

COUNTY DEPARTMENTS

Riverside County's departments and agencies employ staff members who perform a wide variety of functions and services in over 1,500 different job classifications. As a new County employee, you should become thoroughly familiar with your department's mission and business operations. As you peruse the following information about the County's many departments and agencies, you will learn about their innovative approaches to public service and the extensive variety of services they offer. Many County departments interact with each other on a regular basis or as members of interdepartmental project teams. If your job involves such interaction, learning more about these County departments will enhance your ability to work cooperatively and effectively with them.



ASSESSOR-COUNTY CLERK-RECORDER Riverside County, CA

The office's mission is to fulfill the legally mandated function of the Assessor, County Clerk, Recorder, and Records Management Program in an accurate, timely, professional, and courteous manner and to ensure high quality service.

The 2013-2014 Annual Report announces that for the first time since 2009, the assessment roll in Riverside County will see a positive increase. The County saw an overall year-over-year increase in housing prices of more than 25% for calendar year 2012. This increase along with the 2% inflation factor and slight increases in some other property types, led to an overall increase of 3.95% in the County's tax roll. The 2013 total assessment roll for Riverside County was almost \$213 billion, and while still substantially below the 2008 high of \$243 billion we are finally moving in the right direction.

The Assessor-County Clerk-Recorder's Office consists of four separate entities.

The Assessor's primary responsibility is to value taxable property. The Assessor locates all taxable property in Riverside County, identifies the owners, and describes the property. The Assessor determines a value for all taxable property and applies all legal exemptions and exclusions. The Assessor must complete an assessment roll

showing the assessed values for all property and maintain records of the above. The Assessor provides taxpayers and the public access to assessment roll information as allowed by law.

The Clerk's Office services range from issuing marriage licenses to filing Fictitious Business Names (FBNs). In addition, the County Clerk performs marriage ceremonies.

The Recorder's Office is responsible for providing the public with constructive notice of private acts and creating and maintaining custody of permanent records for all documents filed and recorded in Riverside County.

The Records Management and Archives Program (RMAP) provides County departments with specialized records management services that include off-site records storage, document imaging and microfilming, assistance in creating and implementing records retention schedules, educational workshops, and the County Archives.





Agricultural Commissioner

The Riverside County Agricultural Commissioner's Office is entrusted with the mission of promoting and protecting the agricultural industry of the County, ensuring the health and safety of the County's citizens, and fostering confidence and equity in the marketplace through education and the fair and uniform enforcement of laws, regulations, and ordinances enacted by the people of the State of

California and the County of Riverside.

Its mission is accomplished through the management of various programs utilizing a combination of public outreach, industry education and coordinated statewide regulatory programs.

In agriculture, as in other professions, information technology is an increasingly important tool. Whether it is using geographic information systems to assist with planting or pest control decisions, or surfing the web to learn more about devel-

oping new marketing strategies, the amount of information available to agricultural producers has grown by leaps and bounds.

The department is involved in the following missions: Pest Detection and Exclusion; Seed Certification; Nursery Inspection; Egg, Fruit and Vegetable Quality Control; Direct Marketing/Certified Farmers Markets; Organic Crop Inspection; Apiary Inspection; Crop and Livestock Statistics; and Weights and Measures Consumer Protection related Programs.



The Riverside County Auditor-Controller is an independent, nonpartisan elected office established to provide accounting, audit, payroll, and property tax administration services to County government, cities, K-14 schools and special districts. The Auditor-Controller is the chief accounting and disbursement officer of the County. Riverside County is the fourth largest county in California and the eleventh largest in the United States.

The responsibilities of the Auditor-Controller are generally defined in the California Government Code. More specifically, the Auditor-

Controller is responsible for budget control, issuing warrants (checks) for payments, recording receipts of revenues, payroll, accounting for assets and liabilities, accounts receivable/payable, long-term debt, and preparation of the County's financial statements (CAFR). The key divisions include:

- The administration division performs administrative functions for the department.
- Internal Audit and Specialized Accounting conducts independent, objective financial and operational audits.
- General Accounting - Responsible for the review and approval of all financial transactions within the County's Enterprise Financial System.
- The Payroll Division is responsible for Payroll Processing, Accounting and Reconciliation.
- The Property Tax Division handles a wide variety of Property Tax related issues.



OFFICE OF COUNTY COUNSEL

The Office of County Counsel was established by Ordinance No. 261-g on September 15, 1941. It was originally staffed by three attorneys and one secretary housed in a single room of what is now the historic Riverside County Courthouse. Currently, the office employs 44 attorneys and 26 administrative support staff. The main office is located in the Downtown Law Building. Three satellite facilities are maintained throughout Riverside County as well.

The Office of County Counsel is a full-service law office that handles civil matters for the County of Riverside. The office provides advisory and litigation support on issues of vital concern to the County and its residents such as health care, pub-

lic safety, child welfare, land development, environmental protection, public finance, taxation and elections. The office is staffed by experi-

enced attorneys who have dedicated their careers to public service.

The office's primary clients are the Board of Supervisors and County agencies, departments, commissions and officers. Under certain circumstances, legal services may be provided to other public entities within the County, including special and school districts.



The Department of Animal Services' mission is "working together to improve Riverside County for people and animals".

The Departments has a shared commitment to:

- Demonstrate respect, sensitivity and understanding toward all people and animals.
- Provide comfortable, humane shelter and nurturing care to animals with which we have been entrusted.
- Improve Riverside County through education, humane sheltering, responsible pet placement, progressive law enforcement, and reduction of pet overpopulation.
- Use adoption, education, and veterinary medical programs as an alternative to euthanasia.



- Seek lifetime homes for the pets we place.
- Educate the general public to the humane treatment of animals and increase public awareness of the solutions to pet overpopulation.
- Provide the tools, environment, and information to foster a safe and healthy workplace with an emphasis on teamwork.

- Collaborate to improve Riverside County for its people and animals.

The Department of Animal Services is working toward the goal of 100% adoption of all healthy and adoptable animals. To that end, the department is actively involved in proactive adoption, as well as collaboration and strategic alliances with adoption partners. Animal Services provides and maintains shelters in Riverside, San Jacinto, Thousand Palms, and Blythe.



RIVERSIDE COUNTY DEPARTMENT OF CHILD SUPPORT SERVICES

The Department of Child Support Services promotes the well-being of children and the self-sufficiency of families by delivering effective, quality child support collection and other services for meeting children's needs. The department's enforcement actions are designed to ensure that both parents share their obligation to provide support for their children.

The department identifies and locates a child's parents, then establishes or modifies child and medical support. The department employs all civil, international, interstate, intrastate, and criminal legal enforcement actions necessary to help children and families get the support they need for the present and for building themselves a better future. The de-

partment also obtains repayment from non-custodial parents of County-provided support for their minor children.

The Department of Child Support Services strives to provide the highest level of service by maintaining effective, honest, and timely communication within the Department and with the community, so that clients are always well-informed about the availability and provision of child support services.



Department of Environmental Health

The Department of Environmental Health strives to enhance the quality of life for everyone in Riverside County by implementing effective and efficient environmental health programs to protect public health, safety and the environment.

The Department of Environmental Health is responsible for enforcement of California environmental health laws, rules, regulations, and Riverside County ordinances throughout unincorporated Riverside County and twenty-eight incorporated cities within the County.

The District Environmental Services Division (DES) is the largest Division in the Department with employees consisting of professional, technical and support staff located in eight area offices throughout the County. This division's goal is to gain compliance with the law by educating the businesses that are regulated. There are seven major programs within the Division: Retail Food Program , Recreational Water Program , Plan Check Program , Household Garbage and Sewage Complaints , Organized Camps/ Mobile Home Parks , Tobacco Retail Program, Vector Control Program.

The Environmental Protection and Oversight Division (EPO) consists of two branches: Environmental Resources Management and Hazardous Materials. The EPO Division has regulatory control over hazardous materials, land use and water system based programs.





The Riverside County Department of Mental Health (RCDMH) has developed an exceptional reputation for providing services that involve the latest innovations in clinical practices affecting

mental health. A high rate of client satisfaction has added to this reputation. They have a dedicated professional team of approximately 1,000 employees consisting of Psychiatrists, Clinicians, Peer Specialists, and paraprofessionals who serve over 45,000 consumers annually. The combination of innovative services and professional staff is reflected in their high rate of client satisfaction.

RCDMH is committed to cultural competency and accepting and valuing people from all ethnic, cultural, racial, and linguistic backgrounds. The Department's development and implementation of cultural competency equips their employees to meet the needs of the diverse population. The confidentiality of all consumers is strictly adhered to in accordance with and Federal regulations.

RCDMH is comprised of three major programs: Mental Health Services, Substance Use Services, and the Public Guardian's Office. These programs provide prompt, efficient, professional, culturally competent services throughout the county.

Mental Health Program

This program provides treatment and support services to transition youth, adults and older

adults who have a mental illness and children who are seriously emotionally disturbed. Services include outpatient services, medication, peer recovery services, education, housing, residential care, as well as subacute and acute care. Peer-to-peer support services are a component of the program and are provided in clinics and by contract providers. Services to individuals who are homeless and mentally ill are also provided across the county. A complete list of providers is available at any clinic or by contacting the CARES Line (Community Access, Referral, Evaluation, and Support Line).

Substance Abuse Program

This program provides accessible, high quality substance abuse treatment for all ages through a wide range of countywide clinics and contract providers. Prevention services are provided through 1) the largest Friday Night Live Program in the State, 2) collaborative grants with school districts to set up student assistance programs, and 3) contracts to reach out to community organizations and assist each community to make environmental prevention changes as needed. The County's Drinking Driver and PC 1000 Programs are also under the administration of the Substance Abuse Program.

Public Guardian Program

The Public Guardian provides conservatorship investigation and administrative services. The division provides forensic psychiatric support for persons placed under the Welfare and Institutions Code conservatorship.





Established in 1926, the County of Riverside **Department of Public Health** (DOPH) is the local, public agency charged with ensuring the health and well-being of county residents and visitors. With its own fiscal and administrative support divisions, DOPH administers the county's public health needs with a budget of \$85.4 million and 684 positions.



Programs, Services and Activities

DOPH's vision is to excel at building healthy communities and its mission is to promote and protect the health of all county residents and visitors. To accomplish this mission, DOPH oversees 14 Branches and administers more than 30 programs.

All DOPH programs, services and activities are organized around the 3 Core Functions and 10 Essential Services of Public Health.

Three Core Functions

1. Assessment

- The regular and systematic collection, analysis and distribution of information on the health of the community
- Identification of health problems and needs of certain communities and populations at risk for disease, illness or disability

2. Policy Development

- Creation of public policies that are designed

to solve the identified health problems and issues from the assessment phase

3. Assurance

- Ensuring the created solutions (usually in the form of services and programs) are implemented and that all populations have access to appropriate and cost-effective health care

Ten Essential Services

1. **Monitor health** status to identify community health problems

2. **Diagnose and investigate** health problems and hazards in the community

3. **Inform, educate and empower** people about health issues

4. **Mobilize community partnerships** to identify and solve health problems

5. **Develop policies** and plans that support individual and community efforts

6. **Enforce laws** and regulations that protect health and ensure safety

7. **Link people** to needed personal health services and assure the provision of health care when unavailable

8. **Assure a competent** public and personal healthcare workforce

9. **Evaluate** effectiveness, accessibility and quality of personal and population-based health services

10. **Research** innovative solutions to health problems

DOPH works in partnership and in many cases under contract with other County Departments including Environmental Health, Animal Services, Mental Health, Public Social Services, Office on Aging and the Health Care System to prevent disease and protect the health of County residents.





The Riverside County Department of Public Social Services (DPSS) is comprised of employees who work collectively and in partnership with community-based organizations to serve the needs of the community.

The Riverside County Department of Public Social Services (DPSS) provides services and assistance to protect and empower vulnerable people in our community, including:

- Providing temporary financial assistance and employment services for families and individuals
- Providing programs and services to protect children and adults from abuse and/or neglect
- Providing access to health care coverage to low income individuals and families

Services are provided through five departments:

1. Administration responsibilities include: facilities, fiscal/budget, human resources, information technology, staff development, and welfare fraud investigations.

2. Adult Services provide social service programs to help Riverside County's elderly and dependent adults live safely with as much independence as possible. They partner with elder and dependent adults to identify service needs and create plans to meet those needs with the involvement of the individual, family members and other significant people in their lives. Service Plans often involve the coordination of services from many different

agencies in the community. They also sponsor and coordinate county-wide multidisciplinary teams which provide education to the community and mandated reporters about elder and dependent adult abuse and help to create and implement individualized, coordinated service plans.

3. Children's Services is a public Child Protective Service (CPS) agency mandated to investigate allegations of child abuse and neglect. Its mission is "To ensure the safety, permanency and well-being of children and to support families."

4. Self-Sufficiency is responsible for administering programs and services that can assist Riverside County residents with basic needs and other services that can help them become self sufficient. Self-Sufficiency programs include: CalFresh (SNAP), CalWORKs, Child Care, Employment Services, Homeless Programs, & Medi-Cal.

5. The IHSS Public Authority's goal is to assist In-Home Supportive Services (IHSS) consumers in Riverside County to live high quality lives in their own homes. They accomplish this by recruiting, screening, and training home care providers who are available to assist IHSS consumers in their own homes. This service is available at no cost to the IHSS consumer.





The Riverside County District Attorney's Office is dedicated to protecting the public and serving our community through the ethical prosecution of criminal and civil offenses while safeguarding the rights of victims and witnesses.

The DA's Office is comprised of more than 700 attorneys and support staff which serve the more than 2 million residents across the vast 7,200 square miles that make up Riverside County. On average, they file more than 40,000 crimi-

nal cases each year and are one of the largest DA's offices in the state.

Some of the goals of the District Attorney are:

- To advise, assist, and review criminal investigations completed by law enforcement and other state and local agencies
- To make reasoned and ethical decisions in seeking criminal and civil prosecutions
- To minimize the impact of the criminal justice system upon the lives of victims, witnesses, and their families by helping them to overcome the effects of crime, to help them as they participate in the criminal justice system, and to help them support successful prosecutions



The mission of the Economic Development Agency (EDA) is to enhance the economic position of the County and its residents while maintaining the environment and quality of life. They do this by encouraging business growth and building a positive business climate, developing a trained workforce, improving existing communities, offering a variety of housing opportunities, and providing cultural and entertainment activities.

Departments operated by the EDA include Aviation, Community Services, Cultural Services, Economic Development, Edward Dean Museum, Workforce Development, and the Office of Foreign Trade to name a few.

Community Development owns and operates several airports throughout the County, and offers a variety of aviation services; controls County Service Area's (CSAs); oversees the Community Development Block Grant which helps develop viable urban communities; and ensures there is an

ample supply of affordable and suitable housing available to all persons.

The EDA's Economic Development Division manages Economic Development and Redevelopment. They assist the business community, promote new businesses, provide fast-track permit processing, promote tourism, and coordinate special events throughout the County. EDA's Housing programs include the Riverside County Housing Authority, home improvement, new construction, and homeownership programs.

The Workforce Development Department provides Business Services and Job Seeker Services through their Workforce Investment Board and the Workforce Development Centers.

The Leisure and Lifestyle departments include the Edward-Dean Museum & Gardens, and the Riverside County Fair and National Date Festival.



The fire season in Riverside County never seems to end. Thankfully, the CAL FIRE / Riverside County Fire Department and Riverside County Office of Emergency Services (OES) – one of the largest regional fire service organizations in California – is on hand to deal with whatever hot spots flare up.

The department, which responded to 130,620 incidents during 2012 is staffed with 1,050 career firefighters, 240 administrative support personnel, and 275 volunteer reserve firefighters. The service area serves more than 1,360,000 residents in an area spanning 7,200 square miles. The service area topography includes mountainous terrain, desert and rural to densely populated urban areas. They provided fire protection, rescue and emergency medical services to 21

cities and one community service district and provided dispatch services to two tribal fire departments and one fire protection district.

About 82% of the nearly 400 incidents they respond to on average each day are medical emergencies and about 10% are fires. The other 8% of incidents include technical rescues/public service assistance (6%) and hazardous materials incidents (2%). The Fire Department maintains two highly-trained hazardous materials response teams. They respond county-wide to any hazardous materials discharge including explosives, poisons, environmentally destructive elements, and weapons of destruction emergencies.





FLOOD CONTROL AND WATER CONSERVATION DISTRICT



Vehicles found themselves stuck during the Perris Flood of 1927.

The Riverside County Flood Control and Water Conservation District is a special district created by an act of the California State Legislature in 1945.

The District encompasses more than 2,700 square miles and is located in the western portion of Riverside County. It extends east to the Palm Springs and Desert Hot Springs area.

Before the District's inception, severe flooding occurred throughout much of the county during winter rains and mon-

soon season. In order to control flooding in Riverside County, the State Legislature established the district, thereby creating an entity charged with keeping county residents safe from flooding hazards. At that time, the State Legislature also established an independent funding source for flood control projects. Today, through effective engineering, drain and channel construction, regulation, and public education, massive flooding is less common.

The Flood Control and Water Conservation District provides the following services: identification of flood hazards and problems; regulation of floodplains and development; regulation of drainage and development; County Watercourse and Drainage Planning; Education of Flood Prevention and Safety; Construction of Flood Control Structures and Facilities; Flood Warning and Early Detection; and Maintenance and Operation of Completed Structures.

The District has 235 employees in eight divisions: Planning, Design and Construction, Surveying and Mapping, Operations, Regulatory, Information Technology, Finance and Watershed Protection.



Flooding in 1969 did great damage along Magnolia Avenue in Corona (left) and Highway 91 in Riverside (right).





The County of Riverside Human Resources Department has a centralized staff of over 320 members providing support services to all County departments and agencies. The HR Department's teams serve the public and the County's 19,000+ employees in each of the following specialized areas:

Accounting - Provides supporting documentation for HR Billing Journal entries for County departments.

Benefits - Provides information about our generous benefits, including vacation and sick leave, comprehensive health plans, transportation programs, and retirement benefits.

Center for Government Excellence - Offers management training programs, customer service academies and enrichment courses for employees.

Classification and Compensation - Provides information about the County's classification plan and salary system.

Commuter Services - Promotes a broad range of commuter transportation alternatives to driving to work alone.

Disability Access Office - Coordinates County compliance with disability laws.

Educational Support Program - Provides many great career and education related resources.

Employee Assistance Services - Provides Riverside County Employees and their families access to free, confidential counseling for personal or work-related issues.

Employee and Labor Relations - Offers professional assistance in various areas of employee relations and supports all functions of labor relations.

Employee Services - Responsible for the centralized administration and maintenance of all County personnel and benefit transactions relating to employment files.

Exclusive Care - A Health Care Plan designed exclusively for Riverside County employees.

Leadership and Organizational Development - Supporting the County's Strategic Vision of future County leadership.

Medical Assignment Program (MAP) - Provides medical temporary, on-call, and per diem staffing.

Recruitment and Selection - Develops recruitment and selection forms and procedures.

Risk Management - Manages claims filed against the County of Riverside.

Safety - Provides County employees with a safe & healthy work environment.

Temporary Assignment Program (TAP) - Provides temporary staffing for all County departments and agencies.

Wellness - Established to maximize the health and wellness of all Riverside County employees.

Workers' Compensation - Assists County employees with work-related injuries.



HOUSING AUTHORITY of the COUNTY of RIVERSIDE

Managed by the Economic Development Agency, the Housing Authority supports affordable rental housing, homeownership, rehabilitation, and development to provide safe and sanitary housing opportunities to low- and moderate-income families, including elderly and disabled persons, while supporting programs to foster economic self-sufficiency. To accomplish its objectives, the Housing Authority administers several housing programs, including:

Section 8 Housing Choice Voucher Program – a

rental subsidy program which assists approximately 8,300 families throughout the County.

Affordable Public Housing – provides 469 rental units in various communities throughout the County for low-income families.

Family Self-Sufficiency (FSS) - assists families receiving federal rental assistance move to economic independence so they are free of any governmental assistance.



Riverside County's Business Solutions Partner

Riverside County Information Technology is a full-service provider of IT services. RCIT is an Internal Service Fund (ISF) department with 100% reliance on revenues received from services.

The Applications Development team offers an array of comprehensive software services: designing websites, evaluating off-the-shelf software and implementing custom solutions.

Communications Services is a core business operation that encompasses data, voice, radio, and microwave networks. Responsibilities include the operation and maintenance of CORNet, telephone, microwave, and radio communications.

Operations Support Services center around the hosting, monitoring, operating and maintenance of enterprise level computing platforms and associated peripherals. In addition, they help County

entities stay on task through the Help Desk, which is open 24 hours a day, seven days a week.

Project Management Services help ensure projects are properly defined, expectations communicated, communications maximized, risks and accountabilities identified and understood, and projects are completed on time and within budget.

RCIT offers comprehensive service and support for desktops, printers, printer services, and data storage.

RCIT offers comprehensive systems support for email and messaging, support for both Exchange and GroupWise, connectivity for BlackBerry devices, expert technical support, and production test environments.



LAFCO RIVERSIDE LOCAL AGENCY FORMATION COMMISSION

The Local Agency Formation Commission (LAFCO) is an independent, state-mandated, regulatory agency tasked with promoting orderly land development while balancing competing needs for affordable housing, economic opportunity, and conservation of natural resources in Riverside County.

LAFCO carries out legislative duties through the consideration, approval or denial of boundary changes proposed by individuals or the local agencies themselves. Riverside LAFCO has jurisdiction over changes in local government organi-

zation occurring within Riverside County.

The Commission promotes the wise use of land resources while providing an orderly growth pattern for the existing and future needs of a community within Riverside County. LAFCO is not a county agency, it is an independent regulatory commission operating at the county-level that receives its powers directly from the Legislature. LAFCO ensures the establishment of an appropriate and logical municipal government structure for the distribution of efficient and appropriate public services.

Riverside County Office on Aging



Enhanced Quality
of Life Across
Generations

Riverside County Office on Aging was designated on June 18, 1974, by the Board of Supervisors, as a County Department on Aging for Planning and Service Area (PSA) 21. It serves as the official Area Agency on Aging throughout Riverside County

The Office on Aging is one of 52 county departments and is located within the city boundaries of Riverside (West County Office), with satellite offices in Coachella Valley (La Quinta Office) and in Hemet (Hemet Senior Service Center). Although there are three (3) community-based offices, each office can be contacted by calling one telephone number to handle all inquiries and needs: 1-800-510-2020.

Riverside County Office on Aging, under the Federal Older Americans Act and Older Californians Act, is charged to provide leadership in developing a system of care services for older persons and adults with disabilities in Riverside County. Under the governance of the Riverside County Board of

Supervisors and a 17 member citizen Advisory Council, the Office on Aging provides customer-centered services based on the vision, purpose, core value, and promise statement defined in our Strategic Plan 2012-2016: Focusing on a Healthy Tomorrow.

The Riverside County Office on Aging administers an 11 million dollar budget comprised of public and private funds from Federal, State, County and local sources, including voluntary contributions.

Philosophy

Our Vision - Hope for today with expanded possibilities and choices for tomorrow.

Our Core Value - The right to age with dignity.

Our Purpose -To enhance quality of life across generations through innovation and partnerships.

Our Promise -To listen with respect, to foster trust, and to serve with compassion and commitment in a timely manner.



Riverside County may be getting more and more crowded, but the Riverside County Regional Park and Open-Space District is working hard to keep our open spaces looking their best. The department has a staff of more than 100 employees dedicated to this goal. The staff includes professionals in the fields of accounting and finance, biology, building and grounds maintenance, carpentry and construction, ecology, environmental restoration, historic preservation, interpretation, landscape architecture, museum and curatorial management, park planning, personnel administration, recreation, security, trails planning and construction, weddings and special events, wildlife habitat management, and a host of other disciplines.

Among the 20 areas in the district's jurisdiction are the Gilman Historic Ranch and Museum, the Jensen Alvarado Historic Ranch and Museum, the Louis Robidoux Nature Center, the Idyllwild Nature Center, the Hidden Valley Wildlife Area, the Multi-Species Reserve, and the Santa Rosa Plateau.





PROBATION DEPARTMENT

County of Riverside

Serving Courts—Protecting our Community—Changing Lives

The Riverside County Probation Department is a progressive criminal justice agency that believes in continuous improvement, searching and applying "best practices," using measurable outcomes to evaluate programs, and doing our utmost to fulfill our mission and make Riverside County a safe and law-abiding community for its citizens. We value accountability, commitment, compassion, positive image, integrity, creativity, honesty, excellence, respect/values, and ethics in our staff and constantly strive to uphold the public trust and provide the best quality service to our constituents. We recognize the value of a qualified, professional, high energy, and diverse workforce and building an organization that reflects the progressive community we serve.

Riverside County Probation is one of the most diversified law enforcement agencies in the county with a budget of \$100.2 million and 1,043 sworn and non-sworn allocated

permanent and temporary positions. Our department enjoys an excellent reputation for working in a collaborative manner with law enforcement, public and private social services agencies, mental health, schools, and other county departments. Our dedicated sworn-personnel enjoy a wide variety of assignments from conducting investigations on adult and juvenile criminal offenders; providing intensive supervision, early intervention and treatment services in the community to both adult and juvenile offenders; participating in high profile task force assignments (Drug, Gang, Sex Offender) county-wide; and providing juvenile institutional detention and treatment programs for males and females throughout the county.



It is the mission of the Law Offices of the Public Defender to provide the highest quality legal representation to any person unable to afford it for criminal, juvenile, or certain civil proceedings. The Public Defender strives to preserve human dignity in all cases where citizens' liberties are at stake.

The department's main divisions include Felonies, Misdemeanors, Juveniles, and the Investigative Bureau. Legal representation is provided for indigent defendants charged with felonies and misdemeanors, minors facing delinquency proceedings, and persons alleged to be mentally ill.

The Public Defender is headquartered in Riverside, with additional offices providing support to residents in Banning, Blythe, Murrieta, and Indio.

The Public Defender is dedicated to the principle that no citizen shall be deprived of life, liberty, or property without competent, professional, and vigorous representation so that due process is implemented fairly, equitably, and without prejudice.



County of Riverside Purchasing & Fleet Department

The business of the County government consumes large amounts of goods and services which the Purchasing Department is tasked to procure. The department generally creates bids for most items, and in the case of repetitively purchased items, establishes long term contract that may be for periods of one to five years in length. This department has six divisions that provide common services:

The **Purchasing Services** division oversees County purchasing and procurement practices for all County departments and agencies. County Purchasing activities include developing contracts, requests for proposal/quotations, purchase order issuance, vendor registration, contract compliance and audit functions, and other special projects. The Purchasing Departments Contract Compliance Officer helps resolve contract disputes and protests. The County issues over 80,000 purchases orders annually valued in excess of \$600,000,000.

The **Supply Services** division procures, warehouses, and distributes commonly used products, furniture, and other materials in bulk for resale to County departments and agencies. By combining orders and purchasing in bulk, the division realizes cost savings. The division also manages disposal of surplus items such as office equipment by redistributing to other County departments or agencies, surplus bids or through the use of a third party auction company.

The **Central Mail** division handles the County's incoming and outgoing US Postal Services mail, certified and registered mail, and shipments through external carriers for packages and overnight deliveries. The division provides daily

interoffice courier services to over 400 different mails stops covering all County locations, except Blythe, and certain associated entities within the County. Folding and inserting services are also provided.

The **Printing Services** division provides printing services to all County departments and other government agencies. Services include high speed coping, offset printing, secure printing of checks and confidential documents, business cards, as well as posters, banners and specialized items. The division offers custom graphics and forms design, as well as bindery and book making capabilities.

The **Fiscal section** provides services for the five divisions of this department including: accounts payable, accounts receivable, general accounting, statistical analysis, productivity reports, rate development, and budgeting. In an effort to streamline payment process to vendors, the County of Riverside has decentralized the accounts payable function out to all departments and agencies.

The **Fleet Services Division** provides a comprehensive fleet management program for all vehicles and light trucks in the central County fleet. This includes vehicle selection and acquisition, maintenance, accident repair, fuel sales, car wash, and vehicle disposal. The division operates 13 locations strategically located throughout the County for gasoline and diesel fuel; with 7 of those locations have full time staff to provide maintenance to vehicles. The division owns and maintains approximately 4,250 vehicles, including a growing percentage of fuel efficient hybrids or alternative fuel vehicles.

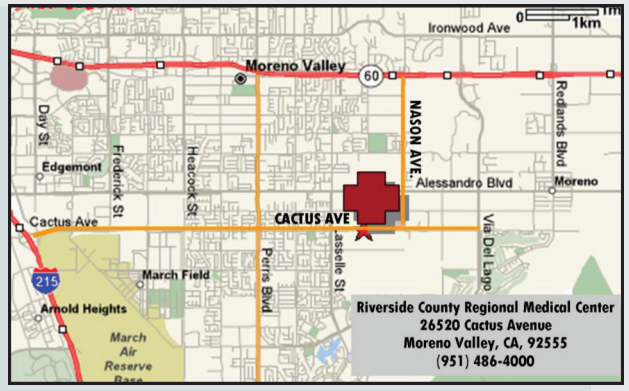


RIVERSIDE COUNTY REGIONAL MEDICAL CENTER



Riverside County Regional Medical Center (RCRMC) is located in the City of Moreno Valley, centrally located and accessible for all areas of Riverside County. The award winning RCRMC is well designed and equipped to provide the latest in health care through the 21st century and beyond.

Although the institution is over 100 years old, a new, modern, seismically compliant building opened in March 1998. The Medical Center is a 520,000 square foot state-of-the-art tertiary care and level II adult and pediatric facility, licensed for a total of 439 beds. There are 362 licensed beds in the main acute-care hospital, and 77 licensed beds in a separate psychiatric facility. RCRMC has 12 operating rooms, a helipad located directly adjacent to the Trauma Center, and state-of-the-art digital radiology services, including magnetic resonance imaging (MRI) and computerized tomography (CT) and all single bedrooms. There are also adult, pediatric and neonatal intensive care units, a birthing center and complete pulmonary services including hyperbaric oxygen treatments.



Background

A teaching hospital accredited by the Joint Commission, RCRMC offers training programs for nursing students, medical residents, and allied health professionals attending Riverside Community College, Loma Linda University, Western College of Health Services, and other facilities.

RCRMC has the capacity to manage 200,000 patient visits in specialty outpatient clinics; the Emergency Room/Trauma Unit has the capacity to manage 100,000 patient visits annually. Employees and staff are at approximately 2,100.

County of Riverside
REGISTRAR OF VOTERS



The Registrar of Voters is an officer appointed by the County Executive Officer who is responsible for conducting fair and impartial elections within Riverside County, including primary, general, and special elections. This includes the determination of priorities, registration of voters, the certification of election returns to the Secretary of State, and ensuring that election processes are in full compliance with County, State, and federal legal requirements. The Registrar of Voters oversees a department of 35 full-time employees with a budget that exceeds \$8 million serves over 875,000 registered voters.

Voter outreach programs also inform residents

of the electoral process; ensure the availability of voter registration materials; provide convenient locations for citizens to register and vote; maintain the registered voter database; process state and local initiatives, referendums, and recalls; develop curriculum and train thousands of election officers/poll workers; and canvass and certify the results of all elections.



The Salton Sea Authority is a California state-chartered joint powers

agency created in 1993 to develop programs for the continued beneficial uses of the Salton Sea — namely, as a depository for agricultural drainage, storm water and wastewater flows; for protection of endangered species, fisheries and waterfowl; and for recreational purposes.



As the largest lake in California, the Salton Sea occupies a desert basin known as the Salton Sink, and covers a surface area of

376 square miles, making it larger than Lake Tahoe and Mono Lake. It has a current elevation of about 227 feet below sea level, its maximum depth reaches 51 feet and its total volume is

about 7.5 million acre-feet.

The Salton Sea Authority is made up of representatives from the County of River-



side, the Coachella Valley Water District, the Imperial Irrigation District, and Imperial County. Representatives from each agency make up the Technical Advisory Committee, which provides technical and administrative advice and support to the Board of Directors and the Authority staff.

The Salton Sea Authority, in conjunction with the U.S. Department of Interior's Bureau of Reclamation, has begun efforts to maintain the Sea as an agricultural drainage reservoir, to restore the wildlife resources and habitats, to stimulate recreational use, and to provide an environment for economic development. The Authority recognizes the Sea's challenges, and has begun the restoration process to sustain the Sea and revitalize it as an environmental and economic wellspring.



Riverside County is the 4th-largest of California's 58 counties in both population and sheer land mass. It has consistently been among the fastest growing counties in the country, serving across more than 7,200 square miles and policing 17 of the 28 cities in Riverside County with a staff of over 4,000 dedicated men and women.

The law enforcement professionals of the Riverside County Sheriff's Department cover this expanse of southern California and are dedicated to serving the citizens of its communities with integrity, professionalism, leadership and loyalty.

The Riverside Sheriff's Department is the 2nd-largest Sheriff's Office in California, managing five correctional facilities, Coroner-Public Administrator duties, and providing court services.

Core Services

- **First Responders** - 24/7 uniformed first responders to handle calls for service from the public
- **Police Services** for 17 of 28 cities and 1 tribal community
- **Search and Rescue** - 24/7 responsibilities countywide
- **Emergency Response** - 24/7 law enforcement emergency response for disasters and terrorist attacks countywide

- **Mutual Aid Coordination** for law enforcement resources countywide
- **Enforce Criminal Law** on tribal lands
- **Jail System** - Operate and maintain a countywide jail system to serve all agencies and our local courts
- **Court Services** - Court security and civil service countywide
- **Coroner-Public Administrator** responsibilities countywide
- **Joint Task Force** - Lead agency for federal, state, and local integration of joint task force efforts

Mission Statement

- In partnership with the public, we serve to protect the public by the suppression and prevention of crime, and the reduction of criminal recidivism; and,
- Perform all mandates of the Office of Sheriff as provided in the U.S. Constitution and laws of the State of California, including the investigation and enforcement of violations of federal and state laws and local ordinances in a fair and reasonable manner; and,
- Serve the superior and municipal courts by providing court security, service of civil process, and execution of lawful orders of the court; and,
- Maintain the county jails and prisoners committed therein as prescribed by law in a fair and humane manner.



The Coroner's Office was established on May 2, 1893. On January 4, 1999, the Coroner's Office consolidated with the Riverside County Sheriff's Department, becoming the 42nd county in the state to consolidate the Coroner's Office with the Sheriff's Office.

In 2012, over 11,000 deaths were reported to the Riverside County Coroner's Bureau. The Coroner investigates and reports on all violent, sudden or unusual deaths of persons within the County as established by California law.

The Coroner may hold an inquest if the circumstances warrant. The inquest may be held with or without a jury, at the Coroner's discretion and shall be open to the public.

Mandatory Investigations :

- Unattended deaths
- The deceased has not been attended by a physician in the 20 days prior to death
- Physician unable to state the cause of death
- Known or suspected homicide
- Involving any criminal action or suspicion of a criminal act, in whole or in part

- Known or suspected suicide
- Related to or following known or suspected self-induced or criminal abortion
- Associated with a known or alleged rape or crime against nature
- Following an accident, or injury (primary or contributory, occurring immediately or at some remote time)
- Drowning, fire, hanging, gunshot, stabbing, cutting, starvation, exposure, alcoholism, drug addiction, strangulation or aspiration
- Accidental poisoning (food, chemical, drug, therapeutic agents)
- Occupational diseases or occupational hazards
- Known or suspected contagious disease constituting a public health hazard
- Deaths in the custody of law enforcement, in prison or while under sentence
- Deaths in state hospitals serving the mentally or developmentally disabled
- Suspected Sudden Infant Death Syndrome (SIDS)

Additional Investigations:

- All emergency and operating room deaths

- Deaths with known or suspected contribution by a therapeutic procedure
- All deaths where a patient has not fully recovered from an anesthetic, whether in surgery, recovery room or elsewhere
- Deaths occurring under 24 hours in a hospital
- Deaths of patients who have had surgery during the current hospital admission
- All deaths in which the patient is comatose throughout the period of physician attendance, whether at home or hospital
- Solitary deaths (unattended by physician or other persons in the period preceding death)
- Deaths of unidentified persons
- All deaths of persons who are charges of the State
- Deaths of children (age 17 and under)



COUNTY OF RIVERSIDE TRANSPORTATION AND LAND MANAGEMENT AGENCY

TLMA is the umbrella agency for six county departments. In total, TLMA employs more than 600 dedicated public servants who strive to meet the needs of the residents of Riverside County.

The **Administrative Services Department** provides the following services:

- **Administrative Services:** human resources, purchasing and facilities support.
- **Fiscal Services:** administration of deposit-based fee accounts, accounts receivable and accounts payable.
- **GIS & Demographic Services:** including mapping, data and statistical analysis.
- **Information Technology Services:** web applications, the Land Management System (LMS), as well as all TLMA computers and systems.
- **Management Services:** management of two consolidated land development and permit centers located in Riverside and Palm Desert.
- **Counter Services** at the Riverside and Desert permit centers.



RIVERSIDE COUNTY PLANNING DEPARTMENT

The **Planning Department** is responsible for Riverside County's General Plan, a comprehensive long-range plan intended to guide the growth and development of unincorporated areas within the County. This department formulates growth management plans and zoning for the County. Staff approve proposals for land development for

open space, agricultural preserves, housing characteristics, local government boundaries, environmental features, air and water quality, energy, earthquake potential, and hazardous waste.

The Planning Department strives to provide timely, responsive and helpful service to the public and to promote innovative development that efficiently accommodates a balance of housing, employment, and service opportunities.

The **Transportation Department** is responsible for planning, designing, funding, building, operating and maintaining all roads, bridges, and transportation facilities within the unincorporated County territory.

The County covers an area of approximately 7,300 square miles. The County-Maintained Road System exceeds 2,100 miles, which is about the distance between Riverside County and Washing-

ton D.C. This puts in context the challenges that the Department faces in providing service to over 2 million residents in Riverside County. They focus on their priorities of improving safety, maintaining existing roads and bridges, and enhancing roadway capacity to keep up with population growth.





The **Environmental Programs Department** is responsible for overseeing implementation programs for three regional habitat conservation plans and insuring consistency with the County's existing land development process. EPD also administers other specialized County programs.

EPD's administrative, technical, and support staff work with members of the community to ensure compliance with the County's conservation poli-

cies. EPD staff also work closely with other County Departments as well as local, state, and federal entities to develop and implement regional environmental procedures.



The Riverside County **Department of Building and Safety** is dedicated to providing the citizens of Riverside County with courteous, efficient and cost effective services with the goal of improving the quality of life and orderly economic development by the provision and management of grading, building inspection and code enforcement within the integrated TLMA activities.



Divisions include:

- **Administrative Services**
- **Environmental Compliance:** Business License Registration Program & Stormwater Compliance Program.
- **Grading:** Involved with all facets of grading plan check and permit issuance of single family, commercial and industrial grading plans and site grading field inspection.
- **Inspection:** Processes and routes applications and plan revisions, maintenance of permits, and inspects structures during construction for compliance with State Building Standards
- **Plan Review:** Performs residential and commercial plan checks prior to the issuance of building permits and checks the submitted building plans for compliance with county and state regulations .



The **Code Enforcement Department** was created in Fall 2006 as a separate department in TLMA. The Code Enforcement Department is responsible for protecting the health, safety

and welfare of residents in the unincorporated areas of Riverside County. Code Enforcement staff responds to complaints concerning land use, grading, and building code violations related to public nui-

sances, zoning violations, and other issues that negatively impact the quality of life in our communities. The Code Enforcement Department also operates a Community Improvement Program designed to develop community-building partnerships. Additionally, this department works with other agencies and local residents to foster community spirit and enhance the appearance and character of our communities.



The Treasurer is responsible for over \$10 billion in annual receipts and disbursements each year, the Treasurer serves as the chief investment officer with fiduciary responsibility of all funds in the county treasury. The treasury receives, invests and safeguards all public monies into the \$5 billion Treasurer's Pooled Investment Fund (TPIF).

The Tax Collector is a state mandated function that is governed by the California Government Code. The Tax Collector maintains the highest achievable ratings by two nationally recognized rating firms on behalf of the county, school and community college districts, special districts and discretionary depositors which draw upon these funds to pay for their budgeted expenses.

Collectively, over one million secured, unsecured, supplemental and delinquent property tax bills representing nearly \$3 billion are mailed and processed through this office each year. The Tax Collector staff provides information and assistance on the telephone and through its four office locations to individual taxpayers, businesses and mortgage professionals. The Tax Enforcement division oversees secured and unsecured tax delinquent and defaulted payments, with the Tax Sale Operations division ultimately responsible for secured tax sales at public auction in accordance with state law and approval of the County Board of Supervisors.



The University of California Cooperative Extension (UCCE) is an educational program cooperatively funded by the University of California (the Land Grant Institution in California), the county government, and the federal government to provide research-based education to county residents in agriculture, natural resources, environmental horticulture, nutrition, consumer sciences and 4-H youth development.

Cooperative Extension exists in almost every county in the United States and always involves a partnership between the United States Department of Agriculture (USDA), the state's Land Grant University, and the county or local government. In Riverside County, Cooperative Extension has a long standing Memorandum of Understanding (MOU) between the County of Riverside and the Regents of the University of California dating back to ~1917.



Veterans' Services

The staff of the Riverside County Department of Veterans' Services' takes seriously its motto of "Serving Those Who Served."

Their mission is to "Promote and honor all veterans, and enhance their quality of life and that of their dependents and survivors through counseling, Claims assistance, and education, advocacy, and special projects."

The department assists the County's veterans and dependents through benefit identification, claims assistance, case management, and information and referral. Some areas of assistance include disability compensation and pension, medical care, home loan benefits, education, and vocational rehabilitation.

The department also works on special projects highlighting and commemorating veterans and their role in our nation's history.



The purpose of WRCOG is to unify Western Riverside County so that it can speak with a collective voice on important issues that affect its members.

Representatives from 17 cities, the Riverside County Board of Supervisors, and the Eastern and Western Municipal Water Districts have seats on the WRCOG Executive Committee, the group that sets policy for the organization. The Riverside County Superintendent of Schools and the Morongo Band of Mission Indians are currently ex-officio members of the Executive Committee. Together, as a joint powers agency, they take up regional matters critical to our future, from air quality to solid waste and from transportation to the environment.