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County of Orange Nominees Win at Orange County Business Council's Turning Red Tape into Red Carpet Awards

Santa Ana, Calif. (December 2, 2019) — The Orange County Business Council's (OCBC) Ninth Annual Turning Red Tape into Red Carpet Awards recognized Orange County Social Services Agency (SSA) and Orange County Child Support Services (CSS) for their innovative and cost-reducing government programs.

“I’m proud of the departments nominated for this year’s awards for their work to create programs that will better the lives of our Orange County residents,” said Chairwoman Lisa Bartlett, Fifth District Supervisor. “I would like to especially congratulate SSA for winning the award in the category of Public Private Partnership.”

The award is a first for SSA, whose program Families and Communities Together (FaCT) was honored during the November 20 ceremony at the Center Club in Costa Mesa. SSA discovered a linkage between poverty and child maltreatment through studies. With the information obtained from those studies, SSA has implemented specialized programs through its FaCT public-private partnership to provide end-to-end solutions that help at-risk families from 15 Family Resource Centers located in communities with the greatest social and economic challenges. FaCT specialized services address child abuse prevention through family strengthening work.

“I am proud of the Social Services Agency for all of their hard work and for this being their first award,” said Vice Chair Michelle Steel, Second District Supervisor. “They have done a great job and we are proud that the Families and Communities Together program will be able to reach as many as 6,000 Orange County families.”

Under the Incorporating Innovative Technology category, CSS received an honorable mention for the Predictive Analytics Program. CSS is among the first in its field to build and operationalize a predictive analytics (PA) program by improving the way data is collected and applied for successful execution of child support casework. PA takes a robust set of data and applies statistical modeling to predict behavior and identify trends within data sets.



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“We’re using new technology to make sure county services are efficient and effective,” said Supervisor Andrew Do, First District. “Orange County is committed to helping every parent access the help they need from our child support services.”

OCBC, which works to enhance Orange County’s economic development and prosperity, received a record 41 nominations. For more information about the 2019 winners, visit [OCBC’s website](http://OCBC.org).

“SSA and CSS have a tough job and do a great job at providing stability and compassion at times when residents need it most,” said Supervisor Donald P. Wagner, Third District. “The recognition of their incredible work should be regarded as the highest compliment.”

Other nominees from the County of Orange are:

- The Be Well OC Campus initiative — the first of its kind in California — leverages a public-private partnership to create a coordinated system of care to provide mental health and substance use disorder (SUD) treatment programs to all residents.
- Chairwoman Lisa Bartlett and the Orange County Treasurer-Tax Collector developed the Mello Tax Transparency Application, which uses property tax data directly from residents’ secured property tax bills to display the base tax levies and special assessments on properties, including Community Facilities Districts (CFD) that are commonly referred to as Mello-Roos. The application allows for searches by address or by using an interactive map.
- CSS Director Steven Eldred has championed a holistic, customer-centered service approach, while also leading his department to continuously improve business practices and sustain impeccable compliance with state and federal guidelines.
- The Orange County Clerk-Recorder’s SECURE G2G- Government to Government gives government agencies or entities the ability to submit document recordings electronically to any participating county using a single computer from anywhere, eliminating the need to mail hard copies, and reducing postage, labor and transportation costs.
- Orange County Community Resources Veterans Service Office’s Veterans Service Office Self Check-In kiosk in the department’s lobby allows veterans and their dependents to sign in without having to fill out the same information each visit, speeding up the process to receive services.

“I’m so proud of our departments for developing programs to serve our residents more efficiently,” said Supervisor Doug Chaffee, Fourth District. “Truly our staff who work with our residents each day are what make us great.”

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