizen complaints. To support County departments, Administrative staff provides policy analysis and guidance, troubleshoots issues as they arise and keeps departments up to date on important issues.
- **Citizen Outreach and Support:** The Administrative Office aims to connect the public with County government through soliciting feedback to improve County services, developing materials to improve communication with the public and encourage citizen participation, and promoting the use of technology to make County government more accessible.

## Contact us:



Dan Buckshi  
County Administrative Officer

Government Center  
1055 Monterey Room D-430  
San Luis Obispo, CA 93408  
Ph: 805.781.5011

[Email](#)  
[Website](#)



[View our awards](#)

## Navigating the Great Recession

### Our County's Fiscal Health

Over the past five years the County has weathered the most significant economic recession since the Great Depression. During that time, the County has successfully avoided many of the most serious impacts faced by other local governments, such as mass layoffs and dramatic reductions in services.

When the Great Recession began in Fiscal Year (FY) 2007-08, County revenues from property tax and sales tax declined, then stagnated. In many cases State and Federal revenue sources also declined, further compounding the problem. The County responded quickly. The Board of Supervisors adopted a plan to reduce expenditures over a number of years down to a level in line with reduced revenues, while preserving important services to the community. This plan became known as the "5-Year Pain Plan", later extended for two additional years to a "7-Year Pain Plan", due to the slowness of the recovery.

The Pain Plan is designed to ensure scarce resources are focused on the most critical needs in the community even as the overall budget is reduced. The Plan closes the budget gap by implementing long-term expenditure reductions, but combines those cuts with the judicious use of one-time solutions to help cushion the blow.

Short-term solutions included using money held in reserves (built up during the boom years), deferral of investments in capital facilities and automation projects, offering voluntary unpaid leave to County employees and instituting a partial hiring freeze. Long-term solutions primarily included expenditure reductions that reduced staffing and related costs. Since FY 2008-09, the first year of the Pain Plan, on-going expenditure reductions have been made across the County in both staffing and non-staffing expenses. Approximately 240 full time positions, or 8% of the County workforce, has been eliminated over the last five years without any layoffs.

The strategy has been to gradually reduce reliance on short-term solutions and to close an increasing portion of the budget gap with

long-term expenditure reductions, to bring expenditure levels in line with revenue going forward.

The following table demonstrates the use of short and long-term solutions in reducing the budget gap since the Pain Plan was implemented:

7-Year Pain Plan (dollar in millions)

Year	Gap	Short-Term		Long-Term	
2008-09	\$18	\$9	50%	\$9	50%
2009-10	\$30	\$10	33%	\$20	67%
2010-11	\$17	\$4	26%	\$13	74%
2011-12	\$11	\$2	20%	\$9	80%
2012-13	\$2	\$0	15%	\$2	85%
2013-14	\$0-5	\$0-0.5	10%	\$0-4.5	90%
2014-15	Minimal	Minimal		Slow & Steady	

Before the Great Recession, labor costs represented approximately 65% of the total budget. It was clear that a strategy was needed to reduce labor costs in the long run while minimizing impacts to key services delivered to the community. San Luis Obispo County took a proactive approach to bring personnel costs under control, as outlined on the [Human Resources](#) page of this report. Thanks to contributions made by the employee labor groups, the solutions agreed to have generated more than \$27 million in savings per year in labor costs.

The County's success in navigating these turbulent economic times can be attributed to sound, proactive management and the collaborative efforts of all County employees to tackle the difficult work of bringing down expenditures. While the County has faced difficult choices, it has fared better than most other California counties and many other parts of the nation.

## More Changes Ahead

### Federal Healthcare Reform Will Further Shift County/State Responsibilities

The State of California and counties are in the process of planning for the implementation of federal healthcare reform, known as the Affordable Care Act (ACA). This will be a significant focus for our County in the coming year.

Currently, counties provide medical care to the indigent population--either directly or through contracts with providers--pursuant to California's Welfare and Institutions Code (WIC) section 17000. Funding for this indigent medical care comes primarily from a combination of local and State funds.

Under the ACA, Medi-Cal eligibility is expected to expand to cover single childless adults which will add significantly the State's cost for the Medi-Cal program. Many of these individuals are uninsured and receive healthcare from the County's indigent medical care program. With the expansion of Medi-Cal that is set to take effect January 1, 2014, it is expected that the bulk of this population will enroll in Medi-Cal-- perhaps as many as two million statewide.

This change will shift the cost of what is a currently a county responsibility to the State. In recognition of this, the State will be looking for funding sources. One likely source is the funding counties currently use to provide indigent health care under WIC 17000. The Governor's FY 2012-13 budget includes the outline of his plans to implement federal healthcare reform, known as Phase 2 Realignment (Phase 1 was the public safety realignment, enacted primarily through AB 109, implemented in 2011). These plans address how the distribution of responsibilities between the State and counties might change.

Part of that proposal includes moving responsibility for Medi-Cal eligible indigent health care and In-Home Supportive Services (IHSS) to the State (IHSS is currently a county responsibility), and shifting responsibility for welfare and child support to counties (currently supported mainly by State dollars). Discussions are currently underway between the State and county representatives on the particular details of this proposal. As is always the case when responsibilities shift, the main concern of counties, including our own, is to ensure that the State will provide enough revenue to counties to support any new responsibilities.



# ASSESSOR

## What we do:

The Assessor locates, identifies the ownership and determines the value of real and business personal property within the County. The responsibilities of the department include:

- Completing an annual assessment roll for all properties by June 30th of each year. The assessment roll is prepared after assessing all properties within the County and taking any necessary reassessments into consideration.
- Assessing personal property accounts including boats, aircraft, and all business machinery and equipment annually.
- Applying all legal exemptions and exclusions such as Homeowners', Veterans', Welfare, and Low Value exemptions to reduce the tax liability on properties.
- Maintaining maps, developing and maintaining Geographic Information Systems data and tracking Tax Rate Area geographic boundaries for the allocation of funding for special districts.

## Contact us:



Tom J. Bordonaro Jr.  
County Assessor

[Email](#)  
[Website](#)

## Locations to serve you:

Government Center  
1055 Monterey Suite D360  
San Luis Obispo CA 93408  
Ph: 805.781.5643

North County Office  
5955 Capistrano Suite. B  
Atascadero CA 93422  
Ph: 805.461.6143

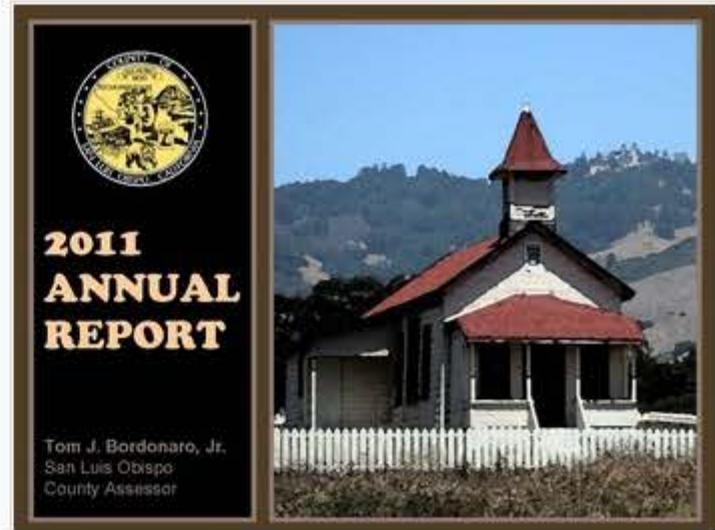
## Saving Homeowners Property Tax Dollars



Under Proposition 8, property owners receive the lower of their current market value or their indexed Proposition 13 value as their assessment. In Fiscal Year 2011-12, the County Assessor reviewed just under 59,000 properties for a decline in value. Approximately 46,000 of these properties have reduced values under Proposition 13.

## Assessor's Annual Report

Click on image below to view the Assessor's Annual Report.



The Assessor's 2012 Annual Report will be published in February, 2013. Please see the [Assessor's website](#) for future reports.



# AUDITOR-CONTROLLER

## What we do:

California Government Code designates the County Auditor–Controller as the Chief Accounting Officer for all Funds, Departments, and Special Districts under the governance of the Board of Supervisors. The Office enhances the public’s trust by acting as a guardian of funds administered for the County, cities, schools, and special districts and by providing an independent source of financial information and analysis.

## Contact us:



Jim Erb, CPA  
Auditor–Controller

Government Center  
1055 Monterey Suite D220  
San Luis Obispo, CA 93408  
Ph: 805.781.5040

Email  
Website



Meet our employee  
Tamara Kaizuka who is  
making a difference  
in Animal Services



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## Refinancing Obligations



With interest rates at historic lows, the Auditor’s Office managed the refinancing of debt obligations totaling approximately \$20 million originally issued to build the Dairy Creek Golf Course and the New County Government Center Building.

### Did you know?

Like many homeowners who have refinanced their home loans to save on monthly mortgage payments, the refinancing of County obligations will **save**

**County taxpayers** more than  
**\$3.5 million** over the next 15 years.



# CLERK-RECORDER

## What we do:

- **Recorder:** The Recorder records and maintains vital records and legal documents relating to real property.
- **County Clerk:** The County Clerk assists the public in a variety of ways including issuing marriage licenses, and filing fictitious business name statements.
- **Clerk of the Board:** The Clerk of the Board supports the Board of Supervisors and other boards by maintaining and preserving the records of their actions.
- **Registrar of Voters:** The Registrar of Voters ensures that all eligible voters can be registered to vote and conducts elections for federal, state and county offices as well as all cities, schools and special districts in the county.
- **Commissioner of Civil Marriages:** The Commissioner of Civil Marriages provides volunteers to perform civil marriage ceremonies.

## Contact us:



Julie Rodewald  
Clerk-Recorder

Email  
Website

Connect with  
us!



## Locations to serve you:

Government Center  
1055 Monterey St. Suite D120  
San Luis Obispo, CA 93408  
Ph: 805.781.5080

5955 Capistrano, Suite. B  
Atascadero, CA 93422  
Ph: 805.461.6041

## Making Voting Easier



In May 2012, San Luis Obispo County joined a coalition of 13 counties and received a Federal grant to fund the use of *Live Ballot*,

an innovative approach for delivery of ballots to our military and overseas voters. [Full Article](#)

## Website Increases Access to Information



The Clerk-Recorder has long sought to make its website as relevant as possible by presenting the most requested information online. [Full Article](#)

# Clerk-Recorder

## Making Voting Easier



In May 2012, San Luis Obispo County joined a coalition of 13 counties and received a federal grant to fund the use of *Live Ballot*, an innovative approach for delivery of ballots to our military and overseas voters.

In San Luis Obispo County alone, there are currently over 560 voters overseas and the traditional U.S. postal mailings can be inefficient, often taking 20–30 days for delivery to the voter and sometimes never reaching the voter. With *Live Ballot*, any voter who qualifies as a Military or Overseas Citizen can access and download their ballot and voting materials on the web.

The voter can then print their ballot, complete it and return it by mail or fax. Over half of our Military and overseas voters have chosen this method of ballot delivery, ensuring they will receive their ballots with sufficient time to vote and return the ballot by Election Day. *Live Ballot* enabled nearly 191 overseas voters to cast ballots in the 2012 Presidential General Election.

## Website Increases Access to Information



The Clerk-Recorder has long sought to make its website as relevant as possible by presenting the most requested information online.

Website offerings currently include:

- Online indexes to official records and fictitious business name filings which are updated nightly;
- Web-streaming of Board of Supervisors meetings and text searchable access to agendas, staff reports and minutes of the meetings;
- Polling place look-up with photographs displaying the accessibility features (parking and path of travel) of the polling place;
- Voter registration and vote-by-mail ballot status look-up as well as a myriad of forms and instructions for other filings.

This year, the Clerk-Recorder has added a feature that enables voters to determine which district they reside in so that they can contact their elected officials.



# TREASURER-TAX COLLECTOR

## What we do:

The combined Office of the Treasurer, Tax Collector and Public Administrator performs an array of functions including:

- **Real Property Taxes:** The department manages the billing, collection, and accounting of property taxes and manages the public auctions of properties where property tax delinquencies have continued for over five years.
- **Other Property Taxes:** The department manages the billing, collection, and accounting of taxes on unsecured property such as business fixtures and equipment, racehorses, airplanes, and boats and administers a collection program for delinquent taxes.
- **Other Collections:** The department administers the issuance of business licenses, tobacco licenses, Transient Occupancy Tax collections, and the San Luis Obispo County Tourism Business Improvement District assessment for all unincorporated areas of the County.
- **Treasury:** The department provides banking services including the investment of public funds and also provides support in the process of debt issuance.
- **Public Administrator:** The department manages the estates of deceased County residents when there is no one willing or qualified to act as an estate administrator. Services include coordinating property sales, processing court documents, and making payments to creditors.

## Pay Your Taxes Online



Click the icon above to pay your taxes online

## Contact us:



Arthur Bacon  
Acting Treasurer-Tax Collector-Public Administrator

Government Center  
1055 Monterey Street, Room D-290  
San Luis Obispo, CA 93408  
Ph: 805.781.5830 -Tax Collector  
Ph: 805.781.5842 - Treasurer  
[Email](#)  
[Website](#)

## Enhancing Customer Service With Technology



The department continues to work on its Customer Service Program, which emphasizes service, efficiency, and convenience for taxpayers.

This past year, the department improved its award-winning system, "Taxes on the Web," improving options for taxpayers to pay property taxes online, with no fees for e-checks, and with reduced fees for credit cards. The result was a doubling of electronic payments received in Fiscal Year 2011-2012. It is anticipated that more taxpayers will take advantage of this convenience in the coming year.

The Department also implemented a new online system for business licenses and transient occupancy tax, which allows for online electronic payments. Now services previously only available in the office, can also be accessed online, 24 hours a day, 7 days a week.



# INTERNAL SUPPORT

Click image to view each section.

County Counsel



General Services Agency



Human Resources





# COUNTY COUNSEL

## What we do:

The County Counsel's Office provides day to day legal advice to the County to protect it from liability and enable the Board of Supervisors to carry out its programs and policies within the limits of the law. County Counsel also provides litigation services to the County in complex legal matters. The services that County Counsel provides largely fall into one of the two following categories:

- **Legal Advice:** County Counsel provides representation and legal advice to the Board of Supervisors, approximately seventy County boards, commissions, departments, agencies, or divisions (including three joint powers agencies to which the County belongs), and to the managers of approximately twenty Board governed special districts, as well as certain legal services to approximately fifteen non-Board governed special districts. Staff attorneys conduct legal research; draft, review, and approve agreements, contracts, and projects; and advise County officers regarding their legal responsibilities under federal and state law.
- **Litigation:** County Counsel defends the County and special districts and provides litigation services in complex lawsuits including tax, personnel, contract, and land use matters to minimize liability and maximize County recovery. County Counsel also represents the County and protects its interests in cases that address the special needs of fragile populations in the community such as children referred to Child Welfare Services, residents receiving mental health care and individuals requiring conservatorship, as well as estates without representation.

## Contact us:



Rita L. Neal  
County Counsel

Government Center  
1055 Monterey St. Suite D320  
San Luis Obispo, CA 93408  
Ph: 805.781.5400

[Email](#)  
[Website](#)



## Redistricting Revisited

The 2011 Annual Report described how State law requires the boundaries of the five County supervisorial districts to be redrawn every ten years following the decennial Federal Census. The County Counsel's office teamed with a number of County departments throughout 2010 and 2011 to identify the redistricting plan that was adopted by the Board in October, 2011.

The plan came very close to achieving its goal of having twenty percent of the population in each supervisorial district, but a 2012 legal challenge asserted that the plan failed to meet that goal, and was inadequate for a number of other reasons. The County Counsel's Office successfully defended the challenge by demonstrating that the Board's extensive and objective redistricting process allowed it to consider important factors like geographic boundaries and communities of interest. The trial court's decision upholding the new boundaries will soon be reviewed by an appellate court.



# GENERAL SERVICES AGENCY

## What we do:

The General Services Agency (GSA) provides a wide variety of services directly to the public and in support of County Departments. These include:

- Building Facility Maintenance to sustain a proactive maintenance program for County facilities and respond to facility emergencies.
- Custodial Services to provide cleaning services for over 200 County buildings.
- Architectural Services to manage the design and construction for new and renovated County buildings and parks.
- Real Property Services to oversee leased properties and manage legal information about County properties.
- Countywide Purchasing to centralize the purchase of equipment and materials for all County departments.
- Reprographics and Internal County Mail Delivery.

In addition to the above services, the General Services Agency also includes Airports and Parks and Recreation and Golf which are included in the 'Community Services' section of this report. Links to these sections can also be found below. Information Technology and Fleet Services are also functions of the General Services Agency.

## Contact us:



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General Services Agency Director

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Ph: 805.781.5200

[Email](#)  
[Website](#)

## Links to other General Services Agency Reports



[Airports](#)



[Golf Courses](#)



[Parks & Recreation](#)



Meet our Intern  
**Zach Bache**

## GSA Employees Have Heart

In late 2011, General Services Agency (GSA) team members, friends, and family participated in the Annual Heart Walk in memory of Pat Elliott, a beloved former member of the County team. This Annual Heart Walk brings awareness about heart disease and prevention efforts. The results of the team's fundraising efforts can be found on the [County Employees Give](#) page.

Check out the American Heart Association's web page for more heart healthy ideas: <http://www.heart.org/HEARTORG/>

## Creston Community Center



In 2012, Creston residents gained a new fire station and community center. Creston residents had long envisioned a local community center and in 2004, they formed Creston Activity Town Center- Helping hand (CATCH), a nonprofit corporation to facilitate their fundraising efforts.  
[Full Article](#)

# General Services Agency



## Creston Community Center

In 2012, Creston residents gained a new fire station and community center. Creston residents had long envisioned a local community center and in 2004, they formed Creston Activity Town Center- Helping hand (CATCH), a nonprofit corporation to facilitate their fundraising efforts. When it became likely that a new Creston fire station would be built and the former fire station at 5110 Swayze would be vacated, CATCH began working toward acquiring a lease for the former fire station to convert it to a community center. On August 21, 2012 The Board of Supervisors approved a lease allowing CATCH to remodel and manage the former Creston Fire Station as a new community center. The Community Center is planned to be opened to the public in 2013 and in the future, there are plans to improve and expand both the indoor and outdoor spaces at the center to provide the best possible facility and experience for the Creston community.



# HUMAN RESOURCES

## What we do:

- **Personnel Services:** The Human Resources department provides personnel services for all County departments. This includes employee recruitment, classification studies, departmental consults on personnel related matters, training, and providing staff support to the Civil Service Commission.
- **Risk Management:** The County's Risk Management program provides services including insurance and liability management, workers' compensation, safety, and employee benefits.
- **Labor Relations:** As the lead labor negotiator for the County, Human Resources staff manages communication between represented employees and County management, and negotiates terms for the labor agreements with fifteen collective bargaining units.
- **Employee University:** The Employee University offers a variety of classes and training opportunities to educate County employees to achieve continuous improvement and to enhance service delivery to County residents.

## Contact us:



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Human Resources Director

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[Website](#)



Meet our Interns  
Melissa Fierro & Abigail Petrini



## For the Greater Good



Public agencies across the nation are struggling with budget shortfalls and unsustainable employee compensation obligations. San Luis Obispo County has taken a proactive approach to bringing personnel costs under control while maintaining an effective workforce. Management and staff have stepped up and embraced solutions that are already saving the County over \$27 million per year. [Full Article](#)

## Interested in Public Service?

Click on icon to view job openings.

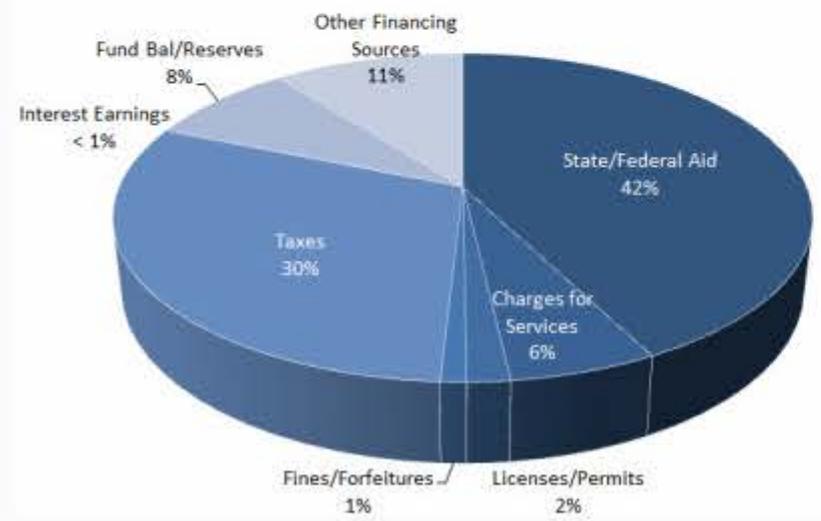




# REVENUE

## Total Financing by Source

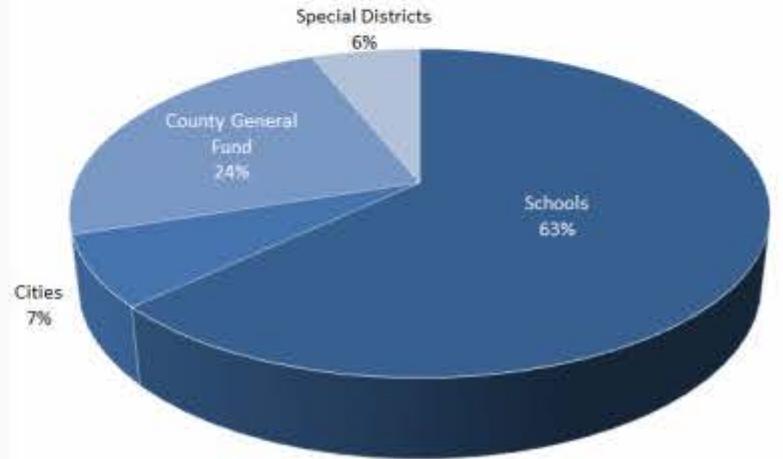
**FY 2012-13 Final Budget**  
**Total Budget: \$490.9 million**



County Operations and services are funded by a variety of different revenue sources. The chart above displays the percentage of total revenues contributed by each revenue category. Additional information related to various revenue sources can be found in the FY 2012-13 Final Budget.

## Property Tax Distribution

**Property Tax Dollar Distribution by Government Agency**



Property tax bills are calculate

d by applying a 1% tax rate to the assessed value of real property and certain business personal property owned by tenants. The property taxes collected by the County are a funding source for local governments and school districts within the County. The chart above shows the percentage of property tax revenues that are typically distributed to various government agencies.

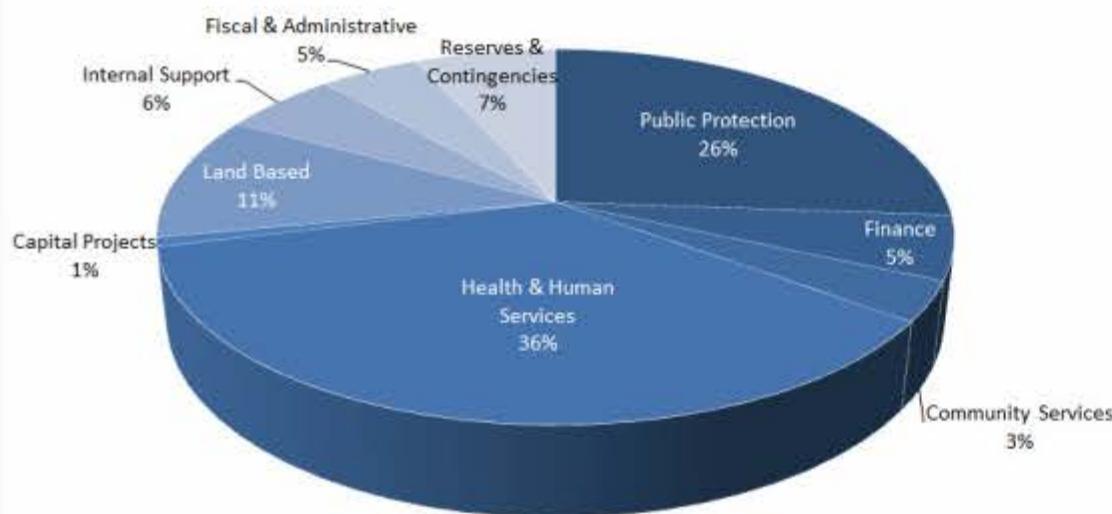


# EXPENDITURES

## Expenditures by Function

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**FY 2012-13 Final Budget**  
**Total Budget: \$490.9 million**



the percentages of the total budget that are used to fund operations, programs and services within each of the functional areas. Earlier sections of this annual report outline the departments and operations included in each functional area.

## Credit Rating

Every year, the County's Combined Treasury Pool Investment is rated by credit rating agencies based on its creditworthiness. Fitch Ratings, a nationally recognized statistical rating organization, has consistently rated the County at its highest level since Fiscal Year 1994-1995. The County's credit rating is "AAA/V1". The "AAA" rating reflects the credit quality and diversification of the underlying assets in the County's portfolio and appropriate management and operational capabilities. The "V1" rating reflects low market risk and a strong capacity to return stable principal value to participants in an adverse interest rate environment.

## Debt Obligations

Maintaining low debt levels is important to ensuring the long-term financial stability of the County. State Law sets the County's legal debt limit at 1.25% of the County's total assessed valuation. However, the County has established much stricter debt guidelines for itself. The County's target is to keep the annual debt service paid for by the General Fund to 5% or less of the General Fund operating budget. Ratios under 5% are considered favorable by bond rating agencies. This target is tracked each year through the Administrative Office's performance measures. In Fiscal Year 2011-12, the County's ratio was 3.4%. This ratio is projected to remain constant, as no new debt is currently planned.